SHPRESA PROGRAMME

England & Wales · Charity number 1110688

Details

Status	Registered
Legal form	Charitable company
Company number	04692860
Registered	2005-08-02
Register	View on the Charity Commission register

Contact

Address	Shpresa Programme Mansfield House 30 Avenons Road London
Phone	02075111586
Email	shpresaprogramme@yahoo.co.uk
Website	www.shpresaprogramme.com

Activities

Objects: "3.1 The objects of the Company are;For the benefit of those people in the UK from minority backgrounds, either seeking asylum or granted refugee status or who are migrants and their dependents:(a) To advance their education and training particularly so as to advance them in them in life and assist them to adapt within a new community.(b) The relief of the financial hardship in particular but not exclusively by providing advice other assistance.(c) To preserve and protect their good physical and mental health.(d) The provisions of the facilities of recreation or other leisure time occupation with the object of improving the condition of life of those persons who have need of such.facilities by reason of their youth, age, infirmity or disablement, financial hardship or social and economic circumstances.(e) To promote any further charitable purposes for the benefit of people from minority backgrounds in the UK as the trustees may time to time decide.(f) To form partnerships with anyone and anywhere in the world with the aim of furthering any of the objectives listed in paragraphs 3(a) to 3(e) above."

Activities: Shpresa programme is an active user led organization that runs to advance the education and training of the Albanian speaking people in the UK particularly so as to enable them to take full and active roles in their communities, provide advice and to help them find employment. We do this through: Healthy living, Educational, Children and Young people, Employment and Capacity building projects.

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Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Education/training, Arts/culture/heritage/science, Amateur Sport, Economic/community Development/employment
- **Who:** People Of A Particular Ethnic Or Racial Origin

Geography

- **Area of benefit:** UK (WITH PREFERENCE BEING GIVEN TO THE LONDON AREA).
- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£531,884	£559,566	£641,763	7
2024-03-31	£659,531	£554,023	£669,445	7
2023-03-31	£673,896	£500,975	£563,937	7
2022-03-31	£468,551	£423,231	-	-
2021-03-31	£553,696	£506,652	£345,696	8

Trustees

Name	Role	Appointed
Arjola Hasanaj		2026-05-02
Elona Gega		2024-11-23
Gani Nashi		2024-11-23
HATIXHE DEMUSHI		2008-11-22
Iris Nobile Costa		2024-11-23
Jeremond Emric During		2022-10-22
Marzena Magdalena Cichon-Balcerowicz		2014-11-23

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SHPRESA PROGRAMME

England & Wales - Charity number 1110688

Accounts

Shpresa Programme

Inspiring hope & change

SHPRESA PROGRAMME FINANCIAL STATEMENTS
31 MARCH 2025

Company Registration Number 04692860
Charity Number 1110688

Prime Chartered Accounts
Corner Oak
1 Homer Road
Solihull
West Midlands
B91 3QG

SHPRESA PROGRAMME
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FOR THE YEAR ENDED 31 MARCH 2025

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TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2025

The Trustees have the pleasure of presenting their report and the financial statements of Shpresa Programme for the year ended 31 March 2025.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity name:	Shpresa Programme
Company Registration Number:	04692860
Charity Registration Number:	1110688
Registered Office and Principal Address:	Mansfield House 30 Avenons Road London E13 8HT

DIRECTORS AND TRUSTEES

Gani Nashi	Chair (joined 23 November 2024)
Shannon Helene Griffin	Chair (resigned 23 Nov 2024)
Leonard Dedgjonaj	Vice Chair
Elona Gega	Treasurer
Jeremond Emric During	Trustee
Hatixhe Demushi	Trustee
Ergest Zejnelaj	Trustee (resigned 23 November 2024)
Swati Vyas	Trustee (joined 23 November 2024)
Marzena Cichon Balcerowicz	Trustee (joined 23 November 2024)
Iris Nobile Costa	Trustee (joined 23 November 2024)

The Trustees have delegated day to day responsibilities to Luljeta Nuzi, CEO. Flutura Shega has been acting as standing CEO from January 2025, and the Trustees have delegated such responsibilities to her.

CHIEF EXECUTIVE:	Luljeta Nuzi (passed 12 February 2025) Flutura Shega (appointed acting CEO 11 Jan 2025)
BANKERS:	HSBC Bank Pie 118 High Street North East Ham London E6 2HX
INDEPENDENT EXAMINER:	Jeremy Kitson Prime Chartered Accountants Corner Oak 1 Homer Road Solihull West Midlands B913QG

STRUCTURE, GOVERNANCE AND MANAGEMENT

Shpresa Programme ('Shpresa') is a registered charity and is incorporated as a limited company with the dispensation to omit the word limited. It is governed by its Memorandum and Articles of Association, and the objectives are the same as those set out in its charity registration.

The date of incorporation of the company is 11th March 2003, and its formal charity registration is 2 August 2005.

Trustees' Selection, Induction and Training

The governance of the charity is overseen by the board of Trustees (the 'Board'). Trustees are recruited by the Board who consider the skills currently available and then identify the requirements needed for any additional or replacement trustees. Potential trustees are invited to a preliminary discussion with the Board. In the successful appointment of a trustee, the CEO provides an induction pack to introduce the potential trustee to the work and objectives of the organisation.

Organisation of the Charity

The Board agrees on policy and strategy issues and delegates the day-to-day management of Shpresa's operation to the CEO who is supported by a team of appropriately qualified people. Shpresa's team, compromises of 4 full-time staff and 5 part-time staff.

Risk Management

The Board meets regularly to discuss risks and make efforts to mitigate such risks. Their decisions are based on the four columns of the Charity Commission's recommended categories which are: Governance and Management, Operational, Financial and Environmental and External Risk.

Public Benefit

The Board has had due regard to the guidance published by the Charity Commission on Public Benefit and is of the view that Shpresa Programme is of immense benefit to the Albanian speaking community.

OBJECTIVES AND ACTIVITIES

Objects

Shpresa is established for the benefit of the Albanian speaking people in the United Kingdom, both seeking asylum and granted refugee status, migrants and their dependents in accordance with the laws of England and Wales.

In July 2024, Shpresa formally updated its charitable objectives with the Charity Commission and Companies House, reflecting a growing commitment to serve a wider range of migrant communities while staying rooted in the Albanian-speaking community.

Shpresa's objects are restricted specifically, in each case only for the benefit of those people from minority backgrounds, either seeking asylum or granted refugee status or who are migrants and their dependents:

- to advance their education and training particularly so as to advance them in them in life and assist them to adapt within a new community;

- the relief of the financial hardship in particular but not exclusively by providing advice other assistance;
- to preserve and protect their good physical and mental health;
- the provisions of the facilities of recreation or other leisure time occupation with the object of improving the condition of life of those persons who have need of such facilities by reason of their youth, age, infirmity or disablement, financial hardship or social and economic circumstances;
- to promote any further charitable purposes for the benefit of people from minority backgrounds as the trustees may time to time decide; and
- to form partnerships with anyone and anywhere in the world with the aim of furthering any of the objectives listed in the paragraphs above.

Introduction

Shpresa ('hope' in Albanian) is a dynamic, user-led charity founded in 2002 by Albanian-speaking asylum-seeking women. Shpresa works to empower and uplift the Albanian-speaking community ('ASC') and, more recently, other migrant communities across the United Kingdom. Shpresa's holistic approach addresses immediate needs while building long-term resilience, leadership and integration.

In 2024–25, Shpresa supported over 3,000 individuals through a wide range of services including advice and advocacy, children and young people's programmes, support for unaccompanied asylum-seeking children, women's empowerment, language and heritage projects, leadership and campaigning and cross-community partnerships.

In July 2024, Shpresa officially updated its charitable objectives to reflect its expanded remit: supporting all migrant communities while maintaining a strong foundation in the ASC.

Albanian-speaking and other migrant communities continue to face increasing hardship and discrimination, compounded by hostile immigration policies and far-right rhetoric. Shpresa's work remains rooted in hope, resilience and solidarity, ensuring safe spaces, trusted services and opportunities to thrive.

Core Areas of Impact

- **Children & Young People**:
  Activities across six London centres including sports, language, arts, youth-led leadership, mental health support, healthy relationships and weekly peer support groups. Jack Petchey Awards awarded to 24 young achievers annually.
- **Unaccompanied Asylum-Seeking Children**:
  Under Breaking the Chains, in partnership with MiCLU, Shpresa offers trauma-informed support including legal advocacy, mental health support, immigration advice training, sports and other activities.
- **Women's Empowerment**:
  Through the Empowering Women and We Can programmes, over 200 women accessed support groups, English as a second language, employability skills, domestic violence ('DV') and mental health resilience sessions in Newham, Barking & Dagenham, Enfield, Redbridge and online.
- **Supplementary Schools & Heritage Projects**:
  Offering Albanian language and culture classes, arts and dance to maintain cultural identity and improve self-esteem among young people.

- **Leadership & Social Action**:
  Through mentoring and community organising, ASC and emerging migrant leaders engage with policymakers to advocate for systemic change in immigration, housing and employment policies.
- **Research & Academic Partnerships**:
  Our involvement in the *Lives on Hold, Our Stories Told* (LOSTH) research with leading English universities has empowered young people as researchers and led to further funding to continue this impactful work.

Some of the Partnerships Driving Change

- **MiCLU – Migrant and Refugee Children's Legal Unit** – ensuring access to high quality legal representation for young people, up to date information, trusted advocates by their side, standing up against injustice and harmful policies and championing the rights of vulnerable, young migrants.
- **Shpresa Programme Partnership with London Citizens** - Shpresa Programme is proud to be an active partner of London Citizens, a broad alliance of community organisations working together to build power for social justice across the capital. Through this partnership, Shpresa strengthens its voice and influence, collaborating with diverse communities to advocate for policies that improve the lives of refugees and migrants in London.
- **The Alternatives Trust East London** - Increased advocacy capacity for Newham-based women, especially from the Albanian community, with dedicated staffing and multi-site delivery. Together the partnership has created safe, culturally sensitive spaces for mental health and wellbeing and supported women and families navigating the toughest moments in their lives.
- **Croydon Drop-In** – mental health support rooted in care and community. This partnership has been essential in helping young people feel seen, supported and safe. Through this collaboration we have provided one to one therapeutic support, group wellbeing sessions and a safe space to talk and listen, ensuring every young person's mental health matters and is met with care and understanding.
- **Youth Zone Forest Gate, Norwood Junction Croydon, Barking and Dagenham Library, The Arc Edmonton, Frenford Clubs Redbridge, The Alternative Trust Newham** – joint work and use of venues for free providing easy to reach venues close to members of the community.
- **Centre for Theology and Community (CTC)** – Joint work with St. Anthony's Church, Forest Gate, to challenge anti-migrant attitudes and promote shared storytelling and relationship-building.
- **Power to Prosper Programme** (Runnymede Trust & New Economics Foundation)
  – A key partner in the Newham "hub" to tackle poverty, inequality and debt by strengthening grassroots influence.
- **Protection Approaches** – Staff training on hate crime and community cohesion, followed by our *"Educate, Not Hate"* campaign to raise awareness within the ASC.
- **University college, Liverpool and Southampton University** - "Lives on Hold, Our Stories Told" (LOSTH) Research programme, conducting research on the 'right to work for asylum seekers' and 'Co-Developing Trauma' - informed guidelines. Shpresa was able to involve and train young people as researchers, to widen their network of connections in higher education, enabling them to open doors for young Albanians and to establish credibility for the organisation as a research partner. At the same time, through the partnership and research, the voices of young people with lived experience are being heard.

Building and Infrastructure Challenges

In 2023–24, Shpresa was proud to secure ownership of Mansfield House, the building Shpresa has operated from since 2007. Despite setbacks, renovation work has been done during 2024-2025 thanks to pro bono contributions from community led companies and funding from Screwfix and the Clothworkers Foundation. The goal is to have a fully accessible community centre and social housing units on the top floor. The community centre is planned to be opened by September 2025, while the work to secure permission and funding for the renovation to turn the top floor into social housing units continues.

The refurbished ground floor will provide:

- A community café offering affordable food and a warm, inclusive space
- Employment, advice and training support from upgraded offices
- Volunteering and peer leadership roles
- Space for exhibitions, entertainment and multicultural events
- A central hub for civic and social infrastructure, particularly benefiting local refugee communities

This project will transform Mansfield House into a welcoming, multi-functional community hub where marginalised groups are not just supported, but seen, heard and empowered. It will unlock the full potential of Shpresa's model, allowing Shpresa to serve not only the ASC, but also other migrant and refugee groups seeking connection, support and belonging in the United Kingdom.

Our community centre is more than just a space, it's a launchpad for new leaders from the communities we serve. Rooted in lived experience and local knowledge, we nurture and support individuals to step into leadership roles that drive real change. By offering training, mentorship, and opportunities to lead organising and campaigning efforts, we empower people who have traditionally been excluded from decision-making to take the lead. The centre acts as a hub for grassroots action, where issues are identified by the community, solutions are co-created, and collective power is built to challenge inequality and injustice.

Achievements - Free Bus Travel for asylum seekers

In February last year, in partnership with Citizens UK and other organisations, Shpresa started the first action to secure Free Bus Travel for asylum seekers. This campaign was followed by several actions and meetings with key people.

Asylum seekers across London receive on average £8.86 a week to cover all expenses beyond food and accommodation. As is laid out in the Helen Bamber Foundation's report, bus travel in London is therefore unaffordable for people seeking asylum as one return bus journey costs them 40% of their weekly allowance.

Following this campaign, there is a commitment from Transport for London to provide asylum seekers with better access to travel concessions, such as those for under 18s and over 60s, by the end of 2025.

Shpresa is continuing to advocate for travel concessions to be extended to young people 18-25 years old. Although what London Citizens and Shpresa have secured so far is a significant win, the challenge continues.

Awards

This year's **Barking and Dagenham Women's Empowerment Month** shone a well-deserved spotlight on two incredible women from the Shpresa Programme, whose dedication, leadership, and passion have created lasting change in the lives of many.

Anne Eastlea Lifetime Achievement Award Winner – Flutura Shega
The Anne Eastlea Lifetime Achievement Award recognises women who have dedicated their lives to serving the community, more than well-deserved by Flutura.

Educator of the Year – Saime Dushku
The Educator of the Year Award recognises women who go above and beyond in educating, inspiring and motivating their communities, and Saime Dushku is a shining example of this spirit.

Outgoing Chair's Report, Ms Shannon Griffin

It has been an honour to serve as Chair of Shpresa Programme during the past five years. As Chair, I had the privilege of working alongside Luljeta Nuzi. Her clarity of purpose and deep love for the community shaped everything Shpresa is today.

Reflecting on this year, I am immensely proud of how the organisation has continued to flourish despite the challenges, including the deeply felt loss of Shpresa's founder, Luljeta Nuzi. Shpresa's dedicated staff and community have remained resilient and committed to the vital mission of supporting the migrant community, including Albanian-speaking refugees.

I am confident that under Gani Nashi's leadership, Shpresa will continue to grow its impact and adapt to meet new challenges. I would like to thank everyone who has contributed their time, energy and passion to Shpresa's success during my tenure.

Incoming Chair's Report, Mr Gani Nashi

I am honoured to take on the role of Chair at such a pivotal time for Shpresa Programme. Building on the strong foundation laid by my predecessor and the inspiring legacy of Luljeta Nuzi, I look forward to leading the organisation through the next chapter of growth and innovation.

This year's achievements demonstrate the power of community and collaboration. I am committed to supporting our dedicated team and partners as we deepen our impact, ensuring that Shpresa remains a beacon of hope and empowerment for refugee communities.

This has been a year marked by major milestones and transformative progress that signal a new era in Shpresa's development.

Among the most significant achievements is the transformation of Mansfield House into a vital community space. Shpresa's renovation plans are ambitious and deeply rooted in its values. The ground floor is being transformed into a welcoming hub with a community kitchen, café and flexible gathering spaces. The first floor will house Shpresa's offices alongside affordable workspace for grassroots and community-led organisations. In time, the Trustees and staff hope the top floor will be

developed into safe and secure living units for the most vulnerable members of our community. This redevelopment is more than a construction project, it is a symbol of Shpresa's enduring commitment to long term, practical support for those it serves.

Another major milestone was securing approval from the Charity Commission to formally expand Shpresa's charitable objectives. With Shpresa's updated Articles of Association passed at a general meeting in summer of 2024, Shpresa is now positioned to extend its support beyond the Albanian-speaking community, reaching out to other migrant and minority groups facing similar barriers. This evolution reflects Shpresa's ethos: inclusive, community-led and responsive to those in need.

None of this would be possible without the remarkable resilience, energy and commitment of Shpresa's staff, volunteers and supporters. In a year of continued challenges, their passion and hard work have kept Shpresa not only moving forward but thriving.

As we look ahead, these achievements lay a strong foundation for even greater impact. I have every confidence that Shpresa Programme will continue to grow, adapt and inspire, and I look forward to seeing the community flourish through the work we do together.

In Loving Memory of Luljeta Nuzi, Our Founder and Heart of Shpresa Programme 2002 -2025

This year, we said goodbye to someone truly extraordinary, **Luljeta Nuzi** – the founder, leader and the heart and soul of the Shpresa Programme. After a brave and difficult battle with cancer, Luljeta passed away in February 2025, leaving a profound void in all our lives.

Luljeta founded Shpresa Programme in 2002, and dedicated her life to championing the rights, inclusion and empowerment of the Albanian-speaking community in the United Kingdom. As the heart and soul of the organisation, she worked tirelessly to ensure that dignity, integration and opportunity were at the forefront of everything she did. A visionary leader, Luljeta believed in integration with dignity, not assimilation. Through social entrepreneurship and community organising, she created pathways for migrants and refugees to contribute meaningfully to society. Her commitment to justice, empowerment and collective action shaped the lives of countless individuals.

Luljeta was more than a CEO; she was a mother to this community, a fierce protector of Shpresa's people and a source of endless warmth, courage and hope. Her passion for justice and her deep love for the Albanian-speaking community inspired everything she did. She built Shpresa not just as an organisation but as a family, a place where people could feel seen, heard and valued.

Her strength in the face of adversity was remarkable. Even during her illness, Luljeta's spirit shone brightly. She never stopped believing in the power of community and the potential within every person she met. She was a tireless advocate, a mentor and a guiding light for many of us.

The impact she made will ripple through generations. The innovative projects she created, especially the Breaking the Chains initiative, changed lives, giving young refugees not only legal protection but also dignity, hope and the opportunity for a future.

In 2022, Luli launched the Leadership Programme for Migrant Community Leaders, an initiative designed to equip individuals with lived experience with the skills and confidence to lead. She understood that migrant communities were often overlooked as leaders, and that many did not see themselves as such. Rooted in her own journey of transforming challenges into opportunities, this programme became a testament to her lifelong mission: turning dreams into reality, anger into justice and problems into solutions. Through her mentorship, she nurtured a new generation of leaders who will carry forward her vision.

We carry her legacy in our hearts and in her work that we continue with every day. Though we miss her deeply, we feel honoured to have walked alongside her, to have learned from her and to carry forward her dream.

Her final message to us:

"Our time on this planet is limited,
So don't waste it.
Don't hate—love.
Don't destroy—build.
Don't judge—offer solutions.
Don't just speak—act.
Help, and be grateful.
Never feel powerless.
If no one fights for you, fight for yourself.
Have the courage to follow your heart and intuition,
Because they always know what you truly want."

If I, a refugee who came without knowing the language, managed to rebuild my life, build an organisation to inspire hope to over 3,000 people, build partnerships to solve identified needs, and develop leaders with lived experiences, anyone can."

For Luli, With Love

A message of thanks from those who walked beside her:

Thank you for being the hope when we could see no light at the end of the tunnel,
For being the courage and the warmth that shaped our days,
Thank you for being the voice raised from quietness,
the strength that gave us freedom in every way.

Thank you for holding our hand, listening and fighting with care,
Thank you for helping us learn, for helping us stand,
You lifted hope where others failed,
And left your footprints everywhere.

You led by example, showing the way,
Showed us power born of grace and care,
To rebuild lives and revive dreams,
To build roots, planting love in everything.

Thank you for teaching us to celebrate each other and life,
not to let anger and injustice rob us of our rights,
Thank you for teaching us to keep fighting, to hold on, challenge any hardship,
to live fully, love deeply, be kind, chase our dreams.

So, Thank you, Luli, for your light,
For being the most beautiful garden, warmest smile, shining bright,
With hearts still grieving, we promise, in every cause, every day,
You are and will always be, our living legacy.

Thank you for your love, your courage and your unshakable belief in the power of community. You made us stronger, kinder, more hopeful; you broke the silence and gave us a voice. We will never forget you.

Rest in peace, dear Luli. Your light lives on in all of us.

New Chief Executive Report

It is with great humility and deep respect that I step into the role following our founder, Luljeta Nuzi, who passed away in February after a courageous and dignified battle with cancer. Luli's legacy is felt in every part of Shpresa, and her vision will continue to guide our future.

As I step into the role of Chief Executive Officer of the Shpresa Programme, I am deeply honoured and humbled to lead an organisation that stands as a beacon of hope, resilience and empowerment for the Albanian-speaking and wider refugee communities in the United Kingdom.

This year has been a time of profound change and reflection for Shpresa. We mourned the loss of our founder and visionary leader, Luljeta Nuzi. Luljeta's passion, courage and unwavering commitment laid the foundation upon which all of Shpresa's work is built. Her legacy inspires us every day to push forward with the same dedication to community, justice and inclusion that she embodied.

Despite the challenges, Shpresa has continued to grow and evolve, expanding its reach and deepening the impact of its programmes. Shpresa's commitment to creating safe, supportive spaces where women, young people and families can thrive remains stronger than ever. From the success of the Breaking the Chains project to the growth of the Leadership Programme, Shpresa is building a future where every individual feels valued, connected and empowered.

I am particularly proud of how Shpresa has fostered collaboration, working closely with partners, volunteers and the community to co-create solutions that address the unique challenges the community faces. Shpresa's culturally sensitive approach, including the motto "All together we can make a difference", and as Luli used the adage *"Never let a crisis go to waste"*, continues to be one of Shpresa's guiding principles and helps set Shpresa apart as a leader in refugee support.

This year, Shpresa continued to strengthen community power through mentoring, social entrepreneurship and grassroots organisation. The Leadership Programme enabled marginalised voices to influence key areas such as immigration, employment and housing. New leaders from the ASC and other migrant communities emerged, setting up valuable programmes and being a strong voice challenging issues faced by the communities Shpresa serves.

Shpresa expanded its influence through key new collaborations with Centre for Theology and Community, building inclusive church spaces that support and advocate for migrants. Another important partnership is with Power to Prosper, part of the Newham Hub. Through joint efforts organisations are tackling poverty and inequality through grassroots empowerment, in partnership with The Runnymede Trust and NEF. Protection Approaches is another collaboration that increase staff training on hate crime and advocacy informed by Shpresa's "Educate, Not Hate" campaign, promoting awareness and community resilience.

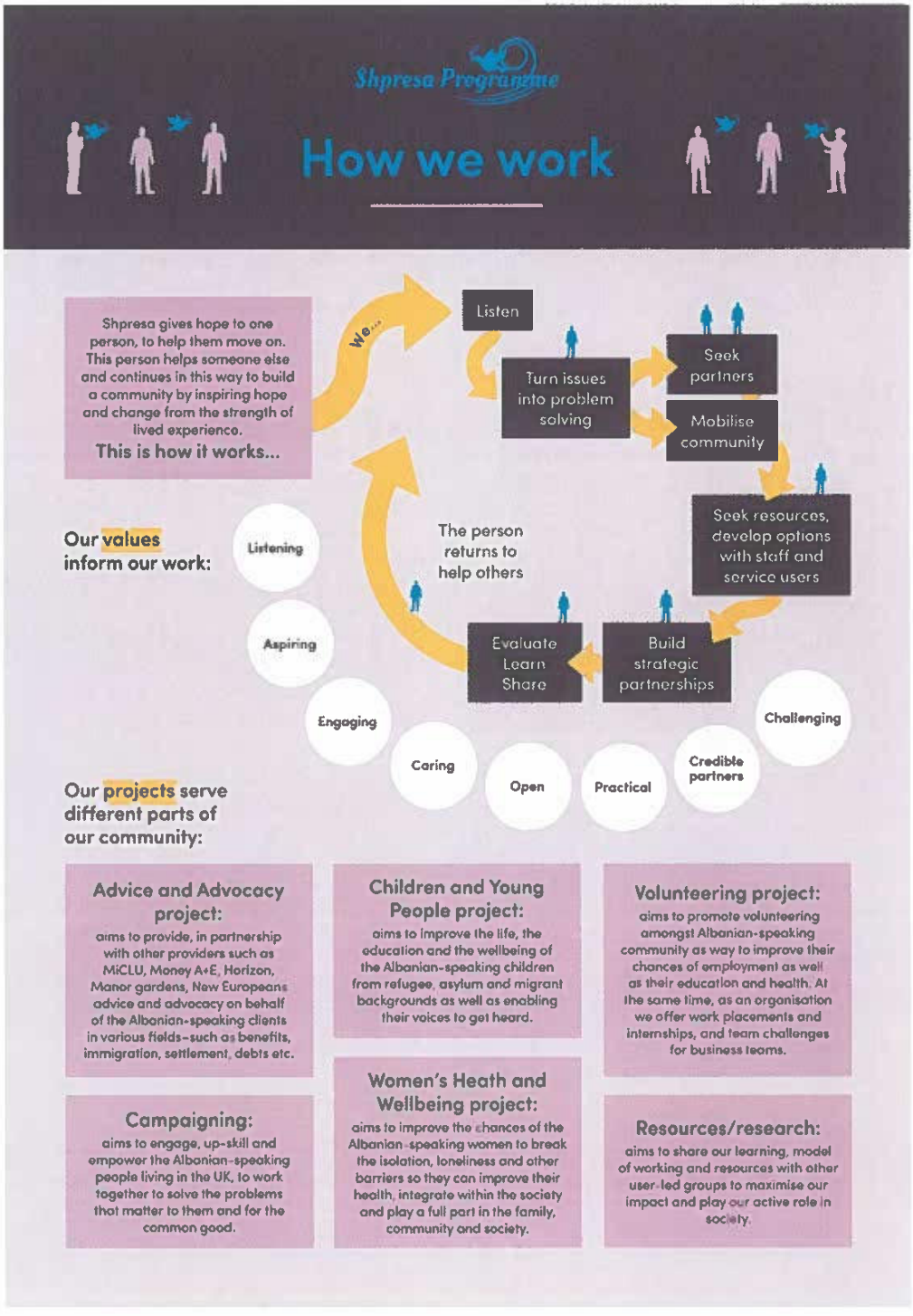
Breaking the Chains continues to be an innovative project in the refuge and migrant children sector. The project has responded to a shifting, increasingly hostile landscape for the ASC and other migrant communities. Shpresa's work in partnership with MICLU is focused on advocacy against two imminent threats: Section 59 of the Illegal Immigration Act (wrongly designating Albania as a safe

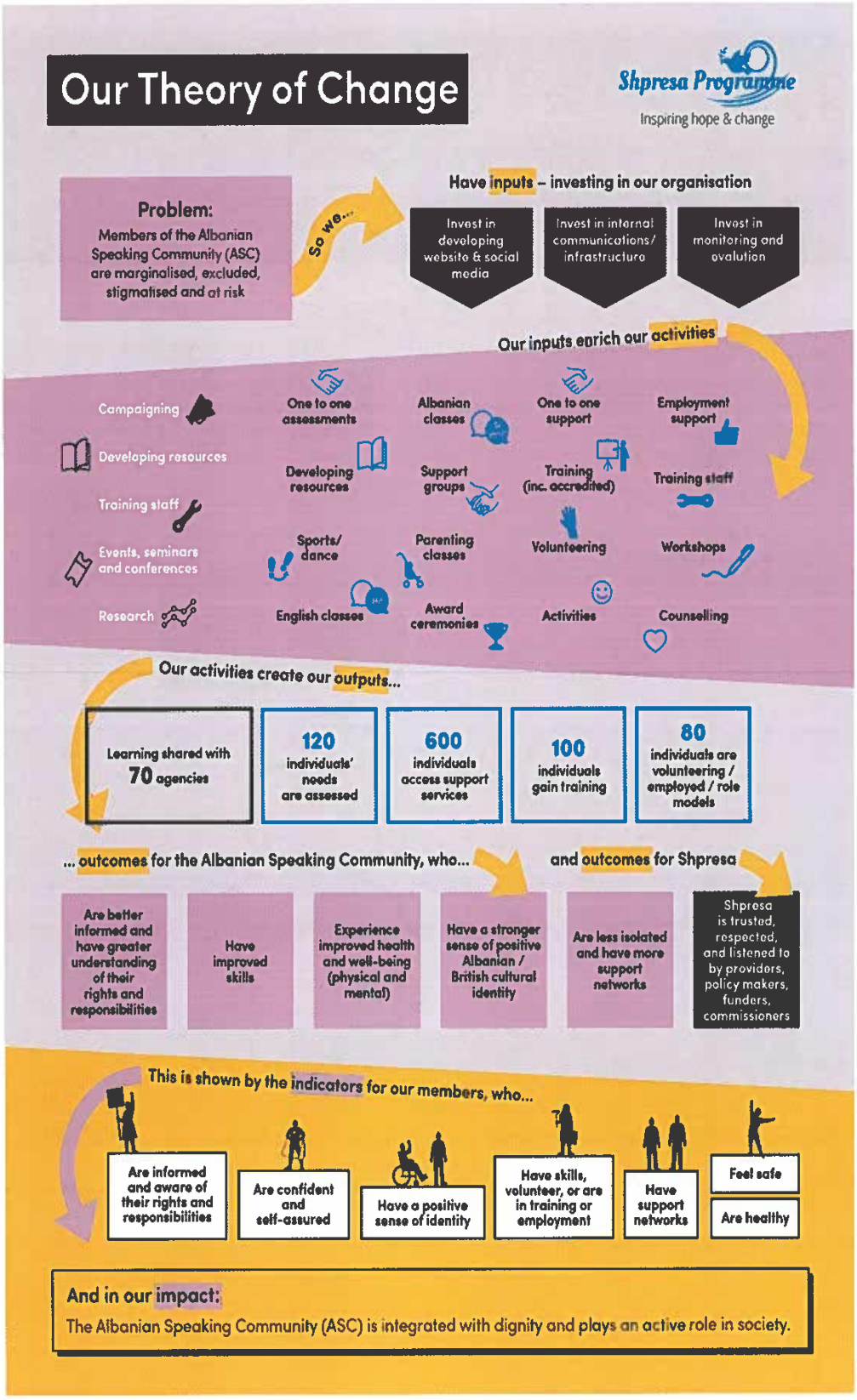
country) and the upcoming Country Guidance case on trafficked Albanian men, which could erode protection for many.

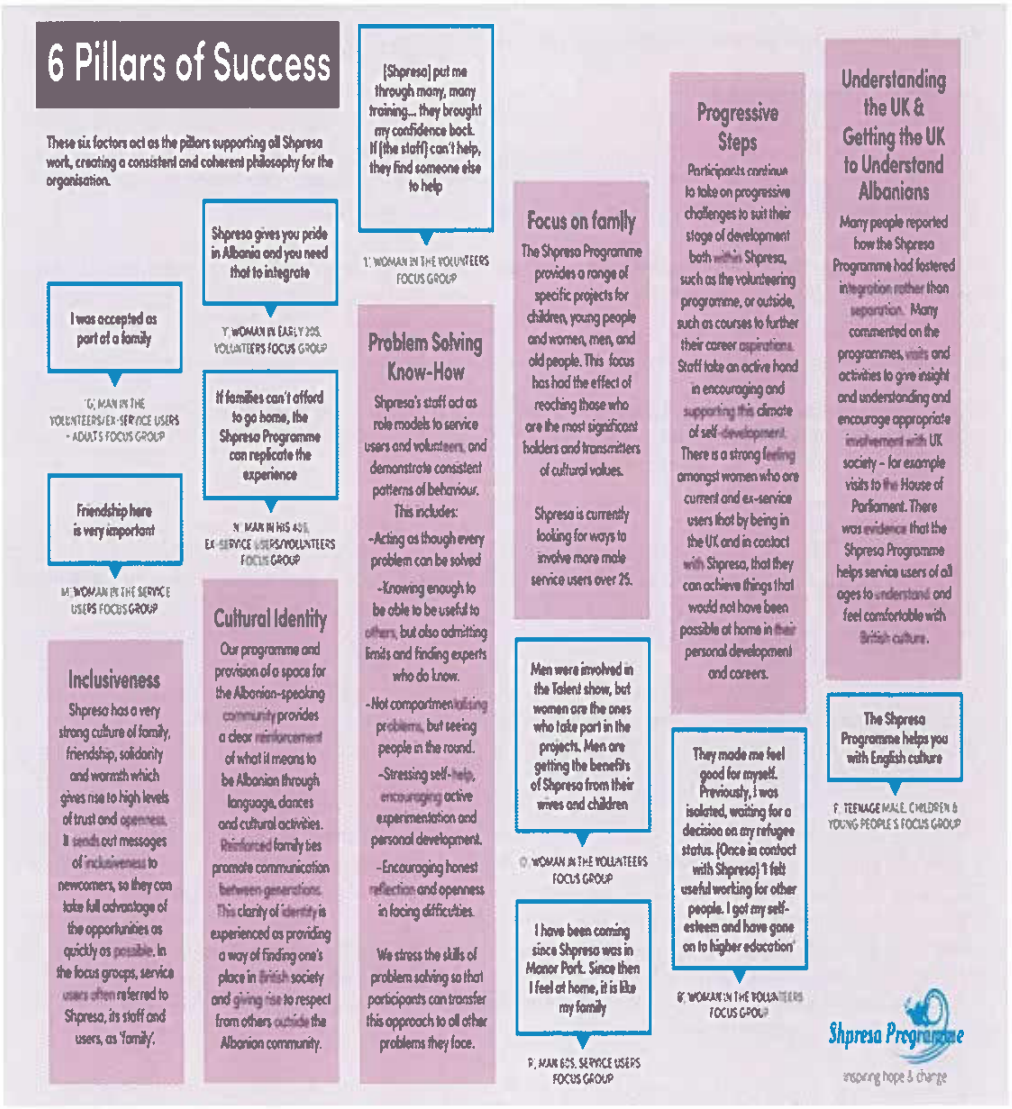
Looking ahead, Shpresa's focus will be on sustaining this momentum, enhancing its services, growing collaboration with like-minded partners and broadening Shpresa's impact, protecting the rights and wellbeing to the ASC and other migrant communities across the United Kingdom. Shpresa remains committed to systematic changes by being innovative, inclusive and ensuring sustainability. Shpresa's safeguarding not only meets the immediate needs of the communities Shpresa serves feel safe, heard and empowered, but it also helps build long term resilience and opportunities for the communities.

I want to extend my heartfelt thanks to Shpresa's dedicated staff, volunteers, partners and supporters who make Shpresa's work possible. Together, we will honour Luljeta's vision and carry her legacy forward by continuing to empower individuals, strengthen families and build a vibrant, inclusive community.

Thank you for your ongoing belief in Shpresa's mission. I look forward to the journey ahead and to sharing many more successes with you. Together, Shpresa will continue to turn crises into opportunities and dreams into reality.


Shpresa Programme
How we work
Shpresa gives hope to one person, to help them move on. This person helps someone else and continues in this way to build a community by inspiring hope and change from the strength of lived experience.
This is how it works...
We...
Listen
Turn issues into problem solving
Seek partners
Mobilise community
Seek resources, develop options with staff and service users
Build strategic partnerships
Evaluate Learn Share
The person returns to help others
Our values inform our work:
Listening
Aspiring
Engaging
Caring
Open
Practical
Credible partners
Challenging
Our projects serve different parts of our community:
Advice and Advocacy project:
aims to provide, in partnership with other providers such as MiCLU, Money A+E, Horizon, Manor gardens, New Europeans advice and advocacy on behalf of the Albanian-speaking clients in various fields-such as benefits, immigration, settlement, debts etc.
Children and Young People project:
aims to improve the life, the education and the wellbeing of the Albanian-speaking children from refugee, asylum and migrant backgrounds as well as enabling their voices to get heard.
Volunteering project:
aims to promote volunteering amongst Albanian-speaking community as way to improve their chances of employment as well as their education and health. At the same time, as an organisation we offer work placements and internships, and team challenges for business teams.
Campaigning:
aims to engage, up-skill and empower the Albanian-speaking people living in the UK, to work together to solve the problems that matter to them and for the common good.
Women's Heath and Wellbeing project:
aims to improve the chances of the Albanian-speaking women to break the isolation, loneliness and other barriers so they can improve their health, integrate within the society and play a full part in the family, community and society.
Resources/research:
aims to share our learning, model of working and resources with other user-led groups to maximise our impact and play our active role in society.


Our Theory of Change
Shpresa Programme
Inspiring hope & change
Problem:
Members of the Albanian Speaking Community (ASC) are marginalised, excluded, stigmatised and at risk
So we...
Have inputs – investing in our organisation
Invest in developing website & social media
Invest in internal communications/ infrastructure
Invest in monitoring and evalution
Our inputs enrich our activities
Campaigning
Developing resources
Training staff
Events, seminars and conferences
Research
One to one assessments
Developing resources
Sports/ dance
English classes
Albanian classes
Support groups
Parenting classes
Award ceremonies
One to one support
Training (inc. accredited)
Volunteering
Activities
Employment support
Training staff
Workshops
Counselling
Our activities create our outputs...
Learning shared with 70 agencies
120 individuals' needs are assessed
600 individuals access support services
100 individuals gain training
80 individuals are volunteering / employed / role models
... outcomes for the Albanian Speaking Community, who...
and outcomes for Shpresa
Are better informed and have greater understanding of their rights and responsibilities
Have improved skills
Experience improved health and well-being (physical and mental)
Have a stronger sense of positive Albanian / British cultural identity
Are less isolated and have more support networks
Shpresa is trusted, respected, and listened to by providers, policy makers, funders, commissioners
This is shown by the indicators for our members, who...
Are informed and aware of their rights and responsibilities
Are confident and self-assured
Have a positive sense of identity
Have skills, volunteer, or are in training or employment
Have support networks
Feel safe
Are healthy
And in our impact:
The Albanian Speaking Community (ASC) is integrated with dignity and plays an active role in society.


6 Pillars of Success
These six factors act as the pillars supporting all Shpresa work, creating a consistent and coherent philosophy for the organisation.
I was accepted as part of a family
'G' MAN IN THE VOLUNTEERS/EX-SERVICE USERS - ADULTS FOCUS GROUP
Friendship here is very important
M' WOMAN IN THE SERVICE USERS FOCUS GROUP
Inclusiveness
Shpresa has a very strong culture of family, friendship, solidarity and warmth which gives rise to high levels of trust and openness. It sends out messages of inclusiveness to newcomers, so they can take full advantage of the opportunities as quickly as possible. In the focus groups, service users often referred to Shpresa, its staff and users, as 'family'.
Shpresa gives you pride in Albania and you need that to integrate
'I' WOMAN IN EARLY 20S VOLUNTEERS FOCUS GROUP
If families can't afford to go home, the Shpresa Programme can replicate the experience
'N' MAN IN HIS 40S EX-SERVICE USERS/VOLUNTEERS FOCUS GROUP
Cultural Identity
Our programme and provision of a space for the Albanian-speaking community provides a clear reinforcement of what it means to be Albanian through language, dances and cultural activities. Reinforced family ties promote communication between generations. This clarity of identity is experienced as providing a way of finding one's place in British society and giving rise to respect from others outside the Albanian community.
[Shpresa] put me through many, many training... they brought my confidence back. If [the staff] can't help, they find someone else to help
'L' WOMAN IN THE VOLUNTEERS FOCUS GROUP
Problem Solving Know-How
Shpresa's staff act as role models to service users and volunteers, and demonstrate consistent patterns of behaviour. This includes:
-Acting as though every problem can be solved
-Knowing enough to be able to be useful to others, but also admitting limits and finding experts who do know.
-Not compartmentalising problems, but seeing people in the round.
-Stressing self-help, encouraging active experimentation and personal development.
-Encouraging honest reflection and openness in facing difficulties.
We stress the skills of problem solving so that participants can transfer this approach to all other problems they face.
Focus on family
The Shpresa Programme provides a range of specific projects for children, young people and women, men, and old people. This focus has had the effect of reaching those who are the most significant holders and transmitters of cultural values.
Shpresa is currently looking for ways to involve more male service users over 25.
Men were involved in the Talent show, but women are the ones who take part in the projects. Men are getting the benefits of Shpresa from their wives and children
'O' WOMAN IN THE VOLUNTEERS FOCUS GROUP
I have been coming since Shpresa was in Manor Park. Since then I feel at home, it is like my family
'P' MAN 60S. SERVICE USERS FOCUS GROUP
Progressive Steps
Participants continue to take on progressive challenges to suit their stage of development both within Shpresa, such as the volunteering programme, or outside, such as courses to further their career aspirations. Staff take an active hand in encouraging and supporting this climate of self-development. There is a strong feeling amongst women who are current and ex-service users that by being in the UK and in contact with Shpresa, that they can achieve things that would not have been possible at home in their personal development and careers.
They made me feel good for myself. Previously, I was isolated, waiting for a decision on my refugee status. [Once in contact with Shpresa] I felt useful working for other people. I got my self-esteem and have gone on to higher education'
'R' WOMAN IN THE VOLUNTEERS FOCUS GROUP
Understanding the UK & Getting the UK to Understand Albanians
Many people reported how the Shpresa Programme had fostered integration rather than separation. Many commented on the programmes, visits and activities to give insight and understanding and encourage appropriate involvement with UK society – for example visits to the House of Parliament. There was evidence that the Shpresa Programme helps service users of all ages to understand and feel comfortable with British culture.
The Shpresa Programme helps you with English culture
'F' TEENAGE MALE CHILDREN & YOUNG PEOPLE'S FOCUS GROUP
Shpresa Programme
inspiring hope & change

The Impact of Shpresa's Work and What was Achieved in 2024 – 2025

A Message from the Board

We're proud to share with you the Shpresa Programme's Annual Report for the year ending 31 March 2025. As our founder Luljeta Nuzi would say, while navigating through the challenges faced by our organisation and communities we serve: *"Never let a crisis go to waste."*

This past year has been one of deep connection, learning and growth, both for the communities we serve and for all of us at Shpresa. As we look back, what stands out most is the strength, courage and resilience of the over 3,000 individuals who came through Shpresa's doors, each with a unique story and deserving of care, dignity and the opportunity to thrive.

From unaccompanied minors and survivors of trafficking to refugees, asylum seekers and families seeking safety and stability, Shpresa has been there, walking beside them with heart, community and, above all, a shared sense of belonging.

At Shpresa, we believe in working with the whole family to build trust and relationships that last. Many of Shpresa's team members have walked similar paths, and this shared experience is at the heart of everything Shpresa does. It's what allows those at Shpresa to truly understand the hearts and minds of the people that Shpresa serves. This approach helps individuals feel safe, grow in confidence and most importantly, realise that they're not alone.

And it's not just the team, it's the people who were once users of Shpresa's services who now give back as volunteers, leaders and role models. Their lived experiences, compassion and skills are invaluable. They are the heart of Shpresa and proof that when a person is given the chance to flourish, they don't just rise, they lift others with them.

Shpresa's partnerships have been another essential part of the journey this year. By working side by side with organisations like MiCLU, Garden Court Chambers, Human Trafficking Foundation, Croydon Drop-In, The Alternatives Trust, Manor Gardens, Our Newham Learning and Skills, Citizens UK, Kazzum and so many others, Shpresa has been able to offer more complete, culturally aware support, from counselling and legal advice to arts, sports, English lessons and vocational training. These partnerships are a two-way street, while Shpresa's users benefit from expert support, Shpresa's partners gain insight into the unique cultural challenges Shpresa's communities face, allowing them to support in more informed, sensitive ways.

One of the biggest changes this year came from the Listening Campaign. After many conversations with Shpresa's community and partners, it became clear that Shpresa's mission was ready to grow. So Shpresa applied to the Charity Commission to update its objectives, from supporting only the "Albanian speaking community" to reaching all people in the United Kingdom from minority backgrounds. That change has now been approved, and it's a powerful step forward that will allow Shpresa to reach even more people who need support. Shpresa has run significant projects in the past supporting and sharing its model of work with other communities (the latest being the Ukrainian community). During 2024-2025 Shpresa started a new partnership with CTC which provides advice, advocacy and support to the challenges facing migrants and refuge members of the St Anthony's church in Newham and identifies leaders within St Anthony's diverse communities.

Of course, none of this would be possible without the trust and engagement of Shpresa's users, staff, volunteers, funders and friends. Shpresa remains deeply committed to listening, learning and adapting and strives for openness, compassion and a drive to always improve.

This year has been full of events that brought people together, celebrated identity and culture, created joy and inspired change. From community festivals to advocacy campaigns, youth events to workshops, each moment reminded us of the beauty of coming together and lifting each other up.

Thank you for being part of this journey. We hope as you read through this report, you'll feel as proud and inspired as we do.

Leadership Programme: A Journey of Growth, Legacy & Empowerment

This year, the Shpresa Leadership Programme has been nothing short of inspiring. Over the past 12 months, we've seen people grow into confident changemakers, take the lead and, most powerfully, pass the baton onto others.

One of Shpresa's greatest achievements is that six of this year's sessions were led by graduates of previous cohorts. That says so much: this programme isn't just working, it's lasting. It's growing roots. Former participants are now mentoring, guiding and running sessions themselves, proof that leadership isn't just being taught at Shpresa, it's being lived.

The Leadership Programme was honoured to welcome incredible guest speakers who gave their time and expertise so generously. Emma Mortoo, CEO of Day One, delivered brilliant sessions on Fundraising and Mission & Vision. Louise Garner, Head of Grants at SSE, gave practical and empowering insights during her session on Legal Structures and even went the extra mile by offering 1:1 support to leaders afterwards to help turn their ideas into real, structured plans.

But more than just skills and knowledge, the Leadership Programme has been about courage, confidence and community. Participants haven't just learned how to lead, they've learned how to believe in themselves. They now know how to access their rights, speak up about injustice and turn ideas into action.

This year we welcomed 29 new leaders and 29 incredible mentors, representing MPs, councillors, CEOs, lawyers, charity leaders and people who shared not just advice but real-life experience. Their guidance has been invaluable.

What really moves us is that the programme is now being run by people who were once just starting out themselves. That full-circle moment means everything to us. One of our alumni said it best in her blog:

"The programme isn't just about learning, it's about paying it forward, sharing knowledge, and empowering others to do the same. From a personal perspective, my experience with Shpresa and the leadership programme played an important factor into my success. And just the fact that I once was taking this programme, and now I am delivering this programme, showcases its power. To me, and to everyone at Shpresa, the Leadership Programme is not just a training initiative, it's a journey. I saw this as a great opportunity to learn, to connect, and most importantly, to thrive. It pushed me to step outside the comfort zones, to challenge myself, to think outside the box, and to grow as a young leader in every sense of the word. But, the beauty of Shpresa lies not just in the programme itself, but in the larger community it fosters. The Shpresa family is one that motivates, supports, and encourages you to improve and to strive to be the best version of yourself."

These stories remind us that leadership isn't about titles, it's about showing up, speaking up, and lifting others as you climb. Leaders from across every cohort are now part of a powerful network connected with Citizens UK, SSE, local councillors and MPs. Together, they're making real change.

We also want to highlight Merita Avdyli, founder of *Successful Mothers CIC*, who started her journey in the very first cohort. With a passion for empowering women to take control of their lives, Merita used the tools and confidence gained through the programme to expand her initiative and make a lasting difference for mothers in her community. Her journey embodies everything Shpresa hopes for in its leaders: purpose, passion and power.

Of course, there have been challenges too. We've learned how important it is to acknowledge the barriers women face, like caring responsibilities and transport issues, and we're committed to tackling these, so that every woman has an equal chance to lead.

We've also seen the emotional weight that leadership can carry, especially for those with lived experience. That's why we worked with Jonathan Ellis to offer sessions focused on building safe, supportive mentor relationships, a space to hold vulnerability as well as ambition.

As the programme continues to grow, the demand keeps rising. Shpresa is still supporting previous cohort leaders while welcoming new ones, and Shpresa's staff is doing its best to ensure that even those who didn't get into formal programmes like SSE, don't lose their momentum.

We know Shpresa can't do this alone. With continued support from The Trust for London, City Bridge Foundation and other stakeholders, Shpresa can keep building strong partnerships, finding new opportunities for its alumni and unlocking small grants, venues and resources to keep this movement going.

The slogan created by our founder and the founder of this programme, Luljeta Nuzi, perfectly captures the soul of the programme:

"Turn dreams into reality, anger into justice, and problems into solutions."

And that's exactly what they're doing.

We Can Project: Volunteering Programme

This year, thanks to the incredible support from Shpresa's funders, including The National Lottery Reaching Communities, the We Can project has continued to bring about real, lasting change in the lives of Albanian-speaking women in the community. This wasn't just about running activities, it was about building trust, creating safe spaces and showing women what's possible when they're seen, heard and supported.

Many of the women who joined the project this year have faced more challenges than most of us could imagine, including language barriers, isolation, cultural pressures and trauma. Mainstream services often feel out of reach for them. But through We Can, they found a place where they belonged. A place where healing, learning and laughter could take root.

The weekly Women's Support Groups welcomed 83 women who were looking not just for help but also for community. They shared stories, supported each other and formed friendships that went far beyond those meeting rooms. One woman told us, "The friendships I made here helped me through some of my hardest days." That's the kind of impact that can't be measured but means everything.

We Can runs workshops on, among other things, immigration, benefits, rights and digital skills. Even something as simple as learning how to fill out an online form or to join a Zoom call opened a whole new world of possibilities for participants. For many, it was the first step toward independence.

Together with the Race Equality Foundation and Barking and Dagenham Council, We Can introduced the Strengthening Communities, Strengthening Families programme in Albanian. One participant shared, "It was so supportive to share ideas with other parents. I didn't feel alone anymore."

22 women completed a six-week volunteer training programme, learning about workplace policies, team roles and leadership. Many of them stepped into new roles as Parenting Champions, Mental Health Champions, Walking Champions and/or Employment Champions, leading others while rewriting their own stories. Some even took the leap into further training and employment. As one woman told us, "I never thought I would be able to work here. This project showed me that I can."

Mental health has been a huge focus. Through awareness sessions and small group work, We Can created safe spaces where women could talk openly, feel understood and start to heal. Our Psychoeducational Mental Health Groups helped 14 women build emotional resilience and take steps toward recovery.

And sometimes, healing came through walking, talking, doing art or simply being together. Our walking group, joined by 47 women, explored parks, museums and the history of Newham, Enfield, Barking and Dagenham. Along the way, women reconnected with nature, themselves and each other.

These creative sessions brought joy and purpose, through knitting, tailoring and shared skills. Women rediscovered old passions and created new bonds. One woman said it best, "Coming here made me feel alive again."

We Can does more than deliver a programme. It creates a community, sparks a movement and reminds us all of the incredible strength that exists in women when they are simply given the space to shine.

Shpresa is deeply grateful to all the amazing partners who walked this journey: Manor Gardens, The Alternative Trust, Race Equality Foundation, Alisar Training, Barking and Dagenham Libraries, Newham languages and The Arc in Edmonton.

Shpresa is incredibly proud to announce that three of its outstanding volunteers (Evis Suka, Besiana Hasa and Bleranda Synaj) were nominated by Shpresa and recognised by Enfield Council for their dedication and contributions to the local community. Their commitment to supporting others has earned them *Special Recognition Awards*, a testament to their passion and service.

Shpresa is incredibly proud of Evis, Besiana and Bleranda for their outstanding contributions. Their awards reflect the values that Shpresa Programme stands for: community, empowerment and the spirit of giving back.

Shpresa thanks them for their dedication and looks forward to seeing their continued positive influence in the lives of many.

Breaking the Chains: Protecting Young Lives, Changing Broken Systems

Breaking the Chains project is a lifeline for young people who have been through unthinkable hardship. It's about standing with them, not only to defend their rights but to remind them that they are not alone, that they matter and that they deserve safety, justice and hope.

This groundbreaking partnership between MiCLU (the Migrant and Refugee Children's Legal Unit) and Shpresa Programme, funded by City Bridge and The National Lottery, has reshaped how young asylum seekers, particularly those from Albania, are supported through the immigration and asylum system in the United Kingdom.

What makes Breaking the Chains so powerful is its unique, trauma-informed, user-led approach. It doesn't just focus on legal paperwork. Instead, it focuses on trust, care and healing. The project creates safe spaces where young people feel safe enough to open up, often for the first time. It's this trust that makes real protection possible.

Shpresa would like to pay special tribute to Luljeta (Luli) Nuzi, its founder and former CEO, whose vision sparked this project. Luli understood, long before others did, that true change happens when lived experience leads the way. She built Breaking the Chains with empathy and determination, bringing together a powerful coalition of partners, including Garden Court Chambers, Helen Bamber Foundation, Asylum Aid, Asylos, Public Law Project, leading academics and many others, whose common goal is to protect vulnerable children and young people and to challenge the broken systems that fail them.

Through casework, youth-led campaigns and community outreach, Breaking the Chains ensures that the voices of young refugees and asylum seekers are front and centre in legal cases, policy conversations and public debate. Their stories are no longer hidden. They are being heard, and they are shaping real change.

The programme reached a total of 120 young people who benefited from all the activities and services run via this programme. The project has directly supported with legal case work over 70 children and young people, helping them build strong asylum claims and access vital protection. But the impact goes far beyond individual cases. Through advocacy and partnerships, it has helped safeguard the rights of more than 3,000 young Albanians who sought asylum in the United Kingdom in the last year alone. Since the Home Office often uses young Albanians to "test" harsh policies, Breaking the Chains is also protecting other communities at risk, including children from Vietnam, Nigeria, India, Bangladesh and Georgia.

This year hasn't been easy. We've seen heartbreaking stories, young people re-trafficked, children with learning difficulties being hidden and abused and victims chained up in cannabis farms. At the same time, we've watched the system grow colder. In 2023, over 800 Albanians were granted protection. In 2024, that number dropped to just 69.

The message being sent is that Albanian asylum seekers don't matter. That message has devastating effects, including stripping young people of hope, worsening their mental health and making them more vulnerable to exploitation. In many cases, it puts them right back in the hands of traffickers.

We've also seen poor and unjust decisions from the National Referral Mechanism which leave young people with no support, violating their rights and putting them in danger all over again.

But through it all, Shpresa's young people have shown incredible resilience, and so has this project.

This work began with Luli's vision, but it continues with every young person who finds their voice, every case that changes a life and every person who refuses to let injustice win.

Shpresa's work, with the support of its partners will continue to focus on refusing to give up on young people who have already been through too much, on advocating for change and expanding the model and sharing its learning with other migrant communities. Shpresa continues to work on challenging urgent threats, such as Section 59 of the Illegal Immigration Act, which wrongly labels Albania as a "safe" country. By targeting those already most at risk, Section 59 not only strips away vital protection, but it also opens the door to similar injustices being repeated across other groups.

Together, we're not just breaking chains, we're building futures.

Empowering Women: Building Confidence, Connection and Hope

At Shpresa, it is believed that every woman deserves to live with dignity, independence and the confidence to shape her own future. The Empowering Women project, funded by Henry Smith, has been Shpresa's way of making that belief a reality, offering Albanian-speaking women a safe space to grow, connect, and rebuild their lives.

Over the past year, this project has supported 94 women through five weekly support groups held in different venues such as Frenford Club in Redbridge, Mansfield House, The Alternatives in Newham and online via Zoom. Each of these spaces has become more than just a weekly meeting, it has become a lifeline.

Many of the women the project supports face huge barriers, including language difficulties, trauma and fear of being judged or misunderstood. They often arrive in the United Kingdom with little knowledge of the system and even less support. They may be navigating complex immigration processes, raising children on their own or coping with poverty, domestic violence, depression or anxiety. Some are survivors of trafficking or abuse. Others live in temporary accommodation, such as hotels with no means to prepare a warm meal and being forced to eat what is provided.

Through one-to-one advice and advocacy, this project supported 208 women and their family members with issues such as immigration, domestic violence, mental health, homelessness and access to benefits. Shpresa walked alongside them through some of their darkest days, ensuring they weren't left to face those challenges alone. Shpresa's staff followed up personally with each woman, making sure that they received the right support, resources and protection.

One woman told us, "I am grateful to you and the volunteer that supported me. I felt I could rely on her and was not let down. I know I am very vulnerable and have lots of needs. I appreciate you treating me with respect and being there without judging, lending a helping hand whenever I need it. I can see my life put in order now, and I look forward with hope, surrounded by good friends who care for me."

Many of the women this project works with have no extended family here, no friends, no safety net. But through this project, they've built one for themselves. They've found strength in each other, resilience in shared experiences and hope in the possibilities ahead.

The Empowering Women programme has provided one to one support and advocacy to meet individual needs and has helped women to feel seen, valued and connected. It's helped them realise they are not alone, and that together, they can build a better future.

Shpresa is proud of every woman who walked through its doors this year. Their courage and determination inspire everything Shpresa does. With continued support, Shpresa looks forward to empowering even more women to heal, grow and thrive.

Creating Welcoming Spaces with the Centre for Theology and Community (CTC)

Together with the Centre for Theology and Community, Shpresa has been working to make churches places of true welcome, where harmful attitudes toward migrants are gently but firmly challenged and replaced with understanding, connection and love.

Shpresa's focus has been on St. Anthony's Church in Forest Gate, where one of its dedicated team members is based. This project offers practical support, advice and advocacy and encouragement to migrant and refugee members of the church, helping them navigate daily challenges while also identifying and nurturing emerging leaders within the community.

Through shared meals, open conversations training, and opportunities to serve and lead, this project is helping to turn the church into a space where diverse communities come together, learn from one another and take action side by side to stand against injustice.

As result of the work with communities at St. Anthony's Church in Forest Gate, we developed the **Stronger Together** Programme, funded by Near Neighbours, Bringing People Together. Through this programme we provided extra tuition support for year 6 and 11, to 43 students.

Power to Prosper, Tackling Poverty Together

Shpresa has also been proud to play a key role in the Power to Prosper programme (a national initiative led by the Runnymede Trust and the New Economics Foundation) which is all about getting to the root of poverty, inequality and debt.

Here in Newham, Shpresa is part of the local Power to Prosper Hub, alongside other passionate organisations working to lift up the communities. Each Hub is led by a host and joined by four partner groups, creating a powerful network of shared knowledge and action. Shpresa is excited about what's ahead and is already exploring ways to grow its reach, deepen the partnerships and make sure the voices of its communities are heard at both local and national levels.

Together, these partnerships are helping Shpresa move closer to accomplishing its vision: a fairer, more inclusive society where every individual feels seen, supported and empowered to thrive.

Newham Household Support Fund, Emergency Provision

Over the past year, Shpresa has continued to deliver vital emergency support through the Newham Household Support Fund, with a focus on alleviating financial hardship among the most vulnerable members of the Newham community. In partnership with Newham Council and other local organisations, Shpresa has provided essential assistance including financial aid, food and clothing.

Working closely with partners, Shpresa referred families to local food banks and distributed donations. To further support families in crisis, Shpresa distributed £3,000 in supermarket vouchers for Tesco and Asda, generously provided by Newham Council, helping Newham families meet basic living costs.

Clothing has been provided largely through community donations, and during the festive season, Shpresa ensured children received gifts through its continued partnership with the ELBA Toy Appeal.

This collaborative effort has been instrumental in providing timely relief to those experiencing hardship and exemplifies the power of community-driven support systems in addressing urgent needs.

Children and Young People's Project: A Safe Space to Grow, Belong and Shine

At Shpresa, it is understood that when children and young people are given the space to feel safe, heard and supported, they can truly thrive. That's exactly what the Children and Young People's (CYP) Project sets out to do: create spaces where Albanian-speaking children from refugee, asylum-seeking or migrant backgrounds feel seen, celebrated and empowered.

Over the past year, 350 young people took part in the CYP Project. Whether they joined a sports session, leadership training, supplementary school or simply came to hang out in a welcoming space, each young person brought their energy, dreams and stories, and each one left feeling a little more confident and connected.

For many of the children and young people Shpresa works with, settling in the United Kingdom comes with real challenges. Language barriers, unfamiliar systems, and cultural differences can lead to isolation, low self-esteem and a sense of not fitting in. The CYP Project is designed to break through those barriers.

In these sessions young people are encouraged to be themselves, to speak their truth and to support one another. Shpresa creates spaces that are local, safe, non-judgmental and filled with warmth, sometimes even with a hot meal to bring comfort and care.

Shpresa's approach with children and young people is holistic, personal and shaped by the young people themselves. Shpresa focuses on:

- Identifying young people who need targeted support
- Providing culturally sensitive activities that are both fun and educational
- Offering mental health and wellbeing support, led with care and understanding
- Making referrals to the right advice and advocacy services
- Encouraging youth leadership and ensuring their voices are not only heard but truly valued
- Creating bridges between the experiences of Shpresa's young people and the wider community

This is what makes the CYP Project feel so special, it's shaped with and for the young people.

The motto at Shpresa is "All together, we can make a difference." Shpresa has worked hand in hand with young people, their families, funders, schools and partner organisations to make this happen.

However, challenges remain. Funding is an ongoing concern, and Shpresa is working hard to find creative ways to keep these activities running, like drawing on the incredible support from its members to keep our Albanian school project alive.

Shpresa's supplementary schools and heritage projects operate from four centres across London, offering positive activities for children and young people. Shpresa continues to celebrate young people's achievements with the Jack Petchey Awards that recognise 24 young people every year. Safe, non-judgmental spaces allow participants to engage fully, overcoming language and cultural barriers.

Shpresa have also expanded its youth work through *Healthy Relationship* workshops, reaching students across virtual schools and community centres in Barking and Dagenham and Croydon.

Celebrating Shpresa's Young Changemakers, Jack Petchey Award Winners

Shpresa is incredibly proud to support young people who not only dream big but also give back, lifting up their peers and communities in the process. That's why it's such a joy to celebrate two of Shpresa's young champions who were recognised this year through the Jack Petchey Achievement Award, a programme that celebrates outstanding young people who go the extra mile.

X – A Champion of Heritage, Walking and Togetherness

X was nominated by her peers for her exceptional role as a Heritage and Walking Champion. With energy, kindness and dedication, she's helped lead Shpresa's walking projects, bringing together parents and young people across generations to explore nature, their local area and each other's stories. Her gentle encouragement has made these walks more than just exercise, they've become moments of connection, learning and healing.

However, her contribution didn't stop there. X also brought her passion into Shpresa's traditional cooking project, sharing beloved Albanian recipes and tailoring them in creative, youth-friendly ways. Thanks to her, many of her peers not only discovered new culinary skills, but also picked up money management and independence tips, gaining confidence that extends far beyond the kitchen. Her joy in sharing culture and community is truly inspiring.

Y – A Voice of Culture and Kindness in the Classroom

Y, one of our brilliant Albanian school students, was also nominated by her classmates for her remarkable contributions to the Heritage Project and her dedication to learning. Passionate about Albanian language, history and culture, she has played a key role in interpreting and performing traditional Albanian lullabies and poems, bringing these beautiful expressions of heritage to life for others.

Her classmates describe her as motivating, generous, caring and a natural leader in the classroom. Always ready to help, always showing up with a smile and always setting an example of how to learn with both heart and mind, Y embodies the spirit of Shpresa, where every young person is supported to grow, lead and share.

These two young people remind us that leadership comes in many forms, whether it's walking beside others, singing a lullaby or simply showing up with compassion and curiosity.

Shpresa is incredibly proud of X and Y and grateful to the Jack Petchey Foundation for recognising the powerful potential within Shpresa's community. Their stories are a beautiful reminder that when young people are trusted, encouraged and celebrated, they can change the world around them.

Healthy Relationships focused workshops

Shpresa's Healthy Relationships sessions, funded by The Evening Standard Dispossessed Fund, have become such an important part of Shpresa's work with young people, in particular young migrants, asylum seekers and refugees.

Healthy Relationships focused on giving young people the tools they need to understand the English education system, school policies and how to build safe and respectful relationships. It offered clear explanations, often with translations, to make sure every young person felt included and informed.

These sessions included into topics like gender and gender equality, healthy friendships and romantic relationships, consent and English laws around underage relationships, mental health, managing emotions like anger, understanding safeguarding and knowing where to go for help.

For many of the young people Shpresa supports, the English laws and cultural expectations around relationships are completely new. Some didn't realise that certain behaviours or relationships were considered illegal here. Others, especially those from male-dominated cultures, needed help unlearning harmful gender stereotypes and learning how to build equal, respectful connections.

Shpresa worked closely with students to help them understand these differences, always without judgment, always with care.

Shpresa delivered workshops at Oasis Academy and has expanded the network to work with virtual schools in Barking and Croydon, engaging 37 young people in total, 17 in Croydon and 14 in Barking. Shpresa also welcomed a new, experienced social worker with a background in human trafficking to help guide and grow the project further.

This project has reinforced Shpresa's learning that awareness and education really do make a difference. When young people understand their rights, their responsibilities and how to take care of their mental health, they begin to make better choices, avoid risks and build healthier lives.

Shpresa is proud of the progress made so far and is committed to continuing this work with compassion, clarity and care.

As one young person shared, *"No one had ever explained these things to me before. Now I feel like I understand how to live better and stay safe.*

Educate, Not Hate: Standing Together Against Discrimination

This year, with the support of Protection Approaches, Shpresa has deepened its capacity to stand up to hate and build stronger, more inclusive communities. Through specialist training on hate crime, advocacy and community building, Shpresa's team has become better equipped to not only support those affected by discrimination but also to lead powerful conversations around belonging, equality and justice.

This training laid the foundation for something very close to Shpresa's staff's hearts: the launch of our "Educate, Not Hate" campaign – a bold and beautiful initiative that brings light to dark places and reminds every one of the power of education, culture and compassion.

On November 28, Shpresa came together at Barking Town Hall to celebrate Albanian Independence Day, a moment full of joy, pride, music and community spirit. Shpresa raised the Albanian flag high, standing shoulder to shoulder in celebration of the community's resilience, roots and heritage.

But it wasn't just a day to celebrate, it was also a day to reflect.

Many in Shpresa's community still face serious challenges here in the United Kingdom, especially around discrimination and prejudice. For years, Albanians have been unfairly portrayed in politics and the media. These stereotypes hurt, not just emotionally, but also practically. They impact policies, fuel hate speech and worsen the mental health of people who already carry the weight of trauma, displacement and difficult journeys.

That's why "Educate, Not Hate" was born.

15 Days of Activism, Changing the Narrative

As part of the "Educate, Not Hate" campaign, Shpresa launched a 15-day activism programme, shining a light on the many forms of hate that can affect people in Shpresa's community, including racism, xenophobia, bullying (online and in-person), gender-based violence, ableism, religious intolerance and discrimination based on sexuality or immigration status.

The message was simple but powerful: Hate has no place here. Education and empathy do.

Shpresa's young people, asylum seekers and women were at the heart of the campaign, taking part in events, conversations and storytelling sessions. Their courage, voices and ideas brought the campaign to life and reminded all why this work is so vital.

The "Educate, Not Hate" campaign isn't just a one-off initiative. It marks the beginning of Shpresa's long-term commitment to making Shpresa a third party hate crime reporting centre – a place where people can safely and confidently report hate incidents and know that they will be listened to, supported and protected.

Those at Shpresa believe that every person deserves to live free from fear and that together, we can build a society that celebrates diversity, respects human rights and offers hope to everyone, no matter where they came from.

Shpresa knows that education is a powerful force for change. And when everyone comes together, as was done in Barking Town Hall and through many other events and activities, we remember just how powerful our voices, our stories and our communities truly are.

Throughout the year, Shpresa's users didn't just participate in groups, they led and shone. Across seasons and events, their voices, experiences and talents took centre stage. Here's a look at some of the events held broken down by month throughout the year:

April 2024
- Eid Party, Easter egg hunts and storytelling
- Residential camping – rest, recharge, reconnect
- Continuing the Free Bus Campaign

May 2024
- Mental Health Awareness Week – launching a mental health booklet created by young people

June 2024
- Listening Campaign & Children's Congress – voices that matter
- Volunteer Week: "Together We Can" – stories of impact from our champions
- *Our Home* celebration at Barking Town Hall – building a shared future
- Kosovo & Albanian photo exhibition in partnership with Tara Lucas
- Advocating for voting rights and free transport for asylum seekers

July 2024
- Summer Programme – from beach trips to sewing classes, joy was everywhere

August 2024
- National Senior Citizens Day – celebrating the wisdom of Shpresa's elders
- International Youth Day – honouring the next generation
- Heritage Project Showcase – preserving and sharing the Albanian culture

September 2024
- Honouring new leaders and celebrating Mother Teresa
- Parenting and leadership certificates awarded
- "Realities We Share" event with MiCLU – raw, moving stories from young asylum seekers

November 2024
- Celebrating Albanian Independence Day at Barking Town Hall
- Launching the Free Bus Campaign for asylum seekers[1]

December 2024
- End-of-year celebration with joy, toys and warmth for every child
- "Educate, Not Hate" campaign continues

February 2025
- Raising the Kosovo flag at Barking Town Hall, performance at the Kosovo Embassy

• Report launched in Westminster: *"Punishing the Victim"* with MiCLU – real stories from the asylum system

March 2025 – International Women's Month
• "Educate, Not Hate" campaign – reminding the world that gender equality is a human issue
• Women Thriving event – celebrating women-led businesses and wellbeing
• Teacher's Day – honouring the educators among us
• Domestic Violence Awareness Day – raising voices and breaking the silence

Refuge Week Event June 2024 blog:

This year, Shpresa marked Refugee Week with a powerful celebration at Barking and Dagenham Town Hall. The theme, "Our Home," resonated deeply with those at Shpresa, as everyone gathered to reflect on what it means to find a new home away from home. From stories of displacement to journeys of integration, this week was a testament to the strength, resilience and hope that defines the refugee experience.

The day began with individuals sharing stories of courage and survival and of overcoming hardship to find stability and belonging in a new place. These personal accounts where a poignant reminder of the incredible strength refugees possess that is often born out of the necessity to leave behind everything familiar and rebuild lives from scratch. The voices spoke not just of loss but of the perseverance that drives them forward. Refugee Week is about honouring these journeys, and this year, their journeys were celebrated with pride.

The day continued in true Shpresa Programme style, with vibrant traditional dancing and food, celebrating the Albanian culture. For many, the familiar tastes and smells of the dishes are a reminder of home, but more than that, the dishes symbolize community and the new home the users are building together in the United Kingdom.

Shpresa supports journeys of hope through its work in mental health, youth programmes, immigration advice and financial guidance. The mental health initiatives offer a safe space for people to heal and rebuild after trauma, helping them regain their sense of self and belonging.

Shpresa empowers the next generation through youth programmes, offering educational support in both English and Albanian and creating a multilingual space that fosters integration. Shpresa also provides crucial immigration advice and financial guidance to help families secure their futures and achieve stability in their new lives.

Shpresa is committed to raising awareness of equality, diversity and accessibility. Through workshops and outreach programmes, Shpresa promotes inclusion and ensures its services are accessible to everyone, regardless of physical or mental abilities. A truly inclusive society gives everyone the opportunity to thrive.

Shpresa's partnerships with local councillors, MPs and other organisations have been key to its growth. These collaborations help Shpresa support people on their journeys toward integration and leadership. Together, the partnerships are creating spaces where refugees can become leaders and change-makers in their communities.

Refugee Week is a time for reflection and celebration. Everyone has stories of loss and rebuilding, especially after the pandemic. However, Refugee Week is about more than loss, it's about strength, connection and finding a new home. For refugees, this means building a life in a new country and finding safety and belonging in a community that feels like home. As Refugee Week is celebrated, remember that the journey to integration and leadership is ongoing. Shpresa remains committed to creating spaces where refugees not only survive but thrive, enriching their communities with their resilience, talents and stories.

Overall data for 2024-25

Over 3,000 users have benefited from services provided by Shpresa Programme, including events, seminars, weekly groups and workshops, emergency services and other activities. They:

- are better informed and have greater understanding of their rights and responsibilities;
- have increased support networks;
- feel more confident and self-assured;
- feel safe and have a positive sense of identity; and
- have received direct support from the organisation depending on their needs.

Moreover:

- 104 users accessed volunteering opportunities and have reported improvement on skills and work experience;
- 29 have undertaken the leadership programme;
- 534 adults, mostly women, have reduced isolation, increased their knowledge and taken part regularly in weekly sessions and one-to-one support;
-
- 3750 ASYP have taken part on weekly youth activities;
- 24 ASYP received a Jack Petchey Achievement Award; and
- 37 families were supported with food vouchers.

Fundraising

Funding secured:

- TNL - A 5 year grant towards the We Can project, aiming to reduce loneliness, increase social contact, employment related skills, learn about life in the United Kingdom and improve mental health resilience and wellbeing of women from the ASC. TNL uplift was added to support with the cost of living crisis;
- Henry Smith Charity - 2 year grant starting in Oct 2023 for the women advocacy project;
- London Youth - to deliver the Heritage Programme Jan to June 2024;
- TNL Community Fund – Awards for All - To develop Shpresa's Community Café;
- My London Programme - Provides engagement with young people typically underrepresented on youth forums and leads them through a programme of education in social action, leadership and development;
- Paul Hamlyn Foundation MiCLU led partnership - Addresses challenges in the area of migration and integration, providing advocacy capacity and training and capacity building sessions with Albanian speaking children and young people. Funding ends March 2025;
- TNL MiCLU led partnership - To work on the "Breaking the Chains" project addressing challenges in the area of migration and integration, providing advocacy capacity and training and capacity building sessions with Albanian speaking children and young people. Funding ends Sep 2024;
- The Jack Petchey Foundation - Youth Achievements and Leadership Awards. This is reviewed every year on the submission of award reports;
- Trust for London - 3 year funding starting June 2022 for a programme to create new leaders from the Albanian-speaking community;
- AB Charitable Trust - from Jul 2023 to Jul 2027 - To support the organisation's running costs and work with young people;
- Access to work – PA to the CEO and travel costs up to December 2026 as long as needs do not change;
- Money A&E – grown your own advice partnership;
- GLA Migrant advice fund – providing direct support to young migrant Londoners through advocacy, peer support and drop in specialist support, ended May 2024;
- Charity Bank – a one off grant towards the building and core costs;
- City Bridge – 2 year funding started Apr 2023 towards the Leadership Programme, extended for another year;
- Our Money Newham – Vouchers supporting Newham families. Vouchers are offered by our money Newham based on availability of funds;
- Protection Approaches - Hate Crime Community Outreach, response and prevention programme;
- New Economics Foundation - Power to Prosper programme is a transformative programme addressing the United Kingdom's foundational causes of poverty, inequality and debt problems. The programme is delivered in partnership and includes collaboration, community organising and asset building work in Newham;
- Near Neighbours Grant - Stronger Together, a programme of tuition for year 6 and 11 students;
- The London Community Foundation - Evening Standard Dispossessed Fund - towards a programme of heathy relationships focused workshops to engage 60 students in schools across Barking & Dagenham & Croydon;
- Centre for Theology and Community - providing advocacy and advice for the Mercy of Justice project at CTC;
- The Clothworkers' Foundation - refurbishment of the building of Mansfield House; and
- The Screwfix - fix, repair and improve the community facilities at Mansfield House.

Funding Shpresa's Work

Shpresa recognises the increasingly challenging funding environment for small to medium-sized NGOs. In response, Shpresa has adopted a prudent approach to budgeting for the current financial year, with flexibility to adjust planned expenditure in line with the pace of fundraising success.

Shpresa's key funding strategies for the coming year include:
Sustaining and Strengthening Relationships with Charitable Trusts and Foundations: Despite increased competition and demand on funders, Shpresa continues to secure vital grants from many major trusts and foundations, including Trust for London, Henry Smith Charity, The City Bridge Trust, The National Lottery Reaching Communities, AB Charitable Trust, The London Community Foundation, Jack Petchey Foundation and others. Shpresa remains committed to nurturing these partnerships to ensure ongoing support, while actively seeking new funders whose priorities align with its mission.
Pursuing Statutory Funding Opportunities: Shpresa is actively exploring opportunities for increased statutory funding, particularly in boroughs such as Newham, Croydon, Enfield, Redbridge and Barking and Dagenham.
Maximising Income Generation: Shpresa is progressing with the refurbishment of Mansfield House, which will enable Shpresa to generate sustainable income through affordable office spaces and community facilities. Shpresa is also working to set up an online training platform that would help it to reach users out of London and generate income to make the training sustainable.
Maintaining Rigorous Financial Oversight: Financial controls are closely monitored at each Board meeting. The Board ensures timely adjustments to expenditure in line with income secured to safeguard organisational stability.
Expanding Outreach through Innovation and Partnerships: Shpresa is building new partnerships that broaden its reach and service capacity, reaching out to other users from refuge and migrant communities.

Quality Assurances
Shpresa proudly achieved the Advice Quality Standard (AQS) in September 2023, reflecting its commitment to delivering high-quality, reliable services. Shpresa is actively preparing for the upcoming renewal of this certification in August/September 2025 to maintain its high standards of advice and support.

Policies
Shpresa's governance framework is underpinned by a comprehensive suite of policies, which are reviewed annually to ensure they remain current and aligned with best practice. Any updates or amendments are formally approved by the Board to maintain transparency and accountability.

Key summary of our strategy to 2030

Shpresa Programme is a charity that promotes the participation and contribution of Albanian-speaking refugees and migrants in the United Kingdom. Through its services and projects, Shpresa supports individuals and families to play an active role in British society.

Strategy Review: Shpresa's 2024 review assessed the needs of the ASC, Shpresa's progress and its vision for 2030. It also considered major developments: expanding Shpresa's scope beyond the ASC, acquiring Mansfield House, strengthening political influence and planning for leadership transition. Conducted by an independent consultant, the review included input from community members, staff, trustees and external partners.

Key Findings: Shpresa continues to make strong progress towards its vision, staying true to its core values. Shpresa's mutual approach fosters respect, collaboration and long-term partnerships. The lived experience of Shpresa's Board, staff and volunteers enhances the credibility and impact of its work. Shpresa's values also attract partnerships that extend its reach and influence.

Achievements:

- Continued and expanded programmes, particularly for young people and women
- Increased political engagement, amplifying Albanian voices and influencing decision-makers
- Successful outreach to young and newly arrived Albanians
- Shared Shpresa's leadership model with other nationalities and communities through training and partnerships
- Advanced Shpresa's digital strategy, improving visibility and efficiency
- Strengthened advocacy and evidence-based project design
- Served as the key reference point for Albanians in the United Kingdom seeking support
- Promoted the positive contributions of the Albanian community while countering hostile rhetoric
- Contributed to the British heritage scene through work with museums and councils

Priorities to 2030: Shpresa's strategy identifies five key areas for development:

1. Strengthening Shpresa as a role model in community development
2. Deepening existing relationships and building new partnerships
3. Expanding Shpresa's influence in political, funding and community sectors
4. Ensuring long-term resilience and sustainability
5. Establishing Mansfield House as a central hub for Shpresa's work

These priorities will help Shpresa achieve a thriving, integrated Albanian-speaking community while making Shpresa a stronger, impact-driven organisation.

Shpresa's Plans for 2025–2026

Contributing to our 2030 Vision

Shpresa will continue delivering responsive, inclusive and empowering services that reflect the evolving needs of the Albanian-speaking community and wider migrant groups in the United Kingdom. Building on the key strategic developments from Shpresa's 2024 review, Shpresa's work over 2025–2026 will focus on deepening impact, widening reach and preparing for long-term sustainability.

1. Listening, Learning and Responding

- Actively engage with Shpresa's service users, volunteers and staff to understand emerging needs through regular consultation and feedback mechanisms.
- Use insights to inform service design, resource allocation and funding priorities.
- Strengthen Shpresa's identity as a learning organisation by integrating feedback into planning, delivery and advocacy efforts.
- Continue engaging underrepresented voices across generations, genders and newly arrived Albanians.

2. Expanding Reach and Partnerships

- Scale up national outreach through enhanced use of digital platforms and a revitalised social media strategy.
- Strengthen partnerships with specialist organisations (e.g., mental health, legal, housing) to provide holistic, wraparound support.
- Extend services to more London boroughs and other British areas with high Albanian and migrant populations.
- Prioritise securing multi-year and flexible funding to enhance organisational capacity and service sustainability.

3. Enabling Empowered and Integrated Communities

- Support Albanian-speaking and wider migrant communities to become confident, connected and active participants in society.
- Promote integration by enabling access to local services (healthcare, employment, housing, education) and encouraging civic engagement.
- Provide training, one-to-one support and information to increase awareness of rights and entitlements.
- Build bridges between communities, encouraging intercultural dialogue and shared initiatives.

4. Shpresa as a Trusted, Expert Voice

- Strengthen Shpresa's position as a respected leader in supporting Albanian-speaking and migrant communities.
- Uphold Shpresa's role in protecting the rights of its users while delivering services with care, compassion and cultural competence.
- Continue contributing to local and national policy debates through evidence, research and community voices.
- Share Shpresa's model with other communities and partners to drive broader systems change.

5. Delivering Tailored, Responsive Services

- Co-design in-person services with lived experience at the core, addressing needs in mental health, benefits, immigration, employment and housing.
- Expand online provision to ensure accessibility for users across different locations and circumstances.
- Provide targeted support to meet individual needs.
- Promote digital inclusion and strengthen internal systems for communication and case management.

6. Innovation, Flexibility and Community Presence

- Build on Shpresa's hybrid delivery model, combining digital services with in-person programmes across community settings.
- Pilot nature-based projects using local parks and green spaces to promote wellbeing and integration.
- Design and test scalable service models transferrable to other ethnic and migrant communities.

7. Influencing through Community Voice and Evidence

- Amplify the voices of Shpresa's community members in shaping research, policy and service design.
- Deepen collaboration with universities, think tanks and local authorities to conduct and disseminate participatory research.
- Use lived experience to drive evidence-based policy change and influence public narratives.

8. Celebrating Culture, Contributions and Resilience

- Host at least five major cultural and community celebration events annually, promoting pride, visibility and inclusion.
- Champion the positive contributions of the Albanian-speaking community and other minor refuge and migrant communities in the United Kingdom across sectors and platforms.

9. Developing Future Leaders

- Continue our successful leadership training programme for emerging community leaders, including young people.
- Support participants to become change agents in their communities, advocating for rights, social justice and representation.
- Develop partnerships with institutions to scale the model across other communities and contexts.

10. Mansfield House – Shpresa's Future Home

- Advance the phased refurbishment of Mansfield House, Shpresa's first permanent home.
- Develop the site into a vibrant community hub, featuring:
    - community space, including a community café, for service delivery and events;
    - affordable office and training rooms; and
    - social housing and accommodation.
- Secure funding and partnerships to complete renovations and activate the space in line with Shpresa's long-term strategy.

Shpresa's plans for 2025–2026 reflect its unwavering commitment to justice, integration, empowerment and sustainability. Shpresa will continue listening, evolving and responding, ensuring the Albanian-speaking community and other migrants not only survive but thrive.

FINANCIAL REVIEW

Shpresa reports a deficit of £27,684 for the year ending 31 March 2025 (2024: surplus of £105,508).

Total income for the year was £531,883 (2024: £659,531). This comprised:

- Donations from supporters of 20,592 (2024: £18,356)
- Rental income of £2,402 (2024: £1,110)
- Grant income of £500,503 (2024: £618,091), which continues to be the primary source of funding supporting Shpresa's project activities
- Fees for services and others totalling £8,386 (2024: £21,974)

Expenditure for the year, including direct project costs and operational running expenses, amounted to £559,566 (2024: £554,023).

A detailed summary of income and expenditure is provided in the Statement of Financial Activities on page 35, with Shpresa's assets and liabilities outlined in the Balance Sheet on page 36.

RESERVES POLICY

The Trustees maintain a designated reserve fund currently valued at £150,000, intended to cover between three to six months of committed expenditure, ensuring financial stability during unforeseen circumstances. Additionally, a separate designated reserve for building running costs stands at £80,000.

The Charity's fixed asset fund is valued at £171,891, with the Help Them Grow programme holding £3,718 in designated funds. General unrestricted funds stand at £15,373.

The Board is actively reviewing the designated reserve levels with the aim of increasing them in line with budget projections, ultimately targeting reserves sufficient to cover six months of committed expenditure.

As of 31 March 2025, Shpresa holds long-term loans totalling £613,069 from The Charity Bank, Trust for London and Impact Alchemy, secured for the acquisition of Mansfield House.

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also director of Shpresa Programme for purposes of the company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and UK Accounting Standards (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 of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principals in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charity will continue to operate.

The Trustees are responsible for keeping proper accounting records which disclose with the reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102 (January 2019) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Signed on behalf of the Trustees

Gani Nashi
Chair

Approved by the trustees on

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SHPRESA PROGRAMME

Independent examiner's report to the trustees of Shpresa Programme ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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



Jeremy Kitson BA FCA
Prime
Chartered Accountants
Corner Oak
1 Homer Road
Solihull
B91 3QG

Date: 24/11/2025

(REGISTERED NUMBER: 04692860)

STATEMENT OF FINANCIAL ACTIVITIES (incorporating the INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR TO 31 MARCH 2025

	Notes	Year ended 31 March 2025 Restricted Funds £	Unrestricted Funds £	Total £	Year ended 31 March 2024 Restricted Funds £	Unrestricted Funds £	Total £
Income from:							
Donations	2		20,592	20,592		3,356	3,356
Income from charitable activities:							
Grants	3	500,504	-	500,504	618,092	-	618,092
Fees	4	-	8,386	8,386	360	20,819	21,179
Other	4	-	-	-	-	15,000	15,000
Other trading activity:							
Rental income		-	-	-	-	1,110	1,110
Investment income		-	2,402	2,402	-	795	795
Total Income		500,504	31,380	531,884	618,452	41,080	659,531
Expenditure on:							
Raising funds	5	2,740	-	2,740	6,855	-	6,855
Charitable activities	5	523,798	33,028	556,826	534,568	12,600	547,168
Total Expenditure		526,538	33,028	559,566	541,423	12,600	554,023
Net income & net movement of funds for the year		(26,034)	(1,648)	(27,682)	77,028	28,480	105,508
Transfer of funds		-	-	-	(16,166)	16,166	-
Reconciliation of funds							
Total funds brought forward		246,815	422,630	669,445	185,953	377,984	563,937
Total funds carried forward	15	220,781	420,982	641,763	246,815	422,630	669,445

The Statement of Financial Activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

(REGISTERED NUMBER: 04692860)

BALANCE SHEET AT 31 MARCH 2025

	Notes	2025		2024	
		£	£	£	£
FIXED ASSETS					
Tangible assets	10		784,960		794,616
Total Fixed Assets			784,960		794,616
CURRENT ASSETS					
Debtors	11	21,774		11,540	
Cash at bank and in hand		501,927		541,640	
Total Current Assets		523,701		553,180	
CURRENT LIABILITIES					
CREDITORS: Amounts falling due within one year	12	(83,590)		(65,063)	
NET CURRENT ASSETS			440,111		488,117
TOTAL ASSETS LESS CURRENT LIABILITIES			1,225,071		1,282,733
Creditors: more than one year			(583,308)		(613,288)
NET ASSETS			641,763		669,445
CHARITY FUNDS	14,17				
Restricted Funds			220,781		246,815
Unrestricted Funds:					
Designated		150,000		150,000	
General		190,982		272,630	
			420,982		422,630
TOTAL CHARITY FUNDS			641,763		669,445

The Trustees are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The Trustees acknowledge their responsibilities for:

(i) ensuring that the company keeps proper accounting records which comply with section 386 of the Act, and

(ii) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These financial statements were approved by the trustees and authorised for issue on 2025 and are signed on their behalf by:

Gani Nashi – Chair

Elona Gega - Treasurer

STATEMENT OF CASH FLOWS

YEAR TO 31 MARCH 2025

	2025 £	2024 £
Cash flow from operating activities	(19,724)	112,732
Cash flow from investing activities:		
Interest received	2,402	795
Fixed asset additions	(130,114)	(802,880)
Fixed asset disposal	132,800	-
Net cash flow from investing activities	5,058	(802,085)
Cash Flow from financing activities :		
Loans received in the year	-	645,000
Loans repayment in the year	(25,047)	(6,884)
Net Cash flow from financing activities	(25,047)	638,116
Net increase in cash and cash equivalents in the year	(39,713)	(51,237)
Cash and cash equivalents at the beginning of the year	541,640	594,877
Total cash equivalents at the end of the year	501,927	541,640
Cash and cash equivalents consist of:		
Cash at bank and in hand	501,927	541,640
Reconciliation of net income to net cash flow from operating activities:		
Net movement in funds	(27,684)	105,508
Interest receivable	(2,402)	(795)
Depreciation	7,000	9,929
(Increase)/decrease in debtors	(10,231)	1,598
(Decrease)/increase in creditors	13,592	(3,508)
Net cash flow from operating activities	(19,724)	112,724

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2025

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
Shpresa Programme is a registered charity in the United Kingdom. The address of its principal office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are given on page 2 of these financial statements.

The charity constitutes a public benefit entity as defined by FRS 102. 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), the Charities Act 2011 and UK Generally Accepted Accounting Practice as it applies from 1 January 2019.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income
Income is recognised in the Statement of Financial Activities when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. The following specific policies are applied to particular categories of income: -

- For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled in the reporting period.

- Income from grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

- Donated facilities and donated professional services recognised as income at their fair value when their economic benefit is probable, it can be measured reliably the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity, for example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

- No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report, where relevant.

- Investment income is earned through holding assets for investment purposes such as term deposit.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2025

ACCOUNTING POLICIES – continued

Expenditure
All expenditure is accounted for on an accruals basis and has been classified under activities that aggregate all costs related to any particular activity. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties; it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised under the following headings:-

- Expenditure on charitable activities include those costs incurred by the charity in the delivery of its activities and services for its beneficiaries.

- Other expenditure represents those items not falling into the categories above.

- All categories of costs include both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs
Support costs are those that assist the work of the charity but do not directly represent charitable activities and include premises costs, office costs, governance costs, administrative and payroll costs. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular activities, they have been allocated to expenditure on a basis which may be based on activity as represented by direct costs expended on that activity or based on a proportion of staff costs. The analysis of these costs is included in Note 5.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office equipment	-	20% straight line basis
Computer equipment	-	33% straight line basis

Assets costing less than £500 are not capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Funds held by the charity are either: -

i) Unrestricted general funds – these are funds without specified purpose and are available as general funds.

ii) Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

iii) Restricted funds - these are funds which can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Transfers between funds are made to cover deficits on individual restricted funds and to recognise fixed assets acquired with restricted income, but with no further restrictions on use, within unrestricted funds.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2025

2. DONATIONS

	Year to 31 March 2025			Year to 31 March 2024		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Other Donations	-	20,592	20,592	-	3,356	3,356
	-	20,592	20,592	-	3,356	3,356

3. GRANTS

	Year to 31 March 2025			Year to 31 March 2024		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
AB Charitable Trust	24,000	-	24,000	20,000	-	20,000
Access to work	4,200	-	4,200	6,572	-	6,572
Awards for All		-			-	
TFL Reaching Communities	105,343	-	105,343	33,783	-	33,783
Charity Bank		-		29,980	-	29,980
City Bridge	56,000	-	56,000	42,500	-	42,500
Connect Newham		-			-	
CTC	10,857		10,857			
East End Community Fund		-		3,000	-	3,000
Evening Standard Disposed Fund	18,750	-	18,750			
GLA – Intergeneration Programme		-			-	
GLA – Migrant advice fund	13,963	-	13,963	121,435	-	121,435
Henry Smith	67,700	-	67,700	65,700	-	65,700
Lloyds Banking Group		-			-	
London Youth	800	-	800	2,200	-	2,200
Mopac VAWG		-			-	
Money A&E		-		1,333	-	1,333
My London Programme	3,952	-	3,952	15,500	-	15,500
Near Neighbourhood Fund	12,000	-	12,000			
New Economics	5,000	-	5,000			
New Europeans		-		1,000	-	1,000
Our Newham Money	3,000	-	3,000	7,000	-	7,000
Paul Hamlyn Foundation (MiCLU led partnership)	1,122	-	1,122	74,873	-	74,873
Protection Approach	2,500		2,500			
School for Social Entrepreneurs	15,000		15,000			
TNL uplift		-		15,932	-	15,932
The Clothworkers Foundation	45,000	-	45,000			
TNL Reaching Commun		-			-	
The London Community Foundation VAWG		-		29,997	-	29,997
The Jack Petchey Foundation	7,200	-	7,200	7,200	-	7,200
The Screwfix	4,720		4,720			
TNL (MiCLU led)	42,397	-	42,397	47,937	-	47,937
Trust for London	57,000	-	57,000	81,000	-	81,000
VRU – Stronger Futures Programme		-		11,149	-	11,149
	500,504	-	500,504	618,091	-	618,091

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2025

4. FEES AND OTHER INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Year to 31 March 2025			Year to 31 March 2024		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Membership Fees	-	290	290	-	780	780
Consultancy	-	8,096	8,096	360	20,039	20,399
Other Income	-	-	-	-	15,000	15,000
	-	8,386	8,386	360	35,819	36,179

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2025

5. ANALYSIS OF EXPENDITURE

	Year to 31 March 2025			Year to 31 March 2024		
Basis of Allocation: Unless stated allocated on a usage basis	Restricted Funds	Unrestricted Funds	Total	Restricted Funds	Unrestricted Funds	Total
	£	£	£	£	£	£
Charitable Activities						
Direct Costs:						
Wages and Salaries	222,004	-	222,004	259,689	-	259,689
Employer's NI Contributions	16,759	-	16,759	20,572	-	20,572
Staff Money Purchase Pension Costs	9,855	-	9,855	11,656	-	11,656
Staff Training and Subsistence	1,945	-	1,945	5,756	-	5,756
Sessional Staff	15,922	-	15,922	32,058	-	32,058
Training	9,931	-	9,931	6,558	-	6,558
Volunteer Expenses	6,889	-	6,889	10,455	-	10,455
Activities, Trips and Performances	9,266	-	9,266	20,102	-	20,102
Resources and Web	5,561	-	5,561	5,975	-	5,975
Consultation Events, Information & Publicity	2,269	-	2,269	2,681	-	2,681
Equipment and Materials	3,278	648	3,926	4,935	(2,856)	2,079
Consultancy	7,000	-	7,000	6,950	-	6,950
Evaluation	2,562	-	2,562	9,015	-	9,015
Beneficiaries support	30,656	-	30,656	25,391	-	25,391
Kitchen items	3,542		3,542	-	-	-
Donations	3,000	-	3,000	7,000		7,000
Partnership Payments (MiCLU)	-	-	-	18,706		18,706
Support Costs:						
Rent and Rates	3,065	-	3,065	11,468	34	11,502
Utilities	5,644	-	5,644	8,931	226	9,157
Premises Maintenance	10,748	15,412	26,160	4,529	76	4,605
Insurance	3,767	-	3,767	2,879	156	3,035
Printing, Postage & Stationery, Publicity	3,545	8	3,554	4,176	92	4,268
Telephone and Internet	3,911	-	3,911	5,399	271	5,670
Consultancy Fees	1,465	-	1,465	1,301	80	1,381
General Expenses	4,080	-	4,080	1,696	5	1,701
Subscriptions	4,075	-	4,075	2,798	869	3,667
Depreciation on Fixtures and Equipment	1,656	-	1,656	-	1,929	1,929
Depreciation of land and buildings	8,000	-	8,000		8,000	8,000
Building purchase costs	82,845	16,960	99,805	10,550	898	11,448
Charity bank loan interest	25,469	-	25,469	22,243	-	22,243
Impacht Alchemy loan interest	1,692	-	1,692	1,444	-	1,444
Trust for Loan interest payments	11,435	-	11,435	8,779	-	8,779
Governance Costs:						
Fundraising costs	2,740	-	2,740	6,855	-	6,855
Trustees' costs		-	-	-	-	-
Independent examiner's fees	1,962	-	1,962	876	2,820	3,696
Total	526,538	33,028	559,566	*541,423*	*12,600*	*554,023*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2025

6. NET INCOME/(EXPENDITURE)

	2025 £	2024 £
Net incoming resources is stated after charging:		
Depreciation and other amounts written off tangible assets	9,656	9,929
Independent Examiner's fees	1,962	3,696

7. TRUSTEES AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The trustees did not receive any remuneration nor reimbursed expenses during the year (2024: £Nil).

The charity considers its key management personnel comprise the Board of Trustees and its CEO.

The total amount of employee benefits including employer's pension contributions received by key management personnel were £79,412 (2024: £61,307).

Staff Costs and Employee Benefits

	2025 £	2024 £
Gross salaries	222,004	259,689
Employer's national insurance	16,759	20,572
Pension costs	9,855	11,656
	248,617	291,917

The average number of full-time equivalent employees during the year was 7 (2024: 7).

One employee received emoluments of more than £60,000 pa (2024: None).

8. PENSION COSTS

The company operates a defined contribution pension scheme in respect of its employees. The scheme and its assets are held by independent managers. The pension scheme charge represents contributions due from the company and amounted to £9,855 (2024: £11,656).

Payments to be collected for 31 March 2025 £1499 (2024: £1,499)

9. TAXATION

The company is a registered charity and it is considered that its activities are such that no taxation liability will arise.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2025

10. TANGIBLE FIXED ASSETS

	Investment Property	Land & Building	Computer Equipment	Total
		£	£	£
COST				
At 1 April 2024		800,000	15,689	815,689
Additions	130,144			130,144
Disposals		(132,800)		(132,800)
At 31 March 2025	*130,144*	667,200	15,689	813,033
DEPRECIATION				
At 1 April 2024	-	8,000	13,073	21,073
Charge for the Year	-	8,000	1,656	9,656
Eliminated on disposal	-	(2,656)	-	(2,656)
At 31 March 2025	-	13,344	14,729	21,073
NET BOOK VALUE				
At 31 March 2025	*130,144*	653,856	960	784,960
At 31 March 2024	-	*792,000*	*2,616*	*794,616*

11. DEBTORS

	2025	2024
	£	£
Trade debtors	17,653	-
Grant debtors	-	7,948
Other debtors	-	-
Prepayments and accrued income	4,121	3,592
	21,774	11,540

12. CREDITORS: Amounts falling due within one year

	2025	2024
	£	£
Trade creditors	50,275	34,342
Other creditors	120	121
Taxation and social security	862	1,500
Accruals	2,340	4,041
Third Party Funds	230	231
Bank Loans	29,764	24,828
	83,590	65,063

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2025

13. CREDITORS: Amounts falling due over one year

	2025	2024
	£	£
Bank loans	583,306	613,288
	583,306	613,288

14. ANALYSIS OF ASSETS

	Fixed Assets	Current Assets	Current Liabilities	Non – current Liabilities	Total
	£	£	£		£
Restricted Funds	-	50,275	753,814	(583,308)	220,781
Unrestricted Funds	784,961	473,426	(837,404)		420,982
	784,961	523,701	(83,590)	(583,308)	641,763

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2025

15. MOVEMENT OF FUNDS

	At 1 Apr 2024 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 Mar 2025 £
Restricted Funds:					
AB Charitable Trust	17,877	24,000	33,609	-	8,268
Access to work	-	4,200	4,200	-	-
Awards for All	10,000	-	10,000	-	-
CTC	-	10,857	10,857	-	-
Charity Bank	29,980	-	20,179	-	9,801
City Bridge	-	56,000	56,000	-	-
Evening Standard Disposed Fund	-	18,750	9,375	-	9,375
GLA Migrant advice and support	1,687	13,963	15,650	-	-
Henry Smith	46,214	67,700	66,420	-	47,494
Jack Petchey Foundation	4,200	7,200	7,500		3,900
Languages Campaign	64,729	-	-	-	64,729
London Youth	2,200	800	3,000	-	-
My London Programme	6,500	3,952	10,452	-	-
New Neighbourhood Fund	-	12,000	800	-	11,200
New Economics	-	5,000	5,000	-	-
Our Money Newham	-	3,000	3,000	-	-
Paul Hamlyn Foundation	37,437	1,122	38,559	-	-
Protection Approach	-	2,500	2,500	-	-
School For Social Entrepreneurs	-	15,000	7,905	-	7,095
TNLCF (MiCLU led)	-	42,397	42,397	-	-
The National Lottery Community Fund	-	105,343	69,548	-	35,795
TNLCF uplift	10,560	-	10,561	-	-
The Clothworkers Foundation	-	45,000	45,000	-	-
The Screwfix	-	4,720	4,720	-	-
Trust For London	15,431	57,000	49,307	-	23,124
Total Restricted Funds	246,815	500,504	526,538	-	220,781
Unrestricted Funds:					
Designated Funds:					
Running Cost Reserves	150,000	-	-	-	150,000
Building Running Cost Reserve				80,000	80,000
General Funds					
General Fund	116,130	31,380	33,028	(99,109)	15,373
Help The Grow	-	-	-	3,718	3,718
Fixed Assets	156,500	-	-	15,391	171,891
Total Unrestricted Funds	422,630	31,380	33,028	-	420,982
Total Funds	669,445	531,884	559,570	-	641,763

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2025

16. MOVEMENT OF FUNDS (continued)

Purposes of Restricted Funds:

AB Charitable Trust	To support organisations running costs
Access to Work	PA to the CEO and travel costs
Access Reach Fund	Funds to use for survey and other pre building acquisition costs
TNL Community Fund - Awards for All	To develop Shpresa Community Café
City Bridge Trust	Towards a leadership programme for the Albanian speaking community in London
Centre for Theology and Community	Providing Advocacy and Advice for the Mercy of Justice project at CTC
Evening Standard Dispossessed Fund - The London Community Foundation	Towards a programme of Heathy relationships focused workshops to engage 60 students in schools across Barking & Dagenham & Croydon
GLA Migrant Advice fund	Providing direct suppport to young migrant Londoners through advocacy, peer support and drop in specialist support.
Henry Smith Charity	Funding the salary and the running costs of the project providing support to women and girsl in the Albanian-speaking community in London.
Languages Campaign	This fund represents various donations towards the Albanian Language Campaign.
London Youth	To deliver sports and run the "Getting Active" programme
My London Programme	To engage with young people typically underrepresented on youth forums and lead them through a 6-month programme of education in social action, leadership and development.
Near Neighbours Grant -Bringing People Together	
New Economics Foundation - Power to Prosper	The Power to Prosper programme is a transformative programme addressing the UK's foundational causes of poverty, inequality, and debt problems. The programme is delivered in partnership and includes collaboration, community organising and asset building work in Newham.
Paul Hamlyn Foundation - MiCLU led Partnership	The grant is to support MiCLU and Shpresa Programme's partnership project 'Breaking the Chains – surviving and thriving'. Funding will contribute to a Senior Advocate post at Shpresa and a Senior Caseworker at MiCLU who will identify, advise, support and engage with Albanian children/young people, empowering them to take on the role of Immigration Champions.

16. MOVEMENT OF FUNDS (continued)

Purposes of Restricted Funds:

Protection Approaches programme.	Hate Crime Community Outreach, response, and prevention
The Jack Petchey Foundation	These funds were used to run different activities and events for young people and their parents so they could show their achievements and present what they have learnt in front of a wider audience. It also helped to build up confidence, improve presentation and leadership skills of these young people.
TNL (MiCLU led)	MiCLU led partnership project, to work on "Breaking the Chains" project addressing challenges in the area of migration and integration, providing advocacy capacity and training and capacity building sessions with Albanian speaking children and young people.
TNL Uplift	Added on top of current funding to assist with the cost of living crisis.
Trust for London	Violence Against Women and Girls cost of living fund to support women and girls from minority ethnic backgrounds using various interventions and programs.
The Screwfix	Fix, repair, and improve the community facilities at Mansfield House.
The Clothworkers' Foundation	Refurbishment of the building of Mansfield House.
School for Social Entrepreneurs	To provide workshops an 1:1 coaching activities on behalf of SSE
Our Money Newham	Vouchers from Newhham Household support fund

17. RELATED PARTY DISCLOSURES

There are no related party transactions for the year ended 31 March 2025 (2024: £Nil)

18. CAPITAL

The company has no share capital being limited by guarantee. There are 8 members of the company each of whom has undertaken to contribute up to £1 in the event of the company being wound up.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2025

19. COMPARATIVES for FUND MOVEMENTS

These show fund movements in the year to 31 March 2024.

	At 1 Apr 2023 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 Mar 2024 £
Restricted Funds:					
AB Charitable Trust	-	20,000	2,123	-	17,877
Access to work	-	6,572	6,572	-	-
Awards For All	10,000	-	-	-	10,000
Barking and Dagenham	3,607	-	3,607	-	-
BBC Children in Need	18,153	-	18,153	-	-
Charity Bank	-	29,980	-	-	29,980
City Bridge	-	42,500	42,500	-	-
East End Community Fund	4,125	3,000	7,125	-	-
GLA Migrant Advice Fund	-	121,435	119,748	-	1,687
Henry Smith	11,543	65,700	31,029	-	46,214
Languages Campaign	64,729	-	-	-	64,729
London Community Foundation	-	29,997	29,998	-	-
London Youth	-	2,200	-	-	2,200
Money A&E	-	1,333	1,333	-	-
My London Programme	-	15,500	9,000	-	6,500
New Europeans	-	1,360	1,360	-	-
Our Money Newham	-	7,000	7,000	-	-
Paul Hamlyn Foundation MiCLU	-	74,873	37,436	-	37,437
Paul Hamlyn Foundation	25,057	-	25,057	-	-
The Jack Petchey Foundation	3,300	7,200	6,300	-	4,200
TNL (MiCLU led)	-	47,937	47,937	-	-
TNL Reaching communities	33,783	33,783	67,566	-	-
TNL uplift	11,656	15,932	17,028	-	10,561
Trust for London	-	81,000	49,867	(15,702)	15,431
Violence Reduction Unit - Stronger Futures Programme	-	11,149	10,685	(464)	-
Total Restricted Funds	185,953	618,451	541,424	(16,166)	246,815
Unrestricted Funds:					
Designated Funds:					
Working Capital	150,000	-	-	-	150,000
General Funds	227,984	41,080	12,600	(16,166)	272,630
Total Unrestricted Funds	377,984	41,080	12,600	(16,166)	422,630
Total Funds	563,937	659,531	554,024	-	669,445

SHPRESA PROGRAMME

England & Wales - Charity number 1110688

Accounts

21 NOV 2024

Shpresa Programme

Inspiring hope & change

SHPRESA PROGRAMME
FINANCIAL STATEMENTS
31 MARCH 2024

Company Registration Number: 4692860
Charity Number: 1110688

Prime Chartered Accounts
Corner Oak
1 Homer Road
Solihull
West Midlands
B91 3QG

SHPRESA PROGRAMME
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FOR THE YEAR ENDED 31 MARCH 2024

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TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2024

The Trustees have pleasure in presenting their report and the financial statements of the Charity for the year ended 31 March 2024.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity name:	Shpresa Programme
Company Registration Number:	04692860
Charity Registration Number:	1110688
Registered Office and Principal Address:	Mansfield House 30 Avenons Road London E13 8HT

DIRECTORS AND TRUSTEES

Shannon Helene Griffin	Chair
Leonard Dedgjonaj	Vice Chair
Hatixhe Demushi	Treasurer
Ergest Zejnelaj	Trustee
Jeremond Emric During	Trustee
Elona Gega	Trustee
Nertila Beti	Trustee (resigned 6 December 2023)

The Trustees have delegated day to day responsibilities to Luljeta Nuzi, the Project Director.

CHIEF EXECUTIVE:	Luljeta Nuzi
BANKERS:	HSBC Bank Pie 118 High Street North East Ham London E6 2HX
INDEPENDENT EXAMINER:	Jeremy Kitson Prime Chartered Accountants Corner Oak 1 Homer Road Solihull West Midlands B913QG

STRUCTURE, GOVERNANCE AND MANAGEMENT

Shpresa Programme ('Shpresa') is a registered charity and is incorporated as a limited company with the dispensation to omit the word limited. It is governed by its Memorandum and Articles of Association and the objectives are the same as those set out in its charity registration.

The date of incorporation of the company is 11th March 2003, and its formal charity registration is 2nd August 2005.

Trustees' Selection, Induction and Training

The Governance of the charity is overseen by the board of Trustees (the 'Board'). Trustees are recruited by the Board who consider the skills currently available and then identify the requirements needed for any additional or replacement trustees. Potential trustees are invited to a preliminary discussion with the Board. In the successful appointment of a trustee, the CEO provides an induction pack to introduce the potential trustee to the work and objectives of the organisation.

Organisation of the Charity

The Board agrees on policy and strategy issues and delegates the day-to-day management of Shpresa's operation to the CEO who is supported by a team of appropriately qualified people. Shpresa's team, compromises of 4 full-time staff and 5 part-time staff.

Risk Management

The Board meets regularly to discuss risks and make efforts to mitigate such risks. Their decisions are based on the four columns of the Charity Commission's recommended categories which are: Governance and Management, Operational, Financial and Environmental and External Risk.

Public Benefit

The Board has had due regard to the guidance published by the Charity Commission on Public Benefit and is of the view that Shpresa Programme is of immense benefit to the Albanian speaking community.

OBJECTIVES AND ACTIVITIES

Objects

Shpresa is established for the benefit of the Albanian speaking people in the UK, both seeking asylum and granted refugee status, migrants, and their dependents in accordance with the laws of England and Wales. Shpresa:

- advances their education and offers training, particularly to advance them in life and help them adapt within a new community;
- provides relief of financial hardship, in particular, but not exclusively, by providing advice and other assistance;
- preserves and protects their good physical and mental health;
- provides facilities for recreation or other leisure activities with the object of improving the conditions of life of those persons who have need of such facilities by reasons of their youth, age, infirmity or disability, financial hardship or social and economic circumstances; and
- promotes any further charitable purposes for the benefit of the Albanian speaking community in the UK as the Board may from time to time decide (with preference given to the London area).

Introduction

In 2023-24, the Shpresa Programme reinforced its understanding of the Albanian-speaking community's diverse needs in London, thanks to its deep-rooted connection and extensive experience. Insights from Shpresa's Listening Campaign confirm that Shpresa Programme continues to effectively address the evolving and varied needs of its community.

The changing environment has introduced new challenges, while many existing needs persist, requiring Shpresa to remain resilient and adaptive. Past issues have not disappeared, but new ones have emerged, demanding an expanded scope of services and a shift in priorities. Shpresa's strength lies in its ability to listen, identify key issues, transform such issues into actionable problems, and then build the partnerships, capacity, and campaigns needed to address the issues.

This year, the Shpresa Programme made significant strides by:

- enhancing service delivery through strategic partnerships to meet the growing demand for services such as English language classes, mental health support, immigration advice, benefits and debt counselling, parenting guidance, domestic violence support and tailored assistance for trafficked or asylum-seeking children;
- expanding youth-specific programs, improving both in-person and online service facilitation, and offering issue-focused support, including immigration advice, mental health services, sports and well-being activities, gender-specific programs and cultural exchange workshops; and
- increasing employment support services, providing job readiness workshops, volunteering opportunities, career counselling, teaching assistant advice and support for social enterprise initiatives.

A major milestone for Shpresa Programme in 2023-24 was acquiring Mansfield House, giving Shpresa a permanent home. The Shpresa team is excited to proceed with plans for its renovation, which will increase Shpresa's capacity and provide a wide range of spaces for the community, including a community café, a social enterprise hub and potentially supported housing (pending approval).

Throughout this report, we will share the lived experiences of the people Shpresa supports, along with Shpresa's achievements, challenges and future plans.

We are proud to announce that during 2023-24, Shpresa worked with over 3,000 users, strengthened its existing partnerships and forged new ones to continue meeting the needs of the community Shpresa serves.

Chair's Report Ms Shannon Griffin

As Chair of Shpresa Programme, I am both reflective and optimistic about the journey we have undertaken and the promising future that lies ahead. It has been an honour to serve in this role for the past five years, and I am incredibly proud of the strides we have made in advancing Shpresa's mission to support and uplift the Albanian-speaking community and beyond.

This year has been marked by significant milestones that represent a new chapter in Shpresa Programme's ongoing evolution. One of the most notable achievements has been the progress made after the acquisition of Mansfield House. With the dedicated efforts of Shpresa's team and an architect and the successful approvals for the initial stages of planning permission, Shpresa is set to transform

Mansfield House into a cornerstone of our community's future. The renovation plans are ambitious: the ground floor will feature a community kitchen, café and versatile space for gatherings; the first floor will house offices for our staff and affordable office space for the community; and the third floor will hopefully evolve into living units for those most vulnerable. This development not only symbolises Shpresa's growth but also its commitment to providing tangible, long-term support to those in need.

Another landmark achievement has been obtaining consent from the Charity Commission to broaden Shpresa Programme's memorandum. The new articles of association and memorandum were successfully passed at a general meeting held over the summer. This expansion will allow Shpresa to extend its services to a wider array of minority groups, reinforcing its commitment to inclusivity and support for marginalised communities.

The resilience and dedication of Shpresa's staff, volunteers and supporters have been nothing short of extraordinary. Their hard work and unwavering commitment are the driving forces behind Shpresa's success. As we navigate an everchanging landscape, their efforts ensure that Shpresa remains a vital resource and advocate for those it serves.

With these achievements laying a strong foundation for the future, Shpresa Programme is well-equipped to embrace new opportunities and continue its mission with renewed vigour. Shpresa's achievements this year lay a strong foundation for the future, and I look forward to witnessing the continued growth and positive impact of Shpresa Programme.

Thank you for your support, dedication and belief in Shpresa's vision. Together, we are making a profound difference in the lives of individuals and the broader community.

Chief Executive Report

As I reflect on this past year at Shpresa Programme, I'm reminded of the adage: *"Never let a crisis go to waste."* This has been a guiding principle for us as we navigate the challenges faced by our organisation and the communities we serve. It's during these moments of adversity that we have discovered new opportunities to deepen our impact and refine our approach. From the ongoing fallout of the COVID-19 pandemic to the pressing issues of NRPF (No Recourse to Public Funds), unemployment, the cost-of-living crisis, and the rise in domestic violence and asylum seekers, Shpresa has turned challenges into catalysts for growth, support and transformation.

This year, Shpresa has not only continued to respond to the community's immediate needs but has empowered individuals to help themselves. By working closely with Shpresa's members, we've enhanced their knowledge and skills, enabling the members to better navigate systems related to employment, health services and housing. Shpresa's dedication to fostering resilience within its community has been instrumental in creating long-lasting change.

We are particularly proud of our commitment to amplifying the voices of those Shpresa serves. Through partnerships with specialist institutions, local authorities and government departments, we've ensured that the needs of Shpresa's members are heard and addressed at the highest levels. Shpresa's participation in events like the *Youth Takeover Day*—where one of Shpresa's young leaders courageously asked the Deputy Mayor about addressing harmful stereotypes against the Albanian-speaking community—demonstrates Shpresa's ongoing focus on advocating for equality and social justice.

In December, Shpresa proudly took part in the *We Are Newham* event, alongside other community organisations, celebrating success stories and continuing vital conversations on issues such as housing, mental health and Shpresa's campaign to preserve the Albanian language.

Shpresa's collaboration with Telco has also made significant strides in highlighting the impact of inadequate housing on educational outcomes. Through research, semi-structured interviews and community-led insights, Shpresa has shed light on the emotional and psychological challenges faced by families in its care, particularly in the wake of the pandemic. This research has been pivotal in advocating for policies and practices that truly support the wellbeing of Shpresa's community.

One of the shining achievements of this year has been the success of our *"Lost on Hold, Our Stories Told"* project. The voices of Shpresa's community have reached national platforms, with reports published in *The Guardian* and *The Mirror*. Additionally, the project's film, created by Shpresa's youth, was nominated for the Charity Film Awards, showcasing the power of Shpresa's young people to drive change through creative expression.

Equally inspiring was the *"Breaking the Chains"* project, which won the *2022 Empowering Survivors Voices Award* at the Anti-Slavery Day Awards. This project has played a critical role in giving a platform to survivors of modern slavery, ensuring that their stories are not just heard but acted upon.

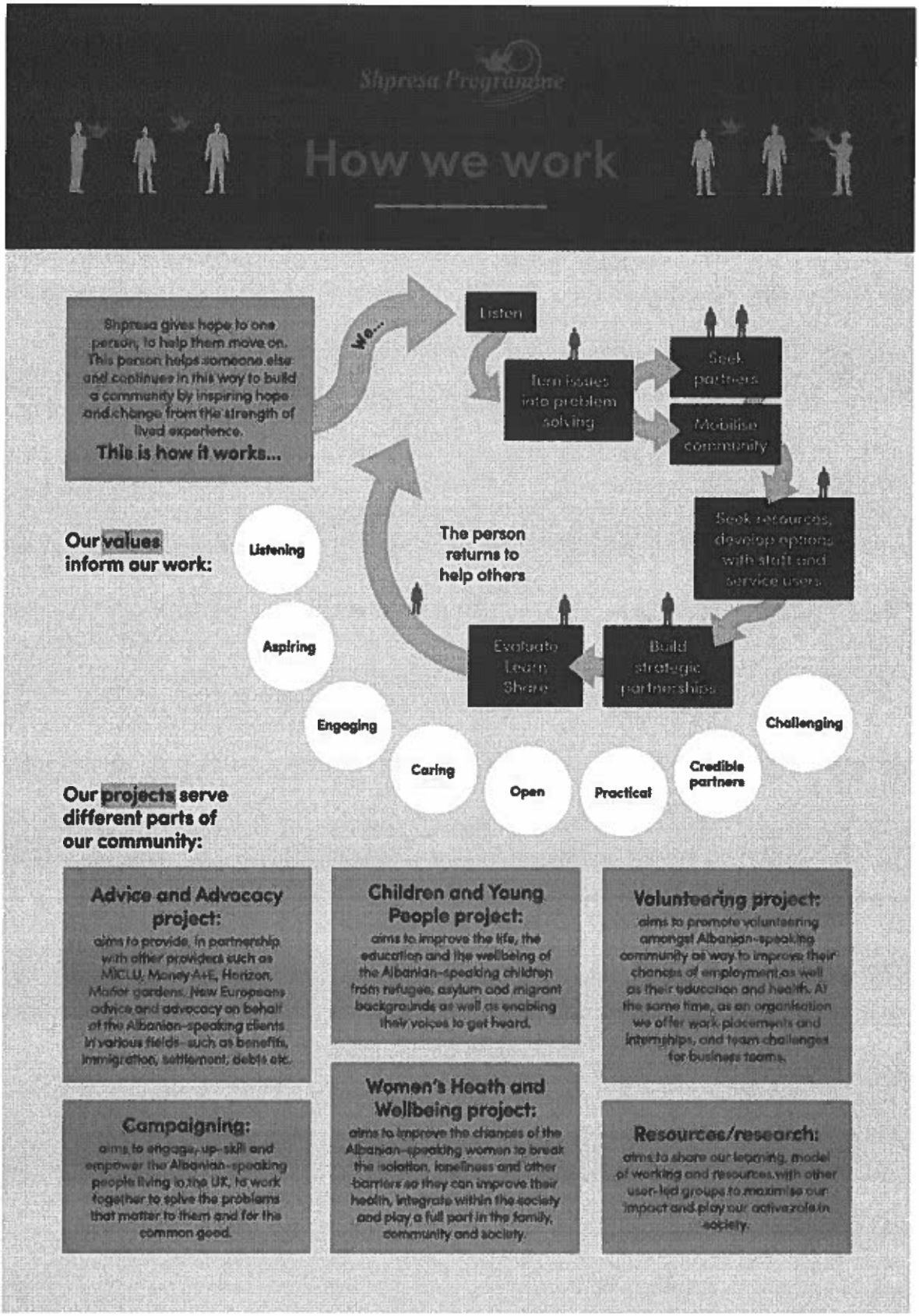
At the heart of Shpresa is its leadership development programme, a flagship initiative that taps into the lived experiences of its community. This programme, drawing from social entrepreneurship and community organising, has been supported by longstanding mentors of Shpresa who continue to help nurture the next generation of leaders. Their guidance and wisdom have been instrumental in the professional and personal growth of Shpresa's current leaders, further strengthening its foundation for the future.

Perhaps the most significant milestone this year has been realising a dream 20 years in the making: securing a permanent community building. What started as a humble hot desk in 2000, evolving to our first office in 2003 and Shpresa's first leased building in 2007, has now culminated in the purchase of its very own space in 2023. This building is more than bricks and mortar; it is a home for our community—a place where individuals can feel safe, valued, and supported as they grow and integrate into society.

As we look ahead, this new "home" will serve as a hub for everyone who wants to help themselves and others. It stands as a symbol of Shpresa's resilience, unwavering commitment to community and belief that by working together, we can build a brighter future.

Shpresa's theory of change and pillars of success continue to guide us. The road ahead may hold further challenges, but with the strength of Shpresa's community, the support of Shpresa's partners, and the resolve of Shpresa's leadership, we are confident that Shpresa Programme will continue to thrive and make a lasting difference.

Shpresa looks forward to the future with hope, optimism, and an unshakable belief in the potential of its community. Together, Shpresa will continue to turn crises into opportunities and dreams into reality.


Shpresa Programme
How we work
Shpresa gives hope to one person, to help them move on. This person helps someone else and continues in this way to build a community by inspiring hope and change from the strength of lived experience.
This is how it works...
We...
Listen
Turn issues into problem solving
Seek partners
Mobilise community
Seek resources, develop options with staff and service users
Build strategic partnerships
Evaluate Learn Share
The person returns to help others
Our values inform our work:
Listening
Aspiring
Engaging
Caring
Open
Practical
Credible partners
Challenging
Our projects serve different parts of our community:
Advice and Advocacy project:
aims to provide, in partnership with other providers such as MICLU, Money A+E, Horizon, Mafor gardens, New Europeans advice and advocacy on behalf of the Albanian-speaking clients in various fields- such as benefits, immigration, settlement, debts etc.
Children and Young People project:
aims to improve the life, the education and the wellbeing of the Albanian-speaking children from refugee, asylum and migrant backgrounds as well as enabling their voices to get heard.
Volunteering project:
aims to promote volunteering amongst Albanian-speaking community as way to improve their chances of employment as well as their education and health. At the same time, as an organisation we offer work placements and internships, and team challenges for business teams.
Campaigning:
aims to engage, up- skill and empower the Albanian-speaking people living in the UK, to work together to solve the problems that matter to them and for the common good.
Women's Heath and Wellbeing project:
aims to improve the chances of the Albanian-speaking women to break the isolation, loneliness and other barriers so they can improve their health, integrate within the society and play a full part in the family, community and society.
Resources/research:
aims to share our learning, model of working and resources with other user-led groups to maximise our impact and play our active role in society.

Our Theory of Change

Shpresa Programme
Inspiring hope & change

Problem:
Members of the Albanian Speaking Community (ASC) are marginalised, excluded, stigmatised and at risk

So we...

Have inputs – investing in our organisation

- Invest in developing website & social media
- Invest in internal communications / infrastructure
- Invest in monitoring and evaluation

Our inputs enrich our activities

- Campaigning
- Developing resources
- Training staff
- Events, seminars and conferences
- Research
- One to one assessments
- Developing resources
- Sports/ dance
- English classes
- Albanian classes
- Support groups
- Parenting classes
- Award ceremonies
- One to one support
- Training (inc. accredited)
- Volunteering
- Activities
- Employment support
- Training staff
- Workshops
- Counselling

Our activities create our outputs...

- Learning shared with **70** agencies
- **120** individuals' needs are assessed
- **600** individuals access support services
- **100** individuals gain training
- **80** individuals are volunteering / employed / role models

... outcomes for the Albanian Speaking Community, who...

- Are better informed and have greater understanding of their rights and responsibilities
- Have improved skills
- Experience improved health and well-being (physical and mental)
- Have a stronger sense of positive Albanian / British cultural identity

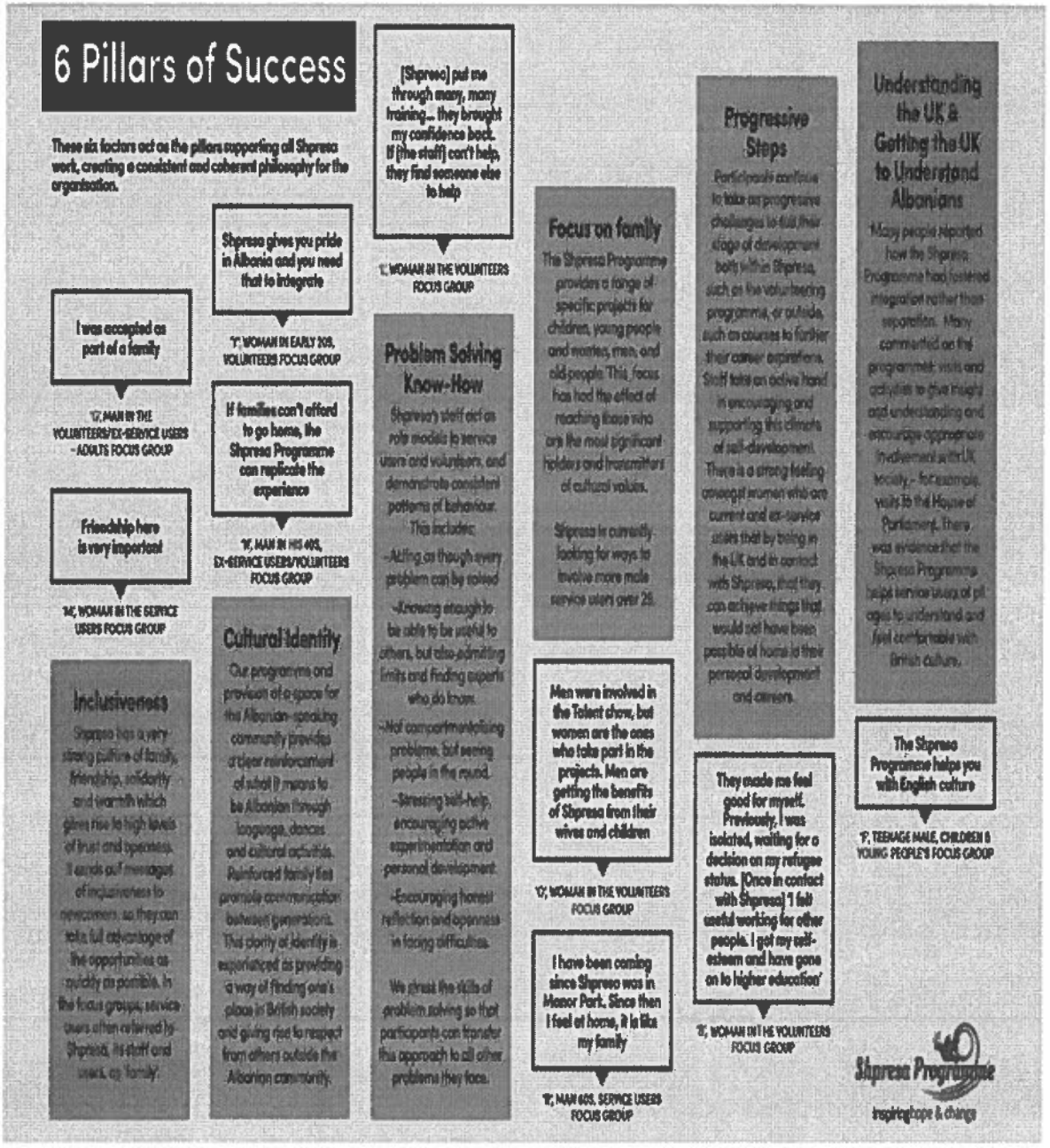
and outcomes for Shpresa

- Are less isolated and have more support networks
- Shpresa is trusted, respected, and listened to by providers, policy makers, funders, commissioners

This is shown by the indicators for our members, who...

- Are informed and aware of their rights and responsibilities
- Are confident and self-assured
- Have a positive sense of identity
- Have skills, volunteer, or are in training or employment
- Have support networks
- Feel safe
- Are healthy

And in our impact:
The Albanian Speaking Community (ASC) is integrated with dignity and plays an active role in society.


6 Pillars of Success
These six factors act as the pillars supporting all Shpresa work, creating a consistent and coherent philosophy for the organisation.
I was accepted as part of a family
'G', MAN IN THE VOLUNTEERS/EX-SERVICE USERS - ADULTS FOCUS GROUP
Friendship here is very important
'M', WOMAN IN THE SERVICE USERS FOCUS GROUP
Inclusiveness
Shpresa has a very strong culture of family, friendship, solidarity and warmth which gives rise to high levels of trust and openness. It sends out messages of inclusiveness to newcomers, so they can take full advantage of the opportunities as quickly as possible. In the focus groups, service users often referred to Shpresa, its staff and users, as 'family'.
Shpresa gives you pride in Albania and you need that to integrate
'I', WOMAN IN EARLY 30S, VOLUNTEERS FOCUS GROUP
If families can't afford to go home, the Shpresa Programme can replicate the experience
'W', MAN IN HIS 40S, EX-SERVICE USERS/VOLUNTEERS FOCUS GROUP
Cultural Identity
Our programme and provision of a space for the Albanian-speaking community provides a clear reinforcement of what it means to be Albanian through language, dances and cultural activities. Reinforced family ties promote communication between generations. This clarity of identity is experienced as providing 'a way of finding one's place in British society and giving rise to respect from others outside the Albanian community.
[Shpresa] put me through many, many training... they brought my confidence back. If [the staff] can't help, they find someone else to help
'L', WOMAN IN THE VOLUNTEERS FOCUS GROUP
Problem Solving Know-How
Shpresa's staff act as role models to service users and volunteers, and demonstrate consistent patterns of behaviour. This includes:
-Acting as though every problem can be solved
-Knowing enough to be able to be useful to others, but also admitting limits and finding experts who do know.
-Not compartmentalising problems, but seeing people in the round.
-Stressing self-help, encouraging active experimentation and personal development.
-Encouraging honest reflection and openness in facing difficulties.
We stress the skills of problem solving so that participants can transfer this approach to all other problems they face.
Focus on family
The Shpresa Programme provides a range of specific projects for children, young people and women, men, and old people. This focus has had the effect of reaching those who are the most significant holders and transmitters of cultural values.
Shpresa is currently looking for ways to involve more male service users over 25.
Men were involved in the Talent show, but women are the ones who take part in the projects. Men are getting the benefits of Shpresa from their wives and children
'O', WOMAN IN THE VOLUNTEERS FOCUS GROUP
I have been coming since Shpresa was in Manor Park. Since then I feel at home, it is like my family
'R', MAN 60S, SERVICE USERS FOCUS GROUP
Progressive Steps
Participants continue to take on progressive challenges to suit their stage of development both within Shpresa, such as the volunteering programme, or outside, such as courses to further their career aspirations. Staff take an active hand in encouraging and supporting this climate of self-development. There is a strong feeling amongst women who are current and ex-service users that by being in the UK and in contact with Shpresa, that they can achieve things that would not have been possible at home in their personal development and careers.
They made me feel good for myself. Previously, I was isolated, waiting for a decision on my refugee status. [Once in contact with Shpresa] I felt useful working for other people. I got my self-esteem and have gone on to higher education'
'E', WOMAN IN THE VOLUNTEERS FOCUS GROUP
Understanding the UK & Getting the UK to Understand Albanians
Many people reported how the Shpresa Programme had fostered integration rather than separation. Many commented on the programmes' visits and activities to give insights and understanding and encourage appropriate involvement with UK society - for example, visits to the House of Parliament. There was evidence that the Shpresa Programme helps service users of all ages to understand and feel comfortable with British culture.
The Shpresa Programme helps you with English culture
'F', TEENAGE MALE, CHILDREN & YOUNG PEOPLE'S FOCUS GROUP
Shpresa Programme
inspiring hope & change

The Impact of Shpresa's Work and What was Achieved in 2023-2024

The Board is pleased to present the report and audited accounts for the financial year ending 31 March 2024. In this report, we review the achievements, outcomes, and impact of our work on the community, while assessing future plans to ensure that the charity's aims, objectives and activities are well-aligned with Shpresa's mission.

During 2023-2024, the Shpresa Programme delivered life-changing services to 3,200 individuals, including unaccompanied minors, survivors of trafficking, victims of violence against women and girls (VAWG), asylum seekers, refugees, migrants and their families.

Shpresa Programme's work is deeply rooted in relationship building and supporting the community at every stage of their journey, using a family-centred approach that provides services for the entire family. This holistic method has proven highly effective for Shpresa's community. Being user-led is a key component of Shpresa's success, as many of the Shpresa team share similar experiences and possess a profound understanding of the challenges women face.

Shpresa has repeatedly witnessed how this approach helps users gain trust, build confidence and feel connected, realising they are not alone and that they belong to a supportive community. By involving former users and volunteers in Shpresa services, relatable role models are created who continue to contribute to the organisation. Their involvement is crucial, both for ensuring the sustainability of Shpresa's work and for bringing valuable skills and knowledge that benefit the wider community.

Once again, Shpresa is aware of the valuable lesson that partnership work is essential. Collaborating with professional partners to provide the right support for Shpresa's users—whether in counselling, advice on domestic violence, arts and sports programmes, language classes or training—is a critical aspect of Shpresa's work.

These partnerships not only enhance the services Shpresa offers but also help Shpresa's partners to gain a deeper understanding of the cultural challenges faced by Shpresa's community. By adapting their approach to be more culturally sensitive, these partners are able to maximise the effectiveness of their collaboration and have a greater impact on the lives of Shpresa's users.

This year Shpresa's current active network includes: MiCLU (Migrant and Refugee Children's Legal Unit), Garden Court Chambers, Human Trafficking Foundation, Telco, Manor Gardens, The Alternative Trust, Croydon Drop In, Kazzum, Refuge Council, Money A&E, Total Family Coaching, Alisar Training provider, Jonathan Ellis campaigns, LMLAS, IKWRO- Women's Rights Organization, New Europeans, Law firms and barristers, Frenford Clubs, BDYD, Muslimahsports, EUSS Consortium, Connect Newham, Newham College, Local MPs and counsellors.

As a result of ongoing consultations and engagement with all stakeholders, Shpresa has gained valuable insights into the stakeholders' perspectives and ideas for change. This process has helped Shpresa better understand the wider needs of the community while prioritising diversity, equity and inclusion. To ensure that Shpresa's programmes and services remain accessible and responsive to the diverse needs of the broader community, Shpresa applied to the Charity Commission to amend its objectives—from serving exclusively the "Albanian-speaking community" to supporting "people in the UK from minority backgrounds." Such approval has since been granted.

Shpresa remains committed to being open to feedback, creating opportunities to receive regular input from all stakeholders. By adapting Shpresa's approach based on the evolving needs of and keeping everyone informed about challenges, successes and any changes in the community, Shpresa aims to maintain trust and foster continued positive engagement with all those involved.

During this financial year Shpresa Programme held a numbers of events including:

25 May 23 – Mental Health Awareness Week training.
31 May 23 – Our CEO Luljeta Nuzi was awarded the Freedom of Borough award from the London Borough of Barking and Dagenham at a celebration event in Barking Town Hall.
27 June 23 – Action Day at Parliament Square – Children belong in Classrooms, not Detention Centres.
22 - 25 June 23 – Celebrating Refuge Week.
28 and 29 Nov 23 – Celebrating Independence Day and raise awareness of our community and work.
25 Nov – 10 Dec 23 – activities around domestic violence during the 16 days of activism.
27 Nov 23 – during the 16th day of activism, Sexual Exploitation within the Albanian Community in London led by Manor Gardens.
5 Dec 23 – Trip to Windsor.
9 Dec 23 – Talent show in partnership with Green Street Library and Cllr Larisa Zilickaja.
15 Dec 23 – Trip to Canterbury.
16 & 17 December 23 – End of Year celebrations.
8 February 2024 – Free bus travel for asylum seekers campaign gathering outside London City Hall.
10 and 17 February 24 – Celebrating Kosovo Independence Day, including award presentation at GLA.
9 Mar 24 – Celebrating International Mother Tongue Day.
11 March 24 – Women's Day celebration "Empower Her".
16 March 24 – Summer Day celebration.
26 March 24 – Continuation of the bus campaign at Barking Town Hall alongside Citizens UK.
29 March 24 – Zero Discrimination Day event.
30 and 31 March 24 – Celebrating Easter and Iftar evening.

Shpresa runs activities and services seven days a week. Shpresa's main services are:

Empowering Women, a holistic programme to support Albanian speaking women's health, wellbeing, safety and for them to live with dignity and independence.

As part of this programme, Shpresa delivered five weekly support groups as planned in different areas across London: The Arc Enfield, Fenford Club Redbridge, Barking Library, Mansfield House Newham and a Zoom online group. 116 women attended regularly and benefited from socialising, breaking isolation, learning and finding out new information relevant to their needs.

Albanian-speaking women in the UK face numerous challenges that often leave them feeling isolated and disconnected from society. Many have little to no understanding of English, British culture or the systems in place, making it difficult for them to integrate. This lack of knowledge leads to feelings of loneliness and confusion, particularly around navigating the lengthy immigration process and understanding their rights and entitlements.

Fear of being misunderstood or judged often prevents these women from seeking help, while economic disadvantage adds further stress, anxiety and uncertainty to their daily lives. Many are at high risk of domestic violence and suffer from depression and other mental health issues—concerns that are consistently raised by the women Shpresa works with, its partner providers and is generally reflected in wider statistics.

The women Shpresa supports are highly vulnerable to violence, trafficking and exploitation. Recent changes to the Immigration Act, including designating Albania as a "safe country," along with negative portrayals in Parliament and the media, have increased risks for Shpresa's community members.

The practice of placing families in unsafe hotels and providing only £8 per week per person has led to extreme poverty. This severely limits such individuals' ability to improve their mental health, overall well-being and prospects for education and employment. The harsh conditions exacerbate their vulnerability and hinder their ability to progress and build a better future.

Through this project, 155 individuals received essential advice and advocacy services, enabling them to move forward positively with their lives. Shpresa's staff provided one-to-one support and followed each case closely to ensure solutions were found and appropriate help was accessed. The issues addressed included domestic violence ('DV'), trafficking, mental health challenges, benefits entitlements, changes in circumstances and homelessness.

A total of 116 women participated in support groups, with 88% reporting regular attendance and improvements in their well-being. Many of the women Shpresa works with experience significant isolation, lacking both networks and family support. The bonds formed in Shpresa's support groups have led to enduring relationships that extend beyond the meetings themselves. Women have been able to provide crucial mutual aid and support to one another during difficult times, fostering a strong sense of belonging and community.

Through these connections, women have reported feeling more integrated into the community and better able to relate to others with similar experiences. Additionally, increased awareness of mental health and other issues has empowered women to enhance their skills, build resilience and improve their overall well-being. This not only reduces mental health challenges but also strengthens their capacity to create and sustain positive relationships.

46 women accessed specific training on parenting education and employment. Through these opportunities, Shpresa created strong support networks and nurturing environments that promote well-being, resilience and personal growth. The core principles guiding this programme include:

- creating a **safe and engaging environment** that fosters active listening and effective communication;
- promoting a **positive learning atmosphere** with consistent emotional support;
- encouraging **quality time together** to share knowledge, raise awareness and spread education; and
- **sharing resources**, showcasing achievements and promoting role models to inspire others.

30 women who transitioned into volunteering roles reported an increase in confidence, with 83% noting improvements in work experience and employability skills. Among these volunteers, 17% (5 women) expressed a stronger interest in contributing to the community and sharing their experiences to help others, rather than focusing solely on skill development or employability. Shpresa provided references for volunteers who progressed to roles with organisations such as Children's Residential Care services (SV Care Services Ltd), UCM Education, Engage Education, mainstream schools, day nurseries and other agencies.

In addition, to increase the advice capacity within Shpresa, Shpresa started partnership work with **Money A&E** on the Propel Employability Advice Training Partnership and four of Shpresa's volunteers are engaged on this project.

Shpresa received £7,000 in vouchers from **Our Newham Money** from the Household Support Fund. These vouchers were handed out to families and individuals in Newham, aiming to reduce poverty and provide help at a critical moment.

Shpresa also run a programme under the **VAWG Cost of Living Fund.** Shpresa is able to provide services and support a total of 212 beneficiaries under this programme and supports 61 women on a weekly basis. Through this grant Shpresa has been able to continue a programme to support women and girls who have multiple needs and are disproportionally at risk of trafficking and domestic abuse. As well as direct support, weekly groups, training and referrals under this programme, Shpresa also runs "Come Dine with Me" sessions, referred 20 women to food banks and referred 3 pregnant women to Happy Baby. 40 women have been supported with travelling cards and food vouchers.

Case study:

- L is a mother of 5 children. She has been a victim of DV all her married life. She had no courage to speak with anyone about her issues and was struggling in silence. She learnt about the DV and mental health issues when coming to Shpresa's groups. With the help of her eldest daughter, she called Shpresa to ask for help. Shpresa approached IKWRO who specialises not only on DV but also on honour-based violence. L was concerned about what the effect of her reporting her husband would have on her family and that they might see it as she was dishonouring them by trying to divorce her husband. L and her children are in a safe place now. She is keeping strong and not giving up to pressure from her family or her husband. He has been banned from attempting to approach them.

- EK is a mother of two children who came to UK during 2018 to seek asylum. She joined Shpresa Programme during 2023. EK was lonely, isolated, not informed, not able to navigate services and could not speak English. She found it difficult at first to adapt; Shpresa supported her on a one-to-one basis to help her build the trust and break some of the barriers she faced in being around people. She was afraid she would be judged because she did not know many things and could not speak the language. For many years she did not have the courage to live her accommodation and engage with other people; she was very lonely and isolated.
  As she gained trust in Shpresa, she became more confident and opened up about the issues she faced. She joined English classes and other services. Recently she was granted refugee status and Shpresa helped her to access the benefits she was entitled to. With support of Shpresa's staff, she claimed backdated child benefits and received all her entitlements. She is very thankful and says that she would not have been able to make such a claim as she only learned about her entitlements through Shpresa Programme.

We Can, Volunteering Project – with this project Shpresa Programme aims for women to not only reduce their isolation but also have increased employment related skills, a greater knowledge and understanding of their rights and responsibilities in the UK, improved mental health resilience/wellbeing and more awareness about how to keep themselves healthy and safe from violence and abuse.

Shpresa has successfully organised three weekly Women Support Groups (WSGs), attended by 87 women, creating a safe and empowering space for them to share experiences, offer mutual support and access essential resources. These groups included workshops on relevant topics such as language learning, cultural adaptation, the immigration system, benefits and entitlements, domestic violence, safeguarding, mental health and more.

Shpresa encouraged women to engage in volunteer training, which resulted in 24 participants completing a six-week programme. This training, combined with work placements, has significantly enhanced their skills and provided valuable personal and professional development. Many volunteers reported feeling a sense of purpose and contribution to the community. Notably, 11 volunteers became Parenting and Employment Champions and pursued teaching assistant training. Additionally, five women became Mental Health Champions and five became Walking Champions, engaging in social action and well-being activities. Five volunteers transitioned into employment, with one working as a support worker and another as sessional staff within our organisation.

Shpresa's parenting support included two six-week sessions of the Triple P Programme, a comprehensive strategy to prevent behavioural and developmental issues in children. This programme, primarily attended by single mothers in challenging circumstances, provided initial steps toward integration, improved self-esteem and resilience. The programme effectively met its objectives, with positive feedback and a clear demand for continued and expanded support.

The Life in the UK sessions offered essential information and support for newcomers and women unfamiliar with such training. These culturally oriented sessions covered British society, immigration and residency requirements, the education and health systems, public transport, voting rights, domestic violence, employment and self-employment. Informal ESOL classes further supported English language learning. 46 women reported feeling empowered with the knowledge and skills needed to adapt, thrive and actively participate in their new environment.

Employability training for volunteers included creating effective CVs and cover letters, practising for interviews and receiving job search advice. Attended by 24 volunteers, this training was instrumental in improving their job market readiness. Participants also accessed digital training and resources for ongoing professional development.

During Mental Health Awareness Week, Shpresa conducted sessions attended by 26 women and volunteers, celebrated World Mental Health Day with various indoor and outdoor activities and encouraged relaxation and well-being. Shpresa also offered creative expression opportunities through art classes, knitting and cooking. Women were invited to join Psychoeducational Groups in partnership with a mental health provider, with three groups of six sessions each attended by a total of 24 women. Those with higher needs were referred for one-to-one therapy.

Overall, these initiatives have significantly impacted the women Shpresa supports, enhancing their well-being, skills and community engagement.

One of Shpresa's partners for the mental health work, Caroline Cawson, Co-CEO of Therapies at Alternatives Trust East London wrote for Shpresa's blog:

"In 2021, Alternatives Trust East London and the Shpresa Programme set up a partnership to deliver group psycho-education therapy sessions to Albanian women accessing Shpresa services. Delivery of the groups is provided by a qualified counsellor from Alternatives. The group is helping Albanian women to understand more about their mental health and to improve their emotional well-being. It covers topics such as what therapy is, self-care and stress management. We support women who need it to access one to one therapy after the group as well.

Without this partnership, many Albanian women in Newham and across London would be going through traumatic experiences without any mental health support. Accessing counselling with interpreting is extremely difficult via NHS or GP therapy referral routes, making this service very inaccessible. By providing therapy with interpreting, these women are now able to express their feelings safely in a group and a one-to-one setting. They are able to explore and break down a lot of the stigma that exists in reaching out for mental health support.

The majority of the Albanian women who are involved in this project have been through high levels of psychological trauma, sometimes over a number of years. Often, their journey to get to the UK is fraught with danger and further trauma, compounding the often violent or dangerous experiences they are escaping from. Trafficking, abuse, and exploitation are common. Other issues that come up in the therapy are how to navigate the uncertainty and hostility of going through the asylum system in the UK.

Since 2021, 41 women have received help through this partnership by attending the group. A further 19 women have gone onto receiving one-to-one counselling sessions, with the help of an Albanian experienced interpreter provided by Shpresa. She is someone very trusted by the women and they feel able to build trust with the counsellors because of this. Many of the women are talking for the first time about their lives, their experiences, and their feelings. The impact of having their stories witnessed is that it helps to process what has happened and begin to move onto something more positive."

Women's story: F S has joined Shpresa Programme in February 2023. She was referred to Shpresa by another Albanian speaking women. She was very vulnerable, in total isolation, withdrawn and in a panic all of the time. The Shpresa team had an initial one-to-one session with her and introduced her to Shpresa's services very slowly, ensuring she felt at ease and understood.

Many women that joined Shpresa's services in the last year are asylum seekers that have recently come to the UK to seek sanctuary. Apart from the traumatic experience they had when fleeing their home, they travelled in unsecure ways risking their lives to come to a safe place. They are met with another traumatic experience when coming to UK as they are faced with new challenges, including language barriers, lack of understanding, prejudice and very often abusive and humiliating treatments. They live in hotel, including F, where they have very limited resources, and they have no one to turn to for support.

Shpresa has been able to provide clothing and other necessities for F and her family members. She was initially introduced to Shpresa's women support group and informal ESOL classes. She found it very difficult at first, could not concentrate at all and was very distressed. The Shpresa team worked slowly with F to build trust, including by providing access to women only services. In time, she started to volunteer at "Come Dine with Me" sessions for women and children. Cooking for women and their children makes her very satisfied since they all share the same background and culture and are very happy that they could provide traditional hot meal to their children.

By working on a one-to-one basis with F, Shpresa's staff have been able to identify other needs that she has, including dealing with stress and anxiety about being scared for her and her family member's lives if they returned to Albania.

Shpresa works in partnership with professionals to offer additional support to its users. After identifying F needs Shpresa referred her to The Alternatives Trust East London. They have done an assessment of her mental health, and she has joined a psychoeducation 'Introduction to Counselling' group from May to July 2023. The group helps women understand what counselling is and prepares them for one-to-one sessions. After attending the group, The Alternatives offered F one-to-one counselling sessions that she has attended from August 23.

The trauma F has been through in her life has impacted her greatly, and she feels and lives in fear and anxiety all the time; very often she has flashbacks. She says she cannot be in noisy places as she panics and then feels completely disorientated and does not know where she is or what is happening. She feels breathless and like she is suffocating and voices that say, "We found you; you are dead", follow her. She finds it difficult to talk about the past; she feels embarrassed, and she knows is not her fault they are in huge debt and were forced to work unpaid for traffickers to pay off the debt. Every second spent there was a hell. She states, "We were not safe at all; we feared everything." She could even finish a sentence as she was shaking and breaking down in tears. She said that she is more afraid that for their lives and those of her children, including what would happen to them if they made a wrong move and were killed. "I would have ended my life if it was not for my children. I am tired," she says, "but I must fight for my children to make sure they are safe." F states that her life changed and took a much more positive turn since she joined Shpresa Programme. She feels like she is not alone anymore; she feels understood and supported. With tears in her eyes, she shares the joy of seeing her children happy when they come together with others in a different environment than that of the hotel they are "confined" in. F is grateful she is receiving counselling from The Alternatives Trust and that she is helped with interpreting and other needs facilitated from Shpresa Programme to ensure she gets this help. Despite it all, F is still very vulnerable; her status keeps her in a limbo. Any changes to her routine or support can easily distressed her. Shpresa continues to provide holistic support to F and her two children, introduced her to food schemes, helped with food vouchers and other practical support and will continue to do so, until they no longer need Shpresa's support.

The Leadership and Social Action Project engages skills and encourages upskilling and empowering the Albanian speaking people living in UK to work together to solve the problems that matter to them and for the common good. It builds power and leadership and influences Albanians in the UK to champion the power of lived experience and leadership for positive social change. It creates opportunities for needs, concerns, ideas and aspirations of minority migrant communities to be heard in the "corridors of power".

The Leadership Programme has now become a cornerstone of Shpresa's core work, embodying 20 years of expertise and sharing its wealth of knowledge with emerging leaders who have lived experience. Shpresa successfully recruited both leaders and mentors from the sector and local authorities and expanded its network to include local councillors from boroughs such as Barking & Dagenham, Croydon and Enfield. This expansion has significantly broadened Shpresa's reach and influence within the community. In addition to running the programme as planned, Shpresa exceeded its initial deliverables by hosting several major events and creating valuable opportunities for leaders to showcase their work. This has not only enhanced the visibility of Shpresa Programme but has also provided emerging leaders with platforms to present their ideas and achievements.

The main activities run via this project include:

- delivering 10 in-depth training sessions on leadership, encompassing key facets of successful leadership. The project has exceeded expectations in enhancing skills, knowledge and confidence, promoting civic and political participation understanding, expanding networks and raising awareness of ASC and DEC contributions and needs;

- giving participants access to a diverse range of networks and relationships, including one to one mentoring from social activists/community leaders from Citizens UK, SSE, local councillors, and more, empowering ASC and DEC community members to effectively raise their voices. The project's substantial impact on network development ensures that participants can engage with various stakeholders to advance their social action objectives; and
- assisting seven leaders with applying for the Start-up Programme at School for Social Entrepreneurs (SSE). Four of the applicants successfully qualified for the next stage. Each place in the programme comes with a grant of £3,000. 10 leaders of the first cohort had a dedicated space at the SSE.

While the project has made significant progress in building networks, it's important to recognise and address additional challenges that women, particularly those with family caregiving responsibilities, may encounter. Time constraints and family duties can hinder their full participation in networking activities, while specific community issues, such as lack of affordable childcare or limited transportation access, can further compound these challenges. Acknowledging and actively mitigating these barriers is essential to ensuring that all participants can effectively benefit from project opportunities.

Leadership involves harnessing both personal experiences and acquired knowledge to drive meaningful change. This cohort's slogan, "Turn dreams into reality, anger into fairness, problems into solutions," captures the essence of this approach. By integrating their lived experiences with the skills and insights they've gained, leaders develop a deeper understanding of others and discover effective ways to address challenges. It's about transforming life's difficulties into opportunities for positive impact and making a difference in the world.

Several other trainings, social actions and related activities were held this year including:

- Building your social enterprise session: The event, hosted at the Kosovan Embassy, focused on "The Power of Free Employments" and Team Dynamics. Various entities participated in the discussions.
- Legal Structure Session: A unique workshop led by SSE CEO Alistair Willson. This workshop offered a fantastic chance to learn, develop and network with peers who share similar passions. Topics covered included an overview of the SSE organisations, services and funding opportunities. Learning centred around engaging stakeholders to rally support and sharing a vision for a thriving start.
- Celebration of Albanian Independence Day 2023: This year's celebration took on a new dimension as the ALSA team had the privilege of attending the Shpresa Programme's "Shifting the Narrative" event. On this significant day Shpresa joined others in celebrating the incredible work of its community.
- Citizens UK Trainings and Campaigns: Collaborating with Citizens UK, Shpresa's leaders participated in training sessions on campaigning, listening campaigns, political literacy and community organising.
- Leaders' Involvement in Campaigns: Leaders had hands on experience by actively participating in campaigns led by Citizens UK (Telco), including health inequalities, housing and free bus fare for Asylum Seekers. Many leaders actively took part in mobilising and engaging in discussions with Transport Deputy Mayor of London Seb Dance and took part in the London Mayoral Candidate Assembly organised by Citizen UK.

- Free Bus Fare for Asylum Seekers Campaign: In a resounding call for justice and inclusivity, advocates for free bus travel for Shpresa Programme members united outside London City Hall on February 8th. Their collective mission: to deliver a Valentine's Day card to Deputy Mayor Seb Dance, urging a meaningful dialogue on fair bus travel policies for Shpresa Programme members. This powerful action was a collaborative effort with Citizens UK, amplifying the voices and concerns of marginalised communities. Representatives from Shpresa Programme, alongside community leaders from the VOICES Network, Sufra NW London, Citizens UK and other organisations stood in solidarity for this vital cause.
- London Mayoral candidate Assembly: Over 50 participants from Shpresa Programme including Leaders from the Leadership Programme participated in the London Mayoral Candidate Assembly organised by Citizen UK. During the event, Sadiq Khan listened attentively to the requests put forth by the London Citizen Core Campaigns, which focused on issues such as Living Wage, Housing, Citizenship and Integration.
- Celebrating Successes of the First Cohort and Launch of the Second Cohort Event (14/09/2023): Event Led by the Leaders of the First Cohort and attended by 70 participants.
- Celebrating "Leading Albanian Women": Accommodated by The Embassy of the Republic of Kosovo in London, a cultural afternoon dedicated to female figures with the meaningful title "Leading Albanian Women" was held. An event organised in cooperation between Shpresa Programme and BAAA Anglo-Albanian Association of Artists in the United Kingdom.
- School for Social Entrepreneurs (SSE) Festival - 20 and 21 September 2023: 10 leaders from the first cohort attended the SSE Festival. Seven leaders applied for the Start-up Programme at SSE. Four of the applicants successfully qualified for the next stage.

Hands-on Experience: For instance, Sergey, a participant in this cohort of leaders, recognised the need to address the spiritual gap within the Ukrainian community in the UK. Consequently, he initiated spiritual services at SKC while maintaining connections with Shpresa, leading to the engagement of four Ukrainians in the Leadership Programme. Sergey also established collaboration with Homes for Ukraine at Barking and Dagenham council.

Shpresa also worked on a partnership with **New Europeans UK** on a project where Shpresa embedded democracy education into its programme of education for members of the community. Shpresa provided a guide on voting to EU citizens and other relevant and useful information to its members.

The Children and Young People's (CYP) Project helps build confidence and self-esteem through activities such as training, dance, sports, leadership and more. Its goal is to enhance the lives, education and wellbeing of Albanian-speaking children from refugee, asylum-seeking and migrant backgrounds, while ensuring their voices are heard. Young people involved in the CYP Project have the chance to meet regularly in a supportive environment, where language barriers and cultural differences don't hinder participation, engagement or a sense of belonging. Participants appreciate that these spaces are local, safe, welcoming, non-judgmental, warm and, in some cases, offer hot meals. Children and young people services were accessed this year by 372 young people.

Shpresa's motto is "All together, we can make a difference." Shpresa continually reinforces the importance of collaboration with the young people whose lives it seeks to improve, as well as with specialist organisations, funders and other key stakeholders. This collective effort is essential to creating lasting change in the lives of Albanian youth.

Shpresa approach to working with young people includes:

- identification and targeted support;
- engagement and empowerment through culturally friendly activities and information sessions;
- critical child-centred mental health and wellbeing support;
- referrals to child-focused advice and advocacy services;
- leadership development and 'Voice of the Child/Young Person' empowerment programmes; and
- sharing experiences and insights with broader communities.

Shpresa Programme works closely in partnership with other organisations to deliver this programme and others, but Shpresa faces ongoing challenges in maintaining the same level of support and engagement, particularly with regards to funding. Shpresa is exploring other ways to keep some of the activities running, including contribution from members to run the Albanian school project.

Unaccompanied Asylum-Seeking Children's and Young People Project "Breaking the Chains" has continued to deliver a wide range of services to our target group of young people. For the young people involved in this project, trafficking is a constant shadow. Most of the youth Shpresa supports have faced trafficking in their home countries, during their journey to the UK or even after arriving in the UK. Unfortunately, despite accessing support services and legal advice, the threat of exploitation and trafficking persists. All the young people Shpresa works with have experienced trauma or possess vulnerabilities that put them at a heightened risk of further exploitation.

A key focus of Shpresa's work is to reduce this risk as much as possible by building the young people's self-esteem and resilience, while providing trustworthy, reliable support services tailored to their needs. Face to face activities were delivered from:

- Forest Gate Youth Club – Every Monday 6-9pm
- Norwood Junction Youth Club – Every Friday 6-9pm
- The Ark in Edmonton – Saturdays 10am - 1pm
- BLC Barking – Saturdays 10am - 1pm
- Frenford centre Ilford – Saturdays 2pm - 5pm
- Mansfield House – Thursday 4 – 6pm and Sunday 10am – 2pm

Youth club sessions are designed to provide a welcoming space where young people can come together to learn, connect and grow, fostering a sense of community and support among asylum seekers and young individuals. Shpresa provides informative sessions and immigration advice, ensuring that young people have access to essential information and support as they navigate the complexities of the asylum process. These sessions also feature cultural enrichment activities aimed at celebrating diversity and fostering a sense of belonging.

Shpresa's "Come Dine with Me" project is particularly enjoyed by young people, offering traditional food, lovingly prepared by our volunteers, that reminds them of their homeland aroma, of their favourite dish from their mothers and creating a family-like atmosphere where everyone feels valued, supported, and included rather than just a community. These sessions are also about fun and connecting.

Regular online services include:

- Immigration night, in partnership with MiCLU – Every Wednesday 5-8pm
- Mental health support sessions, in partnership with CDI – Every Thursday 5-8pm

Other activities include:

- Films – short films which have asylum seekers' lives and experiences in focus, such as LOHST, mental health
- Campaigns – listening campaigns with local authorities (fostering) and advocacy
- Campaigns with Citizens UK (Free Bus for Asylum Seekers)
- Leadership Programme – delivered by different professionals sharing their experience and expertise
- Kazzum – creativity sessions
- Free English classes, etc.
- Training
- Befriending

At the heart of Breaking the Chains is the voice of the young people themselves. Their insights are crucial in shaping Shpresa's approach, ensuring that Shpresa effectively meets the needs of these vulnerable children. Peer support is key, and this is being provided by very committed volunteers and trained immigration and mental health champions. Training provided by MiCLU is key to ensuring young people are equipped and able to co-facilitate youth advocacy sessions, sharing learning and knowledge with their peers.

Main partnerships for this project are:

MiCLU legal centre – The complex nature of immigration laws, changes and procedures presented a huge challenge, particularly when providing legal advice and support to asylum seekers. Ensuring accurate and up to date information, navigating bureaucratic hurdles and advocating effectively on behalf of clients required specialised expertise and close collaboration with legal professionals. However, Shpresa have efficiently managed all these challenges with the help of the partners from the MiCLU legal centre who have achieved a number of successful results from the cases advocated. A total of 95 young people have been supported by MiCLU during the year.

Croydon-Drop-In (CDI) – Addressing the diverse psychosocial needs of Shpresa's young people, including past trauma, mental health concerns and social isolation, posed significant challenges. Providing adequate emotional support and resources to promote holistic well-being required a multi-disciplinary approach, involving mental health professionals (our partners from CDI) and community support networks, such as peer support, befriending, etc.

Kazzum – Shpresa continues the partnership to work with young people who experienced a high level of adverse childhood experiences and uses creative activities as a means of building confidence, communication skills, engagement in learning and developing healthy relationships with others.

Local authorities – Shpresa delivered a foster care information session in partnership with Barking Council to help encourage more Albanian families to become foster carers.

ECPAT UK – Shpresa have been in discussion for a joint referral pathway in which ECPAT UK can refer young people to Shpresa and Shpresa can refer young people to them, according to the needs of the young people.

TELCO, Citizens UK – Shpresa continues the partnership on running advocacy campaigns in support of people who have chosen the UK to be their home.

Liverpool and Southampton Universities – Shpresa continued the partnership in conducting research on the 'right to work for asylum seekers' and 'Co-Developing Trauma - informed guidelines'.

One of the activities organised as part of this programme was an incredible and impactful session at Liverpool University with the LOHST (Lives on Hold Our Stories Told) project team. An amazing presentation and workshop, following up on the previous session at Southampton University and contributing to their research project on the impact that Home Office delays could have on young people's lives and mental health. *12 young people attended the workshop.*

Shpresa held an event for parliamentarians on 22 May 23, called "*Unsafe: Understanding why people flee Albania - A briefing for peers*" led by the voices of the Breaking the Chains Immigration Champions. The Immigration Champions had the opportunity to discuss the pressing issue of Albanian asylum seekers and refugees in the UK and the proposed Illegal Migration Bill with Members of Parliament, Baronesses and Lawyers. It was an empowering experience and resulted in Baroness Lister tabling an amendment to the Illegal Migration Bill and designation of Albania as a 'safe state'. This created hope that the discussions initiated by these young Albanians will spark positive change, leading to a more equitable asylum system that upholds the principles of justice and solidarity. *The session was attended by 20 people; 7 were young people.*

Case study - Timi

Timi was 15 years old when his mother died, and his father developed serious mental health problems. Timi had to work to earn money so he, his father and younger brother could eat. He was sent to work in a mine managed by a criminal gang. When the police raided the mine he and another child were initially arrested and then released. The criminal gang accused the two children, including Timi, of informing on them. They were both beaten and left for dead. The other child died of his injuries but Timi survived, albeit with permanent scars from the knife wounds and burns. Timi begged people in the village to help him leave the country and was brought to the UK in the back of a lorry and then set to work, 12 hours a day, 7 days a week, on a building site, by the men who told him he owed them £20,000 for his journey to the UK. His mental health deteriorated dramatically, and he began to hear his dead mother speaking to him telling him he should join her. He fled from the building site and made a serious attempt to end his life. He was found unconscious by members of the public who called an ambulance.

Timi was detained in hospital under the Mental Health Act as he was such a risk to himself. Staff from Shpresa Programme were contacted by clinicians at the hospital, and they visited Timi with a solicitor from Breaking the Chains. Over many weeks Timi developed a relationship of trust with Shpresa staff and his Breaking the Chains solicitor wrote to the Home Office, who have now accepted that Timi was trafficked and are offering him some support. Timi has no capacity to instruct a lawyer and has been diagnosed with psychosis, so Breaking the Chains staff from MiCLU and Shpresa Programme are working together to secure asylum for Timi and to help him begin to recover from his trafficking experiences.

The case study above is based on the actual circumstances of a young person accessing Breaking the Chains' services. However, due to his vulnerability and the risk to him, some details have been changed slightly to protect his identity and privacy. The same has been applied to all case studies throughout this report.

The Heritage Project - keeping heritage in the community, inspiring people and creating a legacy. Shpresa has yet again delivered a successfully project engaging 12 young people in a programme designed to help them connect with their roots and collect stories and traditions. It included delivery of training, bringing people together to cook and share food, visits to heritage sites, attending events and coordinating one-to-one interviews.

'Sharing the Model' aims to share Shpresa's learning model of working and resources with other user-led groups to maximise Shpresa's impact and play an active role in society. Shpresa also wants to get the voices and lived experiences of its members in research, so it has been working with Southampton, Liverpool, UCL, UEL and York University on research projects.

As part of this work, Shpresa also runs **Refugees helping refugees: Ukrainian befriending and support** project. 78 people in total have benefited from this project. Shpresa offered a holistic package of support that contributed towards improved access to services and support, improved health and wellbeing and improved community cohesion. Members of the Ukrainian community attended coffee mornings, support groups, one-to-one befriending, volunteering opportunities, advice, advocacy and signposting, employment support, health walks and outings. Activities and events provided opportunities for people to engage in a relaxing and cheerful environment, enjoy and celebrate culture and achievements and feel as if they belong as well as get engaging in social actions and building resilient community and social networks.

From a member of Ukrainian community group: "When I got to London the first feeling I experienced was a sense of disconnection or being "out of place". I was homeless, dependant on the goodwill of strangers, I was a refugee. After settling in Newham and finding accommodation through a sponsor, I met staff from Shpresa Programme. Since my journey with Shpresa started, I received support for school for my children. I met other women whose stories inspired me, and I become a volunteer. Volunteer training and experience gave me the opportunity to come out of my buddle and understand real issues face by other people like me. I have participated in some other trainings which Shpresa has organised in collaboration with partner organisations. I also enrolled in a Leadership Programme and am very excited about all these opportunities that came through. It is a dream for me to become part of leaders who are interested to bring a change on improving mental health, integration, domestic violence, heritage, young people, LGBTQI etc."

Emergency provision aims to provide relief for financial hardship, by providing financial support, clothes, food and access to data to the most vulnerable groups by working in partnership with partners and local authorities, such as Newham Council. Clothes have been mostly donated by members of the community and Shpresa also receive toys for Christmas via ELBA Toy Appeal. Users are referred to food banks and donations have been received from PZ food donations platform and GLA. During this year Shpresa distributed £7,000 in Tesco and Asda vouchers provided by Newham Council for Newham families.

Jack Petchey Achievement and Leader Award Scheme, awarding every year 24 young people and leaders who have gone above and beyond not only academically/professionally but had a personal accomplishment, broke barriers or are outstanding team players. The nominations and awards create positive role models and recognition of dedication and hard work and are a way to say thank you to these incredible young people and adults.

Jack Petchey Award nomination by young people - E has been nominated for the Jack Petchey award for his social skills and can-do attitude. He is a very positive young person, works very well in a team and takes initiative and leads on new things. He is very helpful during "Come Dine with Me" sessions and takes on any tasks with great responsibility. He is very responsible about looking after the environment, takes ensure living rooms are tidy after dinner very seriously and encourages others to do the same. He is a positive guy and has been involved in several activities at Shpresa, where he had a positive impact on the group. His pears admire his modesty and humbleness and look up at him as a role model.

Overall data for 2023-24

3,200 users have benefited from services provided by Shpresa Programme, including events, seminars, weekly groups and workshops, emergency services and other activities. They:

- are better informed and have greater understanding of their rights and responsibilities;
- have increased support networks;
- feel more confident/self-assured;
- feel safe and have a positive sense of identity; and
- have received direct support from the organisation depending on their needs.

Moreover:

- 135 users accessed volunteering opportunities and reported improvement on skills and work experience;
- 25 have undertaken accredited training;
- 557 adults, mostly women, have reduced isolation, increased their knowledge and taken part regularly in weekly sessions and one-to-one support;
- more than 80% of regular users experience improved health and wellbeing;
- 372 ASYP have taken part on weekly youth activities;
- 24 ASYP received a Jack Petchey Achievement Award, and
- more than 120 families were supported with food vouchers.

Fundraising

Funding secured:

- BBC Children in Need - 3 year grant for looked after children in Croydon August 2022, received another three year grant up to August 2023;
- TNL - A 5 year grant towards We Can project aiming to reduce loneliness, increase social contact, employment related skills, learn about life in UK and improve mental health resilience and wellbeing of women from the ASC. TNL uplift was added to support with cost of living crisis;
- Henry Smith Charity - 2 year grant starting Oct 23 for the women advocacy project;
- LB Barking & Dagenham - A contract for providing services to deliver a targeted programme to work with young people to Aug 23;
- London Youth - to deliver the Heritage Programme Jan to June 24;·
- East End Community Fund to run Ukrainian befriending and support project, one off grant;
- TNL Community Fund – Awards for All - To develop Shpresa's Community Café;
- My London Programme - Provides engagement with young people typically underrepresented on youth forums and leads them through a programme of education in social action, leadership and development;
- Paul Hamlyn Foundation MiCLU led partnership - Addresses challenges in the area of migration and integration, providing advocacy capacity and training and capacity building sessions with Albanian speaking children and young people. Funding ends March 2025;
- The Jack Petchey Foundation - Youth Achievements and Leadership Awards. This is reviewed every year on submission of award reports;
- Trust for London - 3 year funding starting June 2022 for a programme to create new leaders from the Albanian Speaking Community;
- University of Liverpool - To train and support 10 young unaccompanied asylum seekers (YUAS) in research methods and ethics for the purpose of this project, support them and facilitate access to up to 80 YUAS respondents as part of the research. We are open to other opportunities in research work with Universities.

- Violence Reduction Unit- Stronger Futures Programme - To work with young people from the Albanian speaking refugee and asylum seeker community and provide specialist counselling, youth leadership programme, supplementary school and youth diversionary activities. Funding extended to May 2023.
- PHF shared ground - One year funding to support operational emergency support and funding will contribute to fundraising and management capacity and/or support for wellbeing of staff, volunteers and service users;
- TNL MiCLU led partnership - To work on "Breaking the Chains" project addressing challenges in the area of migration and integration, providing advocacy capacity and training and capacity building sessions with Albanian speaking children and young people. Funding ends Sep 2024;
- AB Charitable Trust from Jul 23, funding has been extended to July 2027 - To support the organisation's running costs and work with young people;
- Access to work – PA to the CEO and travel costs up to December 2026 as long as needs do not change;
- Money A&E – Grown your own advice partnership;
- LCF – VAWG cost of living fund to support women and girls from minority ethnic backgrounds using various interventions and programmes;
- GLA Migrant advice fund – Providing direct support to young migrant Londoners through advocacy, peer support and drop in specialist support, ended May 2024;
- Charity bank – Towards the building and core costs, one off grant;
- City Bridge – 2 year funding started Apr 23 towards the Leadership Programme, extended for another year;
- New Europeans partnership - To educate on voting and other rights during 2023-24; and
- Our money Newham – Vouchers supporting Newham families. Vouchers are offered by our money Newham based on availability of funds.

Funding Shpresa's Work

Shpresa is aware that the funding climate is challenging for small to medium sized NGOs. Shpresa has been prudent in drafting its budget for the current financial year and has the capacity to reduce planned expenditure in line with the pace at which its meets its fundraising targets. Shpresa will continue to:

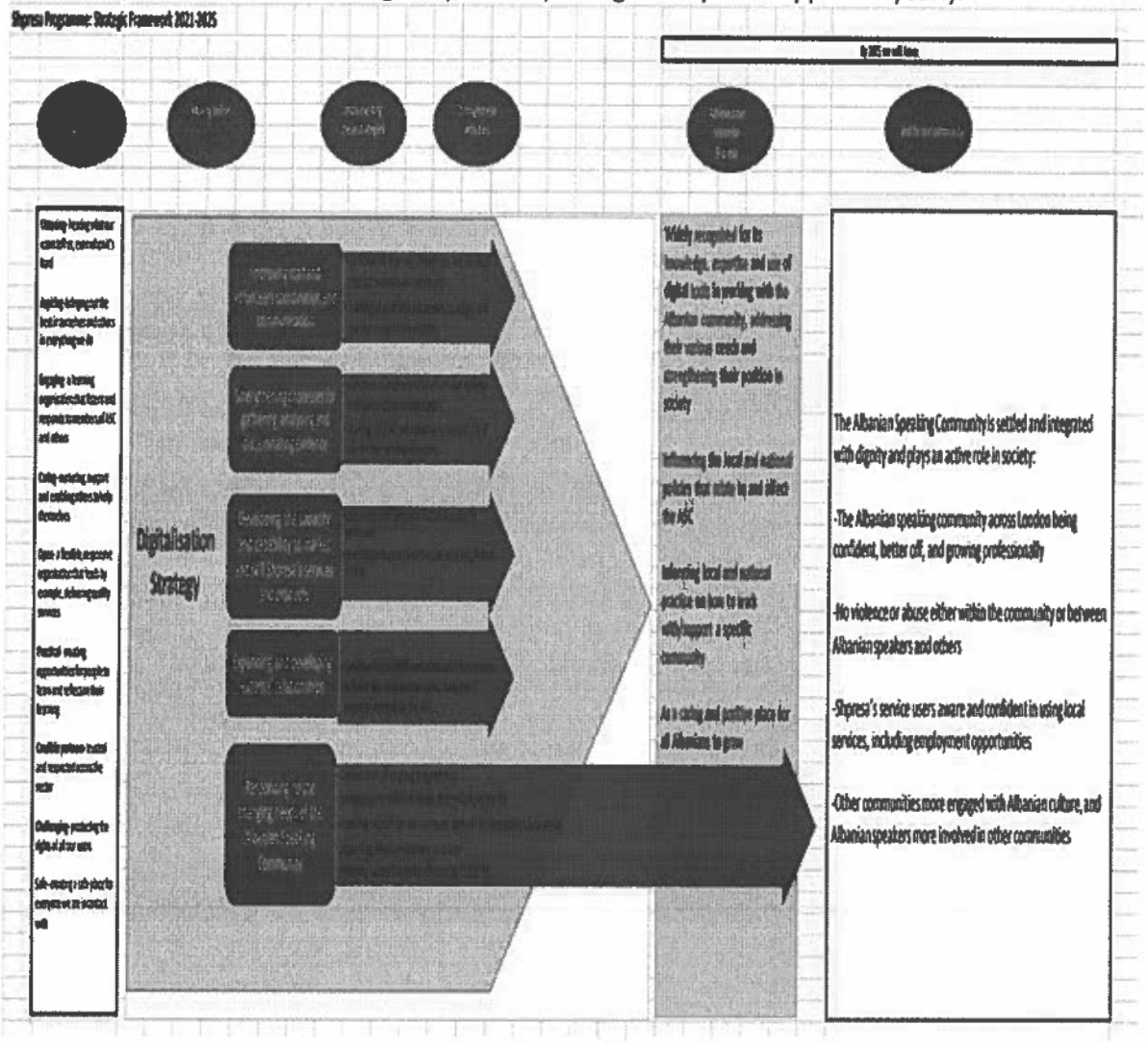
- Maintain and develop its positive relationship with charitable trusts and foundations. Shpresa is delighted that, in spite of the increased demands on many of its funders, it has continued to benefit from grants from many of the major trusts and foundations including: Trust for London, Paul Hamlyn Foundation, Henry Smith, The City Bridge Trust, BBC Children in Need (small and main), Lloyds Foundation, Reaching Communities grants, Greater London Authority, Mopac VAWG, Barking and Dagenham Council, London Youth, Jack Petchey Foundation etc.
- Develop the potential for further statutory funding, particularly in Newham, Croydon, Brent, Redbridge and Barking and Dagenham where Shpresa is working with unaccompanied asylum-seeking children and where it has been encouraged to apply for statutory funding.
- Maximise Shpresa's potential to generate its own income. Shpresa is working towards the refurbishment of the building; once completed Shpresa will be able to generate income from the building. Shpresa also continues to run training programmes for professionals and other stakeholders working with unaccompanied asylum-seeking children.
- Maintain prudent financial controls, reviewing risk at each board meeting and making the necessary adjustments in line with income secured.
- Develop Shpresa's pilot project on working with new refuges and seeking to build new partnerships.

Quality Assurances

Shpresa has worked towards achieving AQS (advice quality mark) and received the certificate in September 2023.

Policies

Shpresa's policies are reviewed regularly, and any changes or updates approved yearly.



Shpresa's Plans for 2024 -2025

Shpresa is planning to continue to provide services that respond to the needs of the Albanian speaking community in the UK.

1 **Listening**

- Hearing what Shpresa's users tell us and actively responding to the needs by building partnerships and fundraising to provide services needed.
- A learning organisation that listens and responds to members of the Albanian speaking community and other minority communities.

2 **Increase Outreach:**

- Expand Shpresa's work nationwide via digital platforms.
- Make better use of the social media.
- Build new partnerships reflecting the need for specialist services for members of the Albanian speaking community in UK.
- Secure funding to sustain services and increase capacity and provision.

3 **Shpresa wants to see a difference in the community:**

- The Albanian community across London being confident, better off, well integrated, and well established.
- No violence or abuse either within the community or between Albanians and others.
- Shpresa's service users being aware and confident in using local services, including employment opportunities and aware of their rights.
- Hosting communities to engage more with Albanian culture and get Albanians more involved in other communities and the local community.

4 **Shpresa wants to be viewed as:**

- A caring and positive place for migrant communities to grow and achieve.
- Challenging and protecting the rights of all our users.
- Widely recognised for its knowledge and expertise in working with the Albanian community, addressing their various needs, and strengthening their position in society.
- Influencing and informing local and national practice on how to work with and support a specific community.

5 **Shpresa will continue to:**

- Develop in person projects and services based on listening to those with lived experiences and setting up partnerships with specialist organisations for mental health, benefits advice, immigration, employment and respond to the identified needs, aiming to reach more London boroughs.
- Offer online provision of services to reach people where they are.
- Provide one to one support to those affected by Covid 19 and other catastrophise.
- Address the different needs of arrivals from EU and provide relevant support.
- Support models transferrable to other communities and vulnerable people, with an increased number of Shpresa members active in the wider local community, including campaigning.
- Increase networks and partners.
- Narrow the digital gap, provide systems and processes to enable better communication.
- Regularly monitor and evaluate its services internally and externally.

6 **Shpresa will build on learning, to continue to build a presence and to deliver in a flexible way:**

- Shpresa continues providing a hybrid working space, which is a combination of a digital space and physical space.
- Shpresa is developing projects that increase the use of the local parks as much as local facilities.

7 **The voices of Shpresa's community members should be heard and be able to drive policy change:**

- Continue to build relationships with different universities and other stakeholders to bring the lived experiences of members of the community to their attention and work with them to produce research.

8 **Celebrate successes and share learning:**

- Hold at least five main celebration events throughout the year.

9 **Leadership training:**

- Run the training program for emerging leaders in the community based on lived experiences.

10 **Refurbishments of first home of Shpresa Programme, Mansfield House**

- Shpresa is working on refurbish the building, currently on the ground floor, which once finished would be a hub and community café for minority communities. The building development will continue in stages towards creating affordable offices, training rooms and social housing.

FINANCIAL REVIEW

The Charity is reporting a surplus for the year of £105,508 (2023: £172,921).

Income amounted to £659,531 (2023: £673,896). Donations totalling £3,356 (2023: £96,448) were received from our supporters, rental income of £1,110 (2023: £6,840) and grant income of £618,091 (2023: £561,089) to support our project activity. Fees for services amounted to £21,179 (2023: £8,934).

Our running costs, including project activity, amounted to £554,023 (2023: £500,975).

The Statement of Financial Activities on page 29 summarises the incoming resources and main areas of expenditure. The Balance Sheet on page 30 shows the Charity's assets and liabilities at 31 March 2024.

RESERVES POLICY

Trustees have a designated reserve which currently stands at £150,000 and covers three - six months of committed expenditure. However, the Board is looking at increasing this balance every year until they can cover up to six months of committed expenditure.

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also director of Shpresa Programme for purposes of the company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and UK Accounting Standards (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 of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principals in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charity will continue to operate.

The Trustees are responsible for keeping proper accounting records which disclose with the reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102 (January 2019) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Signed on behalf of the Trustees

S. C

Shannon Griffin
Chair

Approved by the trustees on 12 July 2024

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SHPRESA PROGRAMME

Independent examiner's report to the trustees of Shpresa Programme ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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

Jeremy Kitson BA FCA
Prime
Chartered Accountants
Corner Oak
1 Homer Road
Solihull
B91 3QG

Date: 21/11/2024

(REGISTERED NUMBER: 04692860)

STATEMENT OF FINANCIAL ACTIVITIES (incorporating the INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR TO 31 MARCH 2024

	Notes	Year ended 31 March 2024 Restricted Funds £	Unrestricted Funds £	Total £	Year ended 31 March 2023 Restricted Funds £	Unrestricted Funds £	Total £
Income from:							
Donations	2	-	3,356	3,356	-	96,448	96,448
Income from charitable activities:							
Grants	3	618,091	-	618,091	561,089	-	561,089
Fees	4	360	20,819	21,179	-	8,934	8,934
Other	4	-	15,000	15,000	-	415	415
Other trading activity:							
Rental income		-	1,110	1,110	-	6,840	6,840
Investment income		-	795	795	-	170	170
Total income		618,451	41,080	659,531	561,089	112,807	673,896
Expenditure on:							
Raising funds	5	6,855	-	6,855	5,483	-	5,483
Charitable activities	5	534,568	12,600	547,168	473,555	20,937	495,492
Total Expenditure		541,423	12,600	554,023	480,038	20,937	500,975
Net income & net movement of funds for the year		77,028	28,408	105,508	81,051	91,870	172,921
Transfer of funds		(16,166)	16,166	-	16,166	(16,166)	-
Reconciliation of funds							
Total funds brought forward		185,953	377,984	563,937	88,736	302,280	391,016
Total funds carried forward	14	246,815	422,630	669,445	185,953	377,984	563,937

The Statement of Financial Activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

(REGISTERED NUMBER: 04692860)

BALANCE SHEET AT 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
FIXED ASSETS					
Tangible assets	10		794,616		1,665
Total Fixed Assets			794,616		1,665
CURRENT ASSETS					
Debtors	11	11,540		13,138	
Cash at bank and in hand		541,640		592,877	
Total Current Assets		553,180		606,015	
CURRENT LIABILITIES					
CREDITORS: Amounts falling due within one year	12	(65,063)		(43,743)	
NET CURRENT ASSETS			488,117		562,272
TOTAL ASSETS LESS CURRENT LIABILITIES			1,282,733		563,937
Creditors: more than one year	12		(613,288)		-
NET ASSETS			669,445		563,937
CHARITY FUNDS	14,17				
Restricted Funds			246,815		185,953
Unrestricted Funds:					
Designated		150,000		150,000	
General		272,630		227,984	
			422,630		377,984
TOTAL CHARITY FUNDS			669,445		563,937

The Trustees are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The Trustees acknowledge their responsibilities for:

(i) ensuring that the company keeps proper accounting records which comply with section 386 of the Act, and

(ii) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These financial statements were approved by the trustees and authorised for issue on 12 July 2024 and are signed on their behalf by:

.....
Shannon Griffin – Chair

.....
Hatixhe Demushi - Treasurer

STATEMENT OF CASH FLOWS

YEAR TO 31 MARCH 2024

	2024 £	2023 £
Cash flow from operating activities	112,732	141,029
Cash flow from investing activities:		
Interest received	795	170
Fixed asset additions	(802,880)	(2,088)
Net cash flow from investing activities	(802,085)	(1,918)
Cash flow from financing activities:		
Loans received in the year	645,000	-
Loan repayments in the year	(6,884)	-
Net cash flow from financing activities	638,116	-
Net increase in cash and cash equivalents in the year	(51,237)	139,111
Cash and cash equivalents at the beginning of the year	592,877	453,766
Total cash equivalents at the end of the year	541,640	592,877
Cash and cash equivalents consist of:		
Cash at bank and in hand	541,640	592,877
Reconciliation of net income to net cash flow from operating activities:		
Net movement in funds	105,508	172,921
Interest receivable	(795)	(170)
Depreciation	9,929	1,199
(Increase)/decrease in debtors	1,598	8,720
(Decrease)/increase in creditors	(3,508)	(41,641)
Net cash flow from operating activities	112,732	141,029

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
Shpresa Programme is a registered charity in the United Kingdom. The address of its principal office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are given on page 2 of these financial statements.

The charity constitutes a public benefit entity as defined by FRS 102. 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), the Charities Act 2011 and UK Generally Accepted Accounting Practice as it applies from 1 January 2019.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income
Income is recognised in the Statement of Financial Activities when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. The following specific policies are applied to particular categories of income: -

- For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled in the reporting period.

- Income from grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

- Donated facilities and donated professional services recognised as income at their fair value when their economic benefit is probable, it can be measured reliably the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity, for example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

- No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report, where relevant.

- Investment income is earned through holding assets for investment purposes such as term deposit.

Expenditure
All expenditure is accounted for on an accruals basis and has been classified under activities that aggregate all costs related to any particular activity. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties; it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised under the following headings:-

- Expenditure on charitable activities include those costs incurred by the charity in the delivery of its activities and services for its beneficiaries.

- Other expenditure represents those items not falling into the categories above.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2024

ACCOUNTING POLICIES – continued

Expenditure – continued

- All categories of costs include both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Support costs
Support costs are those that assist the work of the charity but do not directly represent charitable activities and include premises costs, office costs, governance costs, administrative and payroll costs. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular activities, they have been allocated to expenditure on a basis which may be based on activity as represented by direct costs expended on that activity or based on a proportion of staff costs. The analysis of these costs is included in Note 5.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office equipment	-	20% straight line basis
Computer equipment	-	33% straight line basis

Assets costing less than £500 are not capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Funds held by the charity are either: -

i) Unrestricted general funds – these are funds without specified purpose and are available as general funds.

ii) Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

iii) Restricted funds - these are funds which can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Transfers between funds are made to cover deficits on individual restricted funds and to recognise fixed assets acquired with restricted income, but with no further restrictions on use, within unrestricted funds.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS

	Year to 31 March 2024			Year to 31 March 2023		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Other Donations	-	3,356	3,356	-	96,448	96,448
	-	3,356	3,356	-	96,448	96,448

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2024

3. GRANTS

	Year to 31 March 2024			Year to 31 March 2024		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
AB Charitable Trust	20,000	-	20,000	-	-	-
Access to work	6,572	-	6,572	-	-	-
Awards for All	-	-	-	10,000	-	10,000
Access Reach Fund	-	-	-	16,720	-	16,720
Barking and Dagenham	-	-	-	10,000	-	10,000
BBC Children in Need	-	-	-	51,829	-	51,829
BBC Small Grant	-	-	-	2,836	-	2,836
TFL Reaching Communities	33,783	-	33,783	33,783	-	33,783
Charity Bank	29,980	-	29,980	-	-	-
City Bridge	42,500	-	42,500	-	-	-
Connect Newham	-	-	-	6,883	-	6,883
East End Community Fund	3,000	-	3,000	6,000	-	6,000
GLA – Intergeneration Programme	-	-	-	2,000	-	2,000
GLA – Migrant advice fund	121,435	-	121,435	-	-	-
Henry Smith	65,700	-	65,700	51,250	-	51,250
Lloyds Banking Group	-	-	-	27,250	-	27,250
London Youth	2,200	-	2,200	2,500	-	2,500
Mopac VAWG	-	-	-	49,877	-	49,877
Money A&E	1,333	-	1,333	-	-	-
My London Programme	15,500	-	15,500	7,334	-	7,334
New Europeans	1,000	-	1,000	-	-	-
Our Newham Money	7,000	-	-	5,000	-	5,000
Paul Hamlyn Foundation (MiCLU led partnership)	74,873	-	74,873	33,042	-	33,042
Paul Hamlyn Foundation	-	-	-	30,000	-	30,000
TNL uplift	15,932	-	15,932	19,168	-	19,168
TNL Reaching Communities	-	-	-	68,140	-	68,140
The London Community Foundation VAWG	29,997	-	29,997	-	-	-
The Jack Petchey Foundation	7,200	-	7,200	10,500	-	10,500
The Renewal Programme	-	-	-	-	-	-
TNL (MiCLU led)	47,937	-	47,937	36,935	-	36,935
Trust for London	81,000	-	81,000	27,001	-	27,001
VRU – Stronger Futures Programme	11,149	-	11,149	53,041	-	53,041
	618,091	-	618,091	561,089	-	561,089

4. FEES AND OTHER INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Year to 31 March 2024			Year to 31 March 2023		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Membership Fees	-	780	780	-	415	415
Consultancy	360	20,039	20,399	-	8,934	8,934
Other Income	-	15,000	15,000	-	-	-
	360	35,819	36,179	-	9,349	9,349

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2024

5. ANALYSIS OF EXPENDITURE

	Year to 31 March 2024			Year to 31 March 2023		
Basis of Allocation: Unless stated allocated on a usage basis	Restricted Funds	Unrestricted Funds	Total	Restricted Funds	Unrestricted Funds	Total
	£	£	£	£	£	£
Charitable Activities						
Direct Costs:						
Wages and Salaries	259,689	-	259,689	246,833	-	246,833
Employer's NI Contributions	20,572	-	20,572	18,869	-	18,869
Staff Money Purchase Pension Costs	11,656	-	11,656	10,511	-	10,511
Staff Training and Subsistence	5,756	-	5,756	1,772	-	1,772
Sessional Staff	32,058	-	32,058	40,543	-	40,543
Training	6,558	-	6,558	10,467	-	10,467
Volunteer Expenses	10,455	-	10,455	14,242	-	14,242
Activities, Trips and Performances	20,102	-	20,102	18,092	511	18,603
Resources and Web	5,975	-	5,975	4,456	43	4,589
Consultation Events, Information & Publicity	2,681	-	2,681	2,093	-	2,093
Equipment and Materials	4,935	(2,856)	2,079	2,566	(1,817)	749
Consultancy	6,950	-	6,950	9,100	-	9,100
Evaluation	9,015	-	9,015	3,326	-	3,326
Beneficiaries support	25,391	-	25,391	4,314	-	4,314
Donations	-	7,000	7,000	5,000	1,277	6,277
Partnership Payments (MiCLU)	18,706	-	18,706	-	-	-
Support Costs:						
Rent and Rates	11,468	34	11,502	37,623	16,639	54,262
Utilities	8,931	226	9,157	3,473	-	3,473
Premises Maintenance	4,529	76	4,605	4,482	-	4,482
Insurance	2,879	156	3,035	3,280	-	3,280
Printing, Postage & Stationery, Publicity	4,176	92	4,268	4,476	30	4,505
Telephone and Internet	5,399	271	5,670	5,606	798	6,404
Consultancy Fees	1,301	80	1,381	1,682	66	1,748
General Expenses	1,696	5	1,701	739	(2)	737
Subscriptions	2,798	869	3,667	3,797	153	3,950
Depreciation on Fixtures and Equipment	-	1,929	1,929	-	1,199	1,199
Depreciation of land and buildings	-	8,000	8,000	-	-	-
Building purchase costs	10,550	898	11,448	17,020	-	17,020
Charity bank loan interest	22,243	-	22,243	-	-	-
Impacht Alchemy loan interest	1,444	-	1,444	-	-	-
Trust for Loan interest payments	8,779	-	8,779	-	-	-
Governance Costs:						
Fundraising costs	6,855	-	6,855	5,483	-	5,483
Independent examiner's fees	876	2,820	3,696	193	2,040	2,233
Total	541,423	12,600	554,023	*480,038*	*20,937*	*500,975*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2024

6. NET INCOME/(EXPENDITURE)

	2024 £	2023 £
Net incoming resources is stated after charging:		
Depreciation and other amounts written off tangible assets	9,929	1,199
Independent Examiner's fees	3,696	2,233

7. TRUSTEES AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The trustees did not receive any remuneration nor reimbursed expenses during the year (2023: £Nil).

The charity considers its key management personnel comprise the Board of Trustees and its CEO.

The total amount of employee benefits including employer's pension contributions received by key management personnel were £61,307 (2023: £59,107).

Staff Costs and Employee Benefits

	2024 £	2023 £
Gross salaries	259,689	246,833
Employer's national insurance	20,572	18,869
Pension costs	11,656	10,511
	291,917	276,213

The average number of full-time equivalent employees during the year was 7 (2023: 7).

No employee received emoluments of more than £60,000 pa (2023: None).

8. PENSION COSTS

The company operates a defined contribution pension scheme in respect of its employees. The scheme and its assets are held by independent managers. The pension scheme charge represents contributions due from the company and amounted to £11,656 (2023: £10,511).

Payments to be collected for 31 March 2024 £1,499 (2023: Nil).

9. TAXATION

The company is a registered charity and it is considered that its activities are such that no taxation liability will arise.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2024

10. TANGIBLE FIXED ASSETS

	Land & Building £	Computer Equipment £	Total £
COST			
At 1 April 2023	-	12,809	12,809
Additions	800,000	2,880	802,880
Disposals	-	-	-
At 31 March 2024	800,000	15,689	815,689
DEPRECIATION			
At 1 April 2023	-	11,144	11,144
Charge for the Year	8,000	1,929	9,929
Eliminated on disposal	-	-	-
At 31 March 2024	8,000	13,073	21,073
NET BOOK VALUE			
At 31 March 2024	792,000	2,616	794,616
At 31 March 2023	-	*1,665*	*1,665*

11. DEBTORS

	2024 £	2023 £
Trade debtors	-	*4,728*
Grant debtors	7,948	-
Other debtors	-	*5,000*
Prepayments and accrued income	3,592	*3,410*
	11,540	*13,138*

12. CREDITORS

Amounts falling due within one year:

	2024 £	2023 £
Trade creditors	34,342	*32,664*
Other creditors	-	*120*
Taxation and social security	1,500	*7,405*
Accruals	4,041	*3,334*
Third Party Funds	231	*220*
Grants received in advance	121	-
Bank loans	24,828	-
	65,063	*43,743*

Amounts falling due after one year:

	2024 £	2023 £
Bank loans	613,288	-

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2024

13. ANALYSIS OF ASSETS

	Fixed Assets	Current Assets	Current Liabilities	Non-Current Liabilities	Total
	£	£	£	£	£
Restricted Funds	-	281,509	(34,694)	(613,288)	246,815
Unrestricted Funds	794,616	271,671	(30,369)	-	422,630
	794,616	553,180	(65,063)	(613,288)	669,445

14. MOVEMENT OF FUNDS

	At 1 Apr 2023	Incoming Resources	Outgoing Resources	Transfers	At 31 Mar 2024
	£	£	£	£	£
Restricted Funds:					
AB Charitable Trust	-	20,000	2,123	-	17,877
Access to work	-	6,572	6,572	-	-
Awards for All	10,000	-	-	-	10,000
Barking and Dagenham	3,607	-	3,607	-	-
BBC Children in Need	18,153	-	18,153	-	-
Charity Bank	-	29,980	-	-	29,980
City Bridge	-	42,500	42,500	-	-
TFL Reaching Communities	33,783	33,783	67,566	-	-
East End Community Fund	4,125	3,000	7,125	-	-
GLA – Migrant advice and support	-	121,435	119,748	-	1,687
Henry Smith	11,543	65,700	31,029	-	46,214
Languages Campaign	64,729	-	-	-	64,729
LCF-VAWG	-	29,997	29,997	-	-
London Youth	-	2,200	-	-	2,200
Money A&E	-	1,333	1,333	-	-
My London Programme	-	15,500	9,000	-	6,500
New Europeans	-	1,360	1,360	-	-
Our Money Newham	-	7,000	7,000	-	-
Paul Hamlyn Foundation	25,057	74,873	62,493	-	37,437
The Jack Petchey Foundation	3,300	7,200	6,300	-	4,200
TNL (MiCLU led)	-	47,937	47,937	-	-
TNL uplift	11,656	15,932	17,028	-	10,560
Trust for London	-	81,000	49,867	(15,702)	15,431
VRU	-	11,149	10,685	(464)	-
Total Restricted Funds	185,953	618,451	541,423	(16,166)	246,815
Unrestricted Funds:					
Designated Funds:					
Working Capital	150,000	-	-	-	150,000
General Funds	227,984	41,080	12,600	16,166	272,630
Total Unrestricted Funds	377,984	41,080	12,600	-	422,630
Total Funds	563,937	659,531	554,023	-	669,445

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2024

14. MOVEMENT OF FUNDS (continued)

Purposes of Restricted Funds:

AB Charitable Trust	To support organisations running costs
Access to Work	PA to the CEO and travel costs
Access Reach Fund	Funds to use for survey and other pre building acquisition costs
TNL Community Fund - Awards for All	To develop Shpresa Community Café
LB Barking & Dagenham	To provide counselling and social action activities, including training
BBC Children in Need	BBC main grant - These funds are part of a three year grant to provide a range of activities for unaccompanied refugees focusing on helping these children access support and have fun. BBC small grants - fund provides fund to provide Supplementary school sessions to young people who live in low income households and have experienced a range of traumatic experiences, to increase their self-esteem, encourage positive relationships and engage them with school.
Connect Newham	To cover provision of an online befriending project.
East End Community Fund	To run Refugees Helping Refugees: Ukrainian Befriending and Support Project
GLA Walking and Cycling	Funds to establish a walking group specifically aimed at bringing together speakers of different age groups, to improve familiarity with local are and increase physical fitness and mental through gentle outdoor exercise
GLA Migrant Advice fund	Providing direct support to young migrant Londoners through advocacy, peer support and drop in specialist support.
The Henry Smith Charity	Funding the salary and the running costs of the project providing support to women and girls in the Albanian-speaking community in London.
Languages Campaign	This fund represents various donations towards the Albanian Language Campaign.
London Youth	To deliver sports and run the "Getting Active" programme
MOPAC VAWG Grassroot Fund	To provide holistic support, therapy and training to Albanian-speaking women in Newham, Redbridge, Barking & Dagenham, Enfield and Haringey to reduce the likelihood of re-victimisation and improve their life chances.
My London Programme	To engage with young people typically underrepresented on youth forums and lead them through a 6-month programme of education in social action, leadership and development.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2024

14. MOVEMENT OF FUNDS (continued)

Money A&E	Grown your own advice
Newham Heritage	To run "We played our Part" project , keeping heritage in the community, inspiring people and creating legacy
Paul Hamlyn Foundation - MiCLU let Partnership	The grant is to support MiCLU and Shpresa Programme's partnership project 'Breaking the Chains – surviving and thriving'. Funding will contribute to a Senior Advocate post at Shpresa and a Senior Caseworker at MiCLU who will identify, advise, support and engage with Albanian children/young people, empowering them to take on the role of Immigration Champions.
Paul Hamlyn Foundation - Shared Ground	One year funding to support Operational emergency support and funding will contribute to fundraising and management capacity and/or support for wellbeing of staff, volunteers and service users.
The Jack Petchey Foundation	These funds were used to run different activities and events for young people and their parents so they could show their achievements and present what they have learnt in front of a wider audience. It also helped to build up confidence, improve presentation and leadership skills of these young people.
The London Community Foundation	Violence Against Women and Girls cost of living fund to support women and girls from minority ethnic backgrounds using various interventions and programs.
TNL (MiCLU led)	MiCLU led partnership project, to work on "Breaking the Chains" project addressing challenges in the area of migration and integration, providing advocacy capacity and training and capacity building sessions with Albanian speaking children and young people
TNL	A 5 year grant towards We Can project aiming to reduce loneliness, increase social contact, employment related skills, learn about life in UK and improve mental health resilience and wellbeing of women from the ASC.
TNL Uplift	Added on top of current funding to assist with the cost of living crisis.
Trust for London	Three year funding for a new programme to create leaders from the Albanian speaking community and other emerging communities through mentoring and community organising.
University of Liverpool	To train and support 10 young unaccompanied asylum seekers (YUAS) in research methods and ethics for the purpose of this project, support them and facilitate access to up to 80 YUAS respondents as part of the research.
Violence Reduction Unit - Stronger Futures Programme	To work with young people from the Albanian speaking refugee and asylum seeker community and provide specialist counselling, youth leadership programme, supplementary school and youth diversionary activities.

15. RELATED PARTY DISCLOSURES

There are no related party transactions for the year ended 31 March 2024 (2023: £Nil)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2024

16. CAPITAL

The company has no share capital being limited by guarantee. There are 5 members of the company each of whom has undertaken to contribute up to £1 in the event of the company being wound up.

17. COMPARATIVES for FUND MOVEMENTS

These show fund movements in the year to 31 March 2023.

	At 1 Apr 2022 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 Mar 2023 £
Restricted Funds:					
Access Reach Fund	-	16,720	16,720	-	-
Awards for All	-	10,000	-	-	10,000
Barking and Dagenham	-	10,000	6,393	-	3,607
BBC Children in Need	2,486	51,829	36,161	-	18,153
BBC Money Heroes	-	-	-	-	-
BBC Small grant		2,836	2,836	-	-
TFL Reaching Communities	-	33,783	-	-	33,783
Connect Newham Befriending Outreach Project	-	6,883	6,883	-	-
East End Community Fund	-	6,000	1,875	-	4,125
GLA - Intergenerational / Walking and Cycling Programme	(446)	2,000	1,554	-	-
Henry Smith	1,356	51,250	41,064	-	11,543
Languages Campaign	64,729	-	-	-	64,729
Lloyds Banking Group	-	27,250	27,250	-	-
London Youth	-	2,500	2,500	-	-
Mopac VAWG	-	49,877	49,877	-	-
My London Programme	-	7,334	7,334	-	-
Newham Heritage	7,213	-	7,213	-	-
Our Newham Money	-	5,000	5,000	-	-
Paul Hamlyn Foundation MiCLU	-	33,042	33,042	-	-
Paul Hamlyn Foundation	-	30,000	4,943	-	25,057
The Jack Petchey Foundation	-	10,500	7,200	-	3,300
TNL (MiCLU led)	-	36,932	36,932	-	-
TNL Reaching communities	-	68,140	68,140	-	-
TNL uplift	-	19,167	7,511	-	11,656
Trust for London	-	27,001	42,703	15,702	-
University of Liverpool	10,593	-	10,593	-	-
Violence Reduction Unit - Stronger Futures Programme	2,805	53,045	56,314	464	-
Total Restricted Funds	88,736	561,089	480,038	16,166	185,953
Unrestricted Funds:					
Designated Funds:					
Working Capital	150,000	-	-	-	150,000
General Funds	152,280	112,807	20,937	(16,166)	227,984
Total Unrestricted Funds	302,280	112,807	20,937	(16,166)	377,984
Total Funds	391,016	673,896	500,975	-	563,937

SHPRESA PROGRAMME

England & Wales - Charity number 1110688

Accounts

Shpresa Programme

Inspiring hope & change

SHPRESA PROGRAMME

FINANCIAL STATEMENTS

31 MARCH 2023

Company Registration Number 4692860

Charity Number 1110688

Prime Chartered Accounts
Corner Oak
1 Homer Road
Solihull
West Midlands
B91 3QG

SHPRESA PROGRAMME
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FOR THE YEAR ENDED 31 MARCH 2023

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SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2023

The Trustees have pleasure in presenting their report and the financial statements of the Charity for the year ended 31 March 2023.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity name:	Shpresa Programme
Company Registration Number:	04692860
Charity Registration Number:	1110688
Registered Office and Principal Address:	Mansfield House 30 Avenons Road London E13 8HT

DIRECTORS AND TRUSTEES

Shannon Helene Griffin	Chair
Leonard Dedgjonaj	Vice Chair
Hatixhe Demushi	Treasurer
Ergest Zejnelaj	Trustee
Nertila Beti	Trustee
Jeremond Emric During	Trustee (appointed 22 October 2022)
Elona Gega	Trustee (appointed 22 October 2022)

The trustees have delegated day to day responsibilities to Luljeta Nuzi, the Project Director.

CHIEF EXECUTIVE:	Luljeta Nuzi
BANKERS:	HSBC Bank Plc 118 High Street North East Ham London E6 2HX
INDEPENDENT EXAMINER:	Jeremy Kitson Prime Chartered Accountants Corner Oak 1 Homer Road Solihull West Midlands B913QG

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Shpresa Programme ('Shpresa') is a registered charity and is incorporated as a limited company with the dispensation to omit the word limited. It is governed by its Memorandum and Articles of Association and the objectives are the same as those set out in its charity registration.

The date of incorporation of the company is 11th March 2003, and its formal charity registration is 2nd August 2005.

Trustees' selection, Induction and Training
The Governance of the charity is overseen by the board of Trustees (the 'Board'). Trustees are recruited by the Board who consider the skills currently available and then identify the requirements needed for any additional or replacement trustees. Potential trustees are invited to a preliminary discussion with the Board. In the successful appointment of a trustee, the CEO provides an induction pack to introduce the potential trustee to the work and objectives of the organisation.

Organisation of the Charity
The Board agrees on policy and strategy issues and delegates the day-to-day management of Shpresa's operation to the CEO who is supported by a team of appropriately qualified people. Shpresa's team, compromises of 4 full-time staff and 5 part-time staff.

Risk Management
The Board meets regularly to discuss risks and make efforts to mitigate such risks. Their decisions are based on the four columns of the Charity Commission's recommended categories which are: Governance and Management, Operational, Financial and Environmental and External Risk.

Public Benefit
The Board has had due regards to the guidance published by the Charity Commission on Public Benefit and is of the view that Shpresa Programme is of immense benefit to the Albanian speaking community.

OBJECTIVES AND ACTIVITIES

Objects
Shpresa is established for the benefit of the Albanian speaking people in the UK, both seeking asylum and granted refugee status, migrants, and their dependents in accordance with the laws of England and Wales. Shpresa:

- Advances their education and offers training, particularly to advance them in life and help them adapt within a new community;
- Provides relief of financial hardship, in particular, but not exclusively, by providing advice and other assistance;
- Preserves and protects their good physical and mental health;
- Provides facilities for recreation or other leisure activities with the object of improving the conditions of life of those persons who have need of such facilities by reasons of their youth, age, infirmity or disability, financial hardship or social and economic circumstances; and
- Promotes any further charitable purposes for the benefit of the Albanian speaking community in the UK as the Board may from time to time decide (with preference given to the London area).

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2023

Introduction

2022 – 2023 it has been another year full of challenges for Shpresa Programme members and our service users. We continued to listen, identify issues and turn them into solvable problems. Shpresa keeps adapting its work and is a place where the Albanian speaking community and other minority communities can come for help, and Shpresa works with other providers to offer that help.

This year Shpresa continued to respond to issues that members of the Albanian community were facing, such as housing, mental health, VAWG, homelessness and NRPF, poverty, delays on Home Office responses to settlement and asylum application, accessing public services and unemployment.

This is the year where the country has seen a significant change in terms of immigration and asylum law with the Nationality and Borders Act 2022 ('NBA22') coming into force, and significant changes to the immigration system.

Shpresa's work is crucial not only in addressing the difficulties faced by members of the Albanian community but also ensuring that their voices are heard within influencing channels. Shpresa actively argued against legislations that affect its users, are unjust and have a direct impact on hate language, and which ultimately put lives in greater danger. The hate rhetoric used this year about the Albanian community, including in media, has directly impacted Shpresa's users' mental health and how they are perceived in the wider community, resulting in increased racism.

As with previous years, Shpresa continued to enable children and young people to learn and celebrate Albanian language, culture and heritage and created opportunities to share these with the wider community. Social actions were expanded through all age groups and services, to equip and support everyone to play an active role in community life with particular emphasis on young people engaging in positive activities.

Following the renewal of the lease of Mansfield House, the building Shpresa Programme is based, in February 2022, there have been further developments and our offer to acquire Mansfield House was accepted by Aston Mansfield. It was not on the best price offered but included the best use of the building. We secured the financial support of the Charity Bank, Trust for London and Impact Alchemy and completed the acquisition of the building in spring 2023.

We celebrated Shpresa's 20th anniversary at the Museum of London and at other events throughout the year. On the 17th of January 2023 we successfully launched our new leaders and campaigning project: Turning Dreams into Reality, Anger into Justice, Problems into Solutions. This event was held at the House of Parliament and hosted by the Right Honourable Sir Stephen Timms MP.

Throughout the report you will find lived experiences of people Shpresa works with along with the successes, achievements, challenges, difficulties and impact of Shpresa's work as well as future plans and statement of financial activities. Shpresa is very happy to share that over 3000 users benefited from its work during 2022 – 2023.

Chair's Report Ms Shannon Griffin

As Shpresa Programme's Chair for four years now, I am pleased to welcome you to the Shpresa Programme annual report. I have enjoyed being on the board of Shpresa Programme and its chair during the past year. I am excited about Shpresa Programme's new chapter at Mansfield House and proud at the organisation's response to UK's changing immigration landscape. The work, achievements and life changing stories highlighted in this report show that Shpresa Programme grows from strength

to strength, while remaining focused on its mission, and all of these achievements were praised during Shpresa Programme's 20th anniversary celebration.

This last year has been particularly challenging for Shpresa Programme's users from a legislative perspective. I would like to praise the resilience, hard work, courage, passion and commitment of our staff and volunteers. Shpresa Programme has been vital in ensuring members of the Albanian community are heard and challenging legislation that has a direct impact on how immigrants, refugees and asylum seekers are perceived. Not only is this impacting people's mental health, but it is also not promoting a cohesive culture.

With a view to reaching a wider audience, Shpresa Programme has also been working on amending its memorandum and is eager to share its user-led model with all minority groups, including migrants, refugees and asylum seekers. The immigration challenges that have been developing over this year emphasize how important it is for organisations, like Shpresa Programme, to be a voice to under representation populations.

In May 2023, Shpresa Programme successfully purchased its home, Mansfield House, with support from Charity Bank, Trust for London and Impact Alchemy. Mansfield House is officially the first Albanian community building in the UK. For the first time, Shpresa Programme has the opportunity to truly mould Mansfield House into the home of its dreams and has ambitious renovation plans from a community kitchen to temporary shelter for those most in need.

I look forward to seeing Shpresa Programme evolve over the next year into being an even more nurturing, safe, trusted and respected organisation amongst the community, the sector and the country at large.

Chief Executive Report

"Never let a crisis go to waste" has been the motto on how we at Shpresa Programme overcome challenges and difficulties that we as an organisation have been faced with, or our members and service users have experienced. This approach has enabled us to provide each solution needed at the appropriate time. We will take as an example the time of the Covid – 19 crisis. During this time our members and service users were faced with issues such as NRPF, high unemployment, cost of living crisis, increase of DV along with a number them seeking asylum or being victims of trafficking. Since we are experts on identifying such needs we continued to strengthen previous partnerships and create new ones. Not only do we provide services for people, but we work with them to increase their knowledge, skills, and information on how they can help themselves and better navigate the systems to access support, training, employment and health services.

We also have created opportunities for their needs to be heard and addressed by specialist institutions, local authorities, and government departments. As well as organising profile-raising events ourselves, we took part to other events and activities. As part of the VRU project our young people attended the Youth Take Over Day and meeting with the Deputy Mayor. During this event one of our youth leaders asked the Deputy Mayor if there was any action they would take against the dangerous stereotyping language used about the Albanian speaking community, which is affecting our lives at school and other public spaces and increasing bulling and violence felt by young people from our community.

On the 10th of December we took part in the "We are Newham" event organised at The Green Street Library. This was a joint event with other organisations operating in Newham; we shared food, success stories, dance. In addition, we raised our concerns and asked for support with the Albanian Language campaign, housing and mental health issues.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2023

We continued working with Telco on several issues affecting our community such as health inequalities, housing, immigration and the living wage. To address the impact of inadequate housing on the educational experience, we worked with our members and users to help facilitate the research done by Telco in understanding the experience of children and families using our services. This was done via semi-structured interviews allowing users to express their views and talk about key issues such as the impact of housing on emotional and psychological wellbeing, on children's education, the impact of Covid pandemic and the ways in which schools might provide support.

The team that worked on the "Lost on Hold, Our Stories Told" project publicised a number of reports in the media, such as in the Guardian and Mirror. They submitted a response to the Parliament Joint Committee on Human Rights Call for Evidence on the Human Rights of Asylum Seekers in the UK. The film created by young people taking part on the project which was nominated and shortlisted by the Charity Film Awards.
https://livesonhold.org/

The "Breaking the Chains" project was nominated for the Anti-Slavery Day Awards and won the 2022 Empowering Survivors Voices Award.

The Leadership project is a flagship programme which bottles up the lived experience of Shpresa's leadership, the learning from social entrepreneurship (SSE) and includes community organising (Citizens UK). The mentors of this project have been supporters of Shpresa for many years and are contributing to growing the current and future leaders.

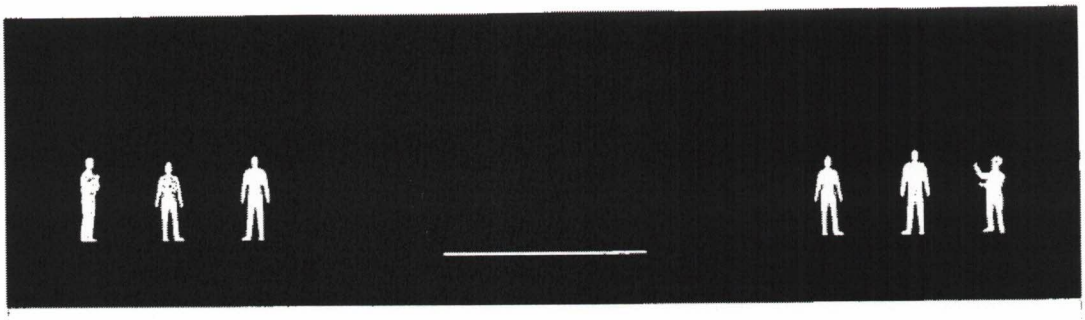
The cherry on top has been making the 20 year old dream of Shpresa Programme a reality. Over 20 years ago, a group of young mothers dreamed of having a community building that could be their "home" - a place where they felt safe, welcomed, understood, not judged, and valued. It would help them grow and make this country their home. We started from having a hot desk in 2000, moving to our first office, which was a story room in 2003, getting the lease of our first building in 2007 to buying our building in 2023.

We are very excited for what the future holds for making this "home" a hub for everyone that wants to help themselves and others.

Our Theory of Change and Pillars of Success are still relevant and continue to guide us on our work.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2023



Shpresa gives hope to one person, to help them move on. This person helps someone else and continues in this way to build a community by inspiring hope and change from the strength of lived experience.

This is how it works...

We...

Listen

Turn issues into problem solving

Seek partners

Mobilise community

Seek resources, develop options with staff and service users

Build strategic partnerships

Evaluate Learn Share

The person returns to help others

Our values inform our work:

Listening

Aspiring

Engaging

Caring

Open

Practical

Credible partners

Challenging

Our projects serve different parts of our community:

Advice and Advocacy project:

aims to provide, in partnership with other providers such as MiCLU, Money A+E, Horizon, Manor gardens, New Europeans advice and advocacy on behalf of the Albanian-speaking clients in various fields–such as benefits, immigration, settlement, debts etc.

Children and Young People project:

aims to improve the life, the education and the wellbeing of the Albanian-speaking children from refugee, asylum and migrant backgrounds as well as enabling their voices to get heard.

Volunteering project:

aims to promote volunteering amongst Albanian-speaking community as way to improve their chances of employment as well as their education and health. At the same time, as an organisation we offer work placements and internships, and team challenges for business teams.

Campaigning:

aims to engage, up-skill and empower the Albanian-speaking people living in the UK, to work together to solve the problems that matter to them and for the common good.

Women's Heath and Wellbeing project:

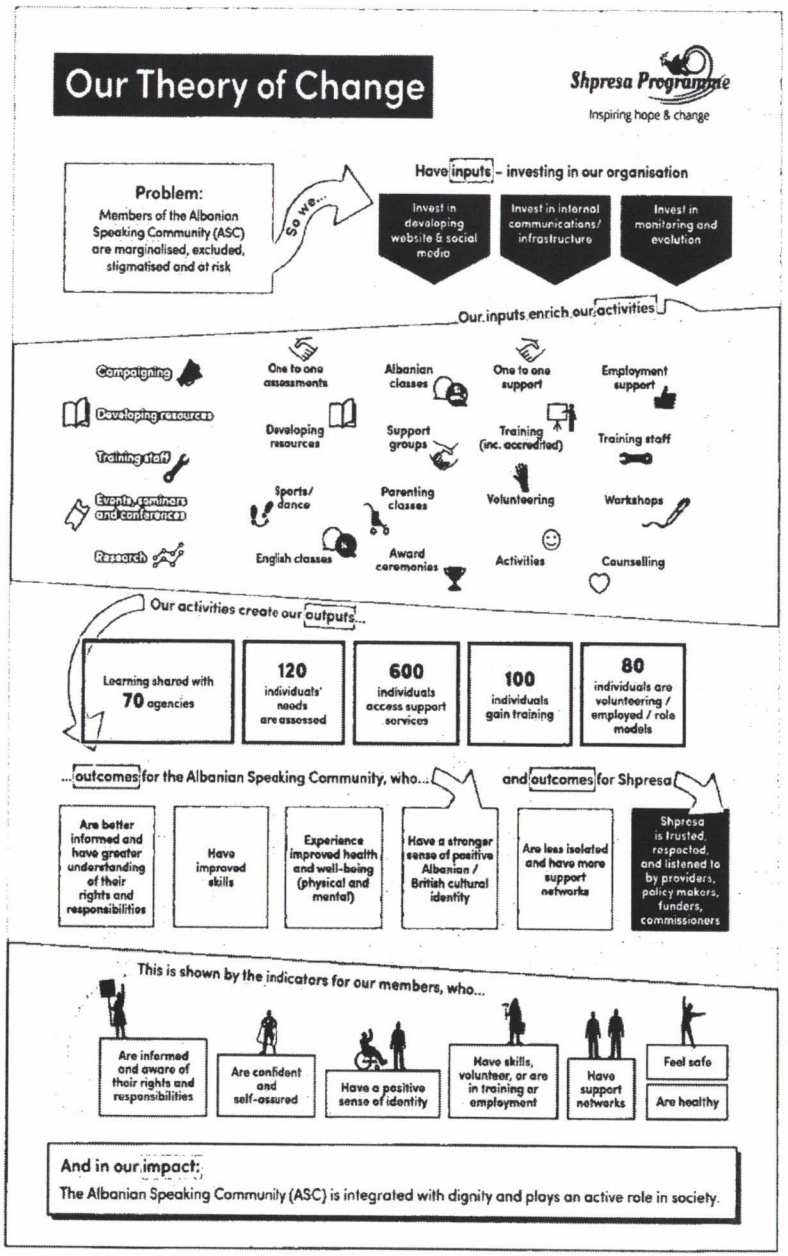
aims to improve the chances of the Albanian-speaking women to break the isolation, loneliness and other barriers so they can improve their health, integrate within the society and play a full part in the family, community and society.

Resources/research:

aims to share our learning, model of working and resources with other user-led groups to maximise our impact and play our active role in society.

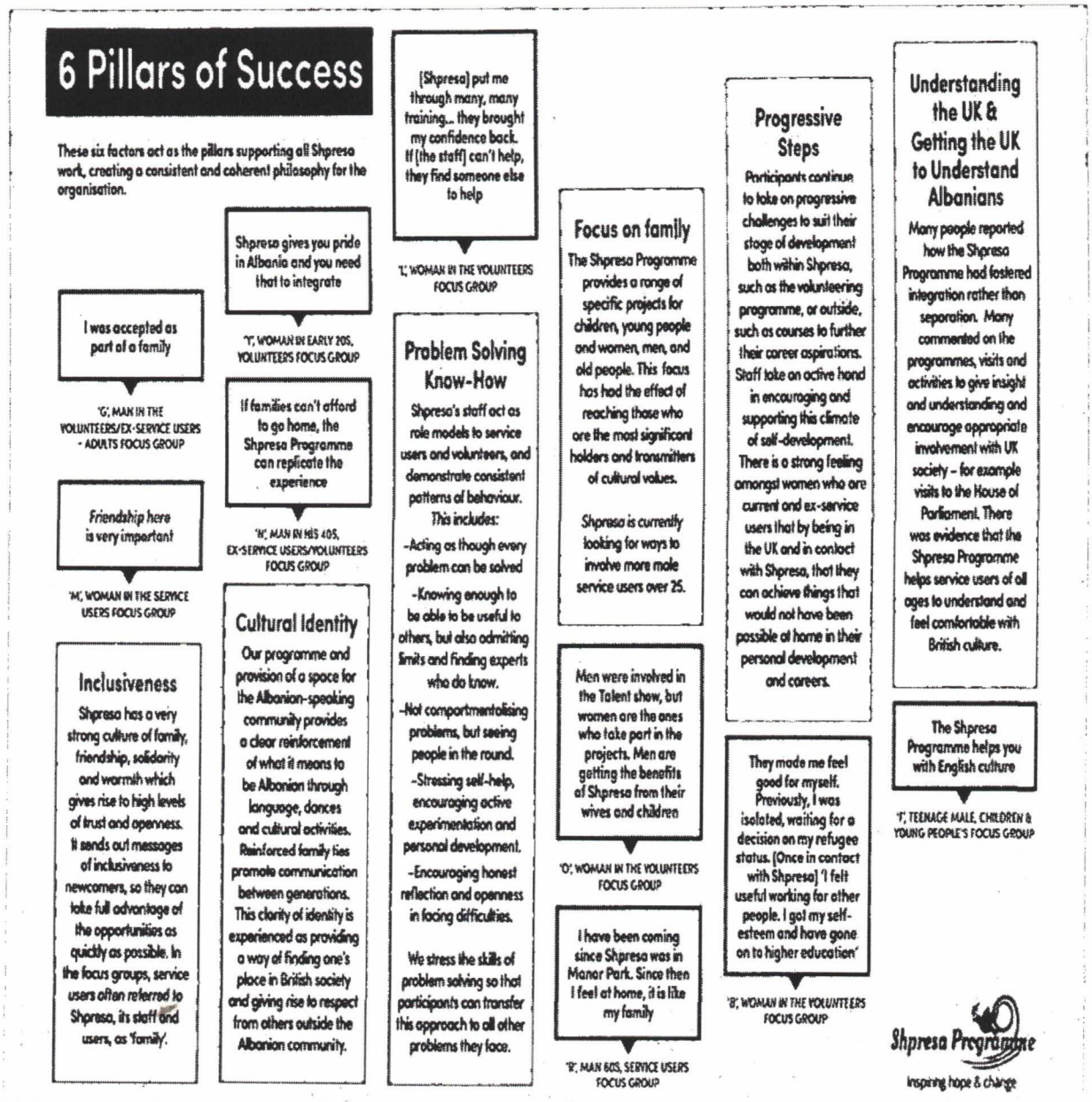
SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2023



SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2023



SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2023

The impact of our work and what we achieved in 2022-2023

The board of trustees present the report and audited accounts for the financial year ended 31 March 2023. In this report we look at achievements and outcomes, impact of work on the community and review plans, ensuring the aims, objectives and activities of the charity are reflected throughout.

During 2022-2023 Shpresa Programme offered life changing services touching the lives of 3128 individuals, including unaccompanied minors, survivors of trafficking, VAWG, asylum seekers, refugees, migrants, and their family members.

This year we continued to face the impact of Covid on members of our community, saw an increase in the need for housing, mental health support, ESOL classes, IT equipment and training. The cost-of-living crisis showed a need for immediate, poverty-related support, financial assistance and access to food banks. There has been a large increase in Albanian speaking asylum seekers arriving on small boats through the channel; many of the ones that have approached us have small children, and particularly acute needs for legal and welfare support. Media and political coverage of migrant issues has focused disproportionately on negative portrayals of the community, resulting in increased racism, and leaving the community feeling more vulnerable and under attack. The current immigration bill poses great threat on vulnerable people, in particular those that are being trafficked, exploited, and don't see a way out of abusive circles.

Shpresa Programme has been delivering expert support for more than 20 years. Its approach and work with the community is well tested and is trusted by the community and wider. It has excellent networks throughout the Albanian speaking community, the voluntary sector and other service provider organisations. This year Shpresa's current active network includes: MiCLU (Migrant and Refugee Children's Legal Unit), Garden Court Chambers, Liverpool, UCL, UEL and Southampton University, Human Trafficking Foundation, Telco, Manor Gardens, The Alternative Trust, Croydon Drop In, Kazzum, Refuge Council, Money A&E, Total Family Coaching, Alisar Training provider, Jonathan Ellis campaigns, LMLAS, IKWRO- Women's Rights Organization, New Europeans, Law firms and barristers, Frenford Clubs, BDYD, Muslimahsports, EUSS Consortium, Connect Newham, Newham College, Local MPs and counsellors.

Throughout the years Shpresa Programme's work has been valued and recognised widely, and this year:

- It won the Empowering Survivors Voices for the Anti-Slavery Day Awards 2022.
- It was the Shortlisted Nominee for the Creating a Better Future London Award for the London Youth Awards 2022.
- Our CEO, Luljeta Nuzi won the Women's Empowerment Award 2023, Anne Estela Lifetime Achievement Award, and Freedom of the Borough Award from LBBD, and she was celebrated at Barking Town Hall.
- Shpresa has been nominated and shortlisted by the Charity Film Awards for the "Lives On Hold: Our Stories Told", a film that was created by a group of young people who came to the UK as unaccompanied asylum seeking children and become part of Shpresa Programme.
- In partnership with MiCLU, Shpresa prepared an Open Letter in support of an amendment to the current Illegal Migration Bill, to remove Albania from the list of "Safe Countries". The amendment was proposed by Baroness Lister and Lord Cashman. The Open Letter was signed within hours by 41 organisations and 55 professionals, showing their support towards this cause.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2023

During this financial year Shpresa Programme celebrated its 20th anniversary. It held several events including:

- "We played our part" – Celebrating 10th anniversary of London Olympics on the 4th of June 2022;
- Volunteer Week and Refugee Week Festival 25 June 2022 from 3 centres Shpresa operates from;
- Albanian Independence Day 26 November 2022 at Museum of Docklands and 28 Nov 2022 at Barking Town Hall;
- End of Year Celebrations 17 Dec 2022 at Forest Gate Youth Zone;
- On the 17th Of January 2023 Shpresa successfully launched its new leaders and campaigning project: Turning Dreams into Reality, Anger into Justice, Problems into Solutions. This event was held at the House of Parliament and hosted by the Right Honourable Sir Stephen Timms MP;
- Kosovo Independence Day Celebrations at Kosovo Embassy on 15 Feb 2023 and on 17 February 2023 at Barking Town Hall;
- Women's Day Celebration on 12 March 2023 at Forest Gate Youth Zone;
- As part of Refugees for Refugees project, in collaboration with Trinity Centre on 29 April 2023 Shpresa ran the "Ukrainian's Easter Celebration" event.
- During the 16 Days of Activism Shpresa planned each day an activity, workshop, or event, including talks by Albanian women professionals such as Rema Duli CEO at Kosovar Albanian Youth Against Violence, DV seminar run by Enida Myftari, Senior Lawyer in Family and Immigration Law.
- 31st of March Shprsea celebrated Freedom of the Borough Award received by our CEO at a ceremony held at Barking Town Hall.

3,128 Albanian speaking people access Shpresa services every year. Shpresa has proven throughout the years that its model, centred around relationship building and supporting the community at all stages using the family approach, works very well for our community. Being user-led is very important as we all share similar experiences and have a deep understanding of issues the community faces. "Listening - hearing what our users tell us, even when it's hard", and "Openness – being flexible and responsive and leading by example, delivering quality services", are principles that are important to Shpresa, and others, as Shpresa learns what is needed, what works well and what needs to be improved. Shpresa shares the learning amongst its networks and systematically applies learning points to improve service delivery.

Shpresa Programme, in collaboration with UID Women UK and with the great support of Cllr Saima Ashraf, started in record time fundraising to help the families that lost their loved ones back in Turkey as the result of the earthquake. The emergency market was created from community members that cooked dishes and sold jewellery and goods on the day. £10,000 was raised on the day towards helping families affected by the earthquake in Turkey.

Shpresa runs activities and services seven days a week. Its main services are:

Women's Support, Health, Wellbeing and Safety Project: Delivering a range of services and holistic support for Albanian speaking women. Shpresa knows that Albanian speaking women face lots of challenges, find themselves isolated and have difficulty integrating into UK society. They have little or no understanding of English and British culture and society and feel lonely and isolating. They find themselves in limbo, don't understand the lengthy immigration process or their entitlements. They are afraid to approach services as they fear they won't be understood and will be misjudged. The economic disadvantage they face is another hurdle, creating lots of stress and anxiety and uncertainty in their

daily lives. They are at high risk of suffering domestic violence along with suffering from depression and mental health difficulties. These issues are constantly reported by women Shpresa works with, partner providers and is supported by statistics. Challenges women from the Albanian speaking community face make them more vulnerable to abuse and exploitation and less likely to engage with mainstream service providers, preventing them from reaching their fullest potentials.

To address the disadvantages women face, provide life changing support, bring people together and build stronger relationships within and across communities, enabling users to fulfil their potential, Shpresa runs several services and activities, including:

- Women support groups to provide a safe and welcoming space for women to get together and socialise, connect, and build a support network with each other;
- Informative workshops providing information that is relevant to their needs, helps them to learn about the immigration system, obtain access to lawyers, understand different types of benefits and entitlements, learn about safeguarding and forms of VAWG, understand more about their local authority and accessing online services, healthy living and other topics;
- Mental health and wellbeing activities such as art classes, walking group and gardening help women use their creativity and express themselves in different forms, increasing a sense of self-worth and improving health and wellbeing;
- Life in the UK sessions for women to learn about different aspects of life in the UK and have a better understanding of their rights and responsibilities;
- Triple P parenting training programme helps women learn and practise positive parenting skills to prevent problems in school and families before they arise;
- Accessing ESOL, IT and teaching assistant classes learn new skills and reach their full potential;
- Mental health awareness to help with understanding and breaking barriers, accessing psychoeducational group therapy and one to one therapy;
- Domestic violence knowledge to provide information and increase understanding on the issues, learn about where to get help and support in accessing specialist services;
- Introduction to volunteering and opportunities;
- One to one support to identify needs and provide holistic support, including referrals to specialist agencies;
- Emergency support in the form of vouchers, food, clothes and digital access;
- Trips to places of interest such as the House of Commons and museums; and
- Celebratory events to come together and celebrate achievements, role models, share experiences, enjoy and keep up the community spirit and sense of belonging.

Additional issues we have identified during this year include:

- Women being placed in hotels by the Home Office receive only £8 a week. They are offered food at the hotel which they or their children do not eat. They are finding it difficult to survive and have high basic needs. We refer them to food banks and have supported them in making claims for small grants.
- Health Surcharge – women on a spouse visa are worried about the additional costs when applying for extension of their visa, including the increase of the health surcharge. They fear increase of DV as economic constraints are increasing and impacting family life.
- The current Immigration Bill highlights many issues for our community, especially for the victims of trafficking and those seeking asylum as they will be the first community to be experimented with, due to the nature of their arrival. We have consulted users on all our projects; the We Can project has many women who are new arrivals and they have expressed their fears and difficulties they face already.

- Discrimination – Users report an increase in discrimination following the hateful language rhetoric, used by politicians and the media against the community. Shpresa is taking social actions against this and are sharing positive experiences of the Albanian community members, sharing their journeys and their success stories. Shpresa is working with the community to help them feel safe and protected, valued, and respected.

Case study:

1- A young mother, being placed by the Home Office in a hotel with her children says: "I would be forever grateful to Shpresa Programme and everyone that works here. I will never forget how you came to the hotel I am staying and brought changing clothes for me and my children. We came on a boat, risking out lives, had nothing on us. My kids were shaking as the clothes we had on were not suitable for the weather, they got wet and dry on our body. I will not forget the smiles on my children's face when they saw the clothes and even more when at one of the bags there were toys and colouring books for them. I find Shpresa now the place I can relax and feel normal, like I have somewhere to go, share my problems and worries and get help. I have learnt how to travel, where to ask for help, I am learning some English and I am learning about life here in UK and how to help my children. I still need lot of support and I know I have a long difficult journey ahead but at least I have hope, I have support, I have friends around me now and I found a home at Shpresa where I can even eat a warm meal with my children".

2- N came to the UK with her three children to seek asylum since they were getting threatened in Albania from the people her husband had a conflict with. When N's daughter was regularly followed and nearly killed N decided to flee her country and seek sanctuary in the UK. N is also a victim of domestic violence and honour-based violence; she felt threatened by her family and thought if she was to leave her husband, they would dishonour her. In September 3022, N was interviewed with her three children by the Home Office and a cab was organised to take them to the allocated hotel by the Dover Home Office team. But unfortunately, the driver left them outside a closed building and said that he couldn't help them any further. The family could not speak or understand English so were not able to seek any help. They managed to get to the local police station and the police sent them to the Barking council office where they were offered a place to stay for few nights and later discharged stating that it's not their duty. The eldest daughter was able to find online Shpresa's contact details and they messaged Shpresa in desperate need for help. Shpresa acted immediately, sending them a cab to bring them to Shpresa's office, along with finding clothes for N and her children. Shpresa immediately looked to identify providers who could support them with emergency accommodation and food as it was getting dark and Shpresa could not leave them on the street. IKWRO took on the case, placed the family in emergency accommodation, gave them supermarket food vouchers and worked with other professionals to get their claim lodged with the Home Office. They were referred to an immigration solicitor who arranged the asylum claim interview and once asylum was accepted the family was placed by the Home Office in emergency accommodation. During all this time Shpresa continued to support the family by providing clothing, inviting them for warm food at the Centre and inviting them to join the women's group for socialising. Although the family is now placed outside London Shpresa continues to be in touch and ensure they don't disconnect with the community and encourage participation of the mother and the three young people in sessions Shpresa runs online for members who cannot access in person sessions.

3- Albanian speaking therapist report:
"Presenting problems in the groups were depression, emotional difficulties, separation, welfare issues, traumatic childhood experiences, cognitive and behavioural difficulties,

isolation, health issues, lack of social functioning, self-acceptance. All the women attended regularly. The groups work really well, the discussions were always serious and engaged. The women share their stories and how they are affected personally. They also talked about the difficulties with relationships and the psychological effects. A shared experience of the women in the group was that they had all been enduring suffering and second-class status in their lives due to the impacts of being asylum seekers and the feelings of being unworthy. Their self-esteem was badly affected.

Often the outcome of the groups is that the women wanted to move on and to start to put themselves first and prioritize their own needs. They became interested in ways that they could empower themselves. The women were able to explore how they think and feel about themselves and how this affects their lives and relationships. We were also able work on how to recognize their strengths and resources and use them to build their self-esteem. Sharing their experiences on an equal and mutual basis helped them to better manage their own wellbeing. They have also found enjoyment of life through peer support and activities which bring them together with people in similar situations in life".

Volunteering Project aims to promote volunteering amongst the Albanian speaking community to enable them to volunteer, work and better understand the culture they now live in.

Through the volunteering project Shpresa has been able to create opportunities for our members to:

- *Raise awareness of volunteering;*
- Access Training in Volunteering, CV writing and job search;
- Befriending;
- Access accredited training such as ESOL and TA courses, Advice qualification, etc;
- Learn and become Parenting Champions, Mental Health Champions, Immigration Champions, Walking or Employment Champions. There are opportunities for all;
- Gain new skills and work experience in an area they feel comfortable or want to explore;
- Increase confidence and self-esteem;
- Access other training such as Safeguarding, Health and Safety and Food Hygiene;
- Enhance their CV and improve work prospects;
- Work by their own initiative and as part of the team, feel valued and appreciated;
- Make a difference to the lives of others;
- *Socialise, meet new people and create new networks;*
- Learn about and access other services in the local community and wider; and
- Be the voice of the most vulnerable ones, represent their needs in different platforms and helping to make a positive change;

At Shpresa Programme "Everyone has something to offer; everyone can be a volunteer in their daily life by helping others anytime, anywhere". Among the different benefits of volunteering, people report a sense of connection and belonging to an organisation and a culture of respect and trust, contributing, and feeling part of something bigger. For previous volunteers, the positive and enjoyable experiences, along with feeling valued and appreciated, has led to continued participation in volunteering, not losing touch and allowing for future engagements. For people who have never thought of volunteering before, tackling barriers is a step-by-step process. This starts with raising awareness of volunteering, encouragement and making it easy to get involved, providing inclusive opportunities, flexibility, and openness, encouraging them to bring their lived experiences to their role, looking at role models and helping them take the first steps into volunteering. The variety of volunteering roles and placements offered this year include Mental Health Champions, Parenting Champions, Employment Champions, Walking Champions, Immigration Champions, Safeguarding champions, peer researchers, teaching

assistants, gardening, befriending (including telephone befriending), mentoring, social action champion, admin and reception, customer service, as well as sports and art leaders and event organising.

We value and recognise volunteer contributions in many ways and show them that they are making a difference. Every year we celebrate Volunteer Week and hold events at different venues such as the event that was at Houses of Parliament and hosted by Stephen Tims MP. This year we also attended Newham and Enfield Volunteer Week events. We recognise the impact and importance of the volunteer's role, strengthening connections and creating platforms for their voices to be heard. Volunteers are presented with thank you certificates and get to be thanked from people whose life they have impacted. They receive recognition from other organisations and projects of their achievements and the meaningful role they play in their volunteering position.

The Leadership and Social Action Project engages skills and encourages upskilling and empowering the Albanian speaking people living in the UK to work together to solve the problems that matter to them and for the common good. It builds power, leadership, and influences Albanians in the UK to champion the power of lived experience and leadership for positive social change. It creates opportunities for needs, concerns, ideas, and aspirations of minority migrant communities to be heard in the "corridors of power".

Activities Shpresa runs via this project include:

- Leadership training – to increase skills, knowledge and confidence, access opportunities and social networks and be able to apply new approaches to social actions.
- Mentoring – Social activists/Community leaders will be supported by mentors to help them reach their goals.
- Other training – to increase understanding of civic and political participation in the UK and to better understand how political structures relate to their lives.
- Network development- navigate these networks to raise their voices. To increase knowledge and awareness of contributions, assets, experiences and needs of the Albanian speaking community and other minority communities amongst policy and decision makers.
- Youth leadership training and youth forums – engage unrepresented young people on a programme of education in social action, leadership, development, and diversionary activities.

Through leadership and social actions, the young people and adults with lived experience have grown into becoming responsible individuals and have started contributing to changes on a bigger scale. An important partnership on this project for the work with young people, is the My London Project led by Fenford clubs in partnership with Shpresa, BDYD and Muslimahsports.

The "Turning Dreams into Reality" project also benefits by the involvement of professional mentors and others involved in the steering group such as Campaigners, CEO of SSE, Leaders of Citizens UK, CEO of Dance Challenge, Manager of JustLetmeKnow, Therapist, Trainers, Specialist VAWG and Advocates.

A number of social actions and related activities were held this year including:

- To talk about the racist and discriminatory language used against the Albanian community in the UK by politicians and in the media. Challenge it by showing positive role models and that a whole community cannot be generalised based on a few cases. Young people attending The Youth Take Over Day asked the Deputy Mayor if there was any action they would take against the dangerous stereotyping language used about the Albanian speaking community. The same questions was asked to leaders of different boroughs when presenting social action at different

events such as the flag raising event at Barking Town Hall in November, "We are Newham" event on the 10th of December 2022, etc.

- Environment campaign, to grow your bee friendly garden, planting purple flowers in gardens so bees have access to nectar from March to October.
- Raising funds for the families in Turkey that lost their family members in the earthquake that hit the country.
- Online campaign on registering to vote to raise awareness amongst our users on the importance of voting and the Voter ID.
- Young leaders met with Margaret Hodge, MP for LB B&D, briefed on their campaigns and asked for help especially in accessing venue for free to be able to run sessions in the area. A number of meetings have been held with representatives from Barking and Dagenham Council to assist in finding another free venue to deliver services in the area.
- Took social action against the current Illegal Migration bill by getting users to share their stories, write an Open Letter for a bill amendment and got 41 organisations and 55 individuals to sign the Open Letter within hours.
- Co-ordinate seminars, alongside staff and partners at Garden Court Chambers and MiCLU, reaching over 300 professionals working with children and young people on the asylum system, aiming at informing them about issues affecting the community and how to promote access and develop child friendly services.
- Facilitated an in-person meeting between the Independent Chief Inspector for Borders and Immigration (ICIBI) and children and young people who are part of the "Breaking the Chains" programme. This meeting was designed by the young people as an immersive event to communicate the experiences of young people in the asylum system, and an introduction to Albanian culture for the Chief Inspector and his team. It had a huge impact, and the Chief Inspector has been clear that he heard the messages that the young people wanted to communicate, is committed to taking these forward where he can, and to consider how the ICIBI ensures that future inspections are more accessible to those with lived experience of the systems under inspection. A member of the ICIBI team wrote to us afterwards to say: I wanted to reiterate my own thanks to you all and the young people for organizing such a brilliant, creative and very powerful evening. We have come away with plenty to think about. I was particularly struck by how articulately the young people highlighted issues in the asylum system, which must have been difficult subjects for them to talk about, having experienced them (or still be experiencing the effects of them) so closely themselves.

Shpresa is proud to have continued to work with London Citizens this year on the:

- Settling our settled status - aiming to get settlement for everyone who calls Britain home;
- Addressing Health inequalities- aiming to increase access to support and improve the relationships with the local organisations, NHS and Local Authorities;
- Living Wage Campaign - aiming to get more employers to become living wage employers; and
- Affordable housing.

Launching the Leadership Programme - an Introduction by Jonathan Ellis

Jonathan Ellis works independently to support people across the world to campaign for change. In addition to supporting Shpresa Programme, his recent portfolio includes work for the Refugee Council, UNHCR, Eurochild, and Concern. He is also project director of Detention Forum, a network of over 50 organisations challenging the use of immigration detention in the UK.
"The powerful combination between lived experience and learnt experience."

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Back in the summer I was approached by Luli Nuzi, director of Shpresa programme, who gave me the exciting news that they had received funding to run a new leadership course for migrant community leaders.

I was keen to meet up and discuss this exciting initiative, and when we did so I suggested that we might make a start by looking at existing good practice and build such a course on this. I was very politely challenged by Luli, who suggested that what we could do would be to build the course on the lived experience of Shpresa programme. I just loved this challenge, and I could immediately see that I was wrong and that there was such a value on Luli's approach.

We then had a series of meetings over the course of the summer based loosely on some initial framing of the questions. At the end of these meetings, I was left with the most incredible collection of practical lived advice to aspiring leaders.

Over the course of my career, I've had the opportunity to engage with a lot of leadership training, but despite all of this, I was struck by the incredible originality and freshness of this material. And with all of the work that I've done in the past endeavouring to support refugee community organisations, I could see that this new material could be immensely helpful to leaders from such organisations because it is rooted in lived experience. And without wanting to give away too much about the excellent content in this course, we do cover some really useful information for emerging leaders. Having defined what we mean by leadership, we go on to discuss how you can get going, how to develop a mission, and how to be as a leader. We then focus on how to build partnerships, what to think about as you develop an organisation, some of the really useful things to know as a leader, and we finish with the tests for an effective leader.

I am clearly biased when it comes to this new course, but after all of my experience working in and around the refugee and migrant sector over the last 20 years, I think that this course will offer something fresh and incredibly needed that will help to stimulate the development of leaders in the sector with lived experience. We have needed such training for a long time, and I am so delighted that Shpresa Programme has stepped up to meet this challenge.

"I think this is the start of something incredibly important in this country. Keep an eye out for this programme and spread the word!"

Children and Young People's (CYP) Project develops confidence and self-esteem via training, dancing, sport, leadership and many more activities. It aims to improve the life, education, and the wellbeing of the Albanian- speaking children from refugee, asylum and migrant backgrounds as well as enabling their voices to be heard. Young people attending services run by the Children and Young People's project have opportunities to regularly meet every week in a place where the lack of language and lack of cultural understanding are not barriers for participation, engagement, belonging or having fun. The young people value that these places are local, safe, welcome, no judgmental, warm and at some of them hot meals are provided.

Language and Heritage Project provides CYP with Albanian language classes, storytelling and drama and dance classes, enhancing their educational attainment, while promoting active and engaged citizenship.

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Unaccompanied Asylum-Seeking Children's and Young People Project provides support, signposting, advice and advocacy, mental health advice, training and other activities for very vulnerable children and young people (CYP).

Shpresa's approach to working with young people works really well, and is:

- Identification and Support.
- General engagement and empowerment program including provision of culturally friendly activities and information sessions.
- Important child-centred, trauma informed mental health and other support.
- Referral to child-centred advice and advocacy support.
- Leadership and 'Voice of the Child/Young person' engagement and empowerment program.
- Share experiences and learning with others.

Services, events, and successes during 2022- 2023 include:

- Supplementary school project for learning the Albanian language, culture and heritage, run from 5 venues in East, North and South London, as well as online classes.
- Football, volleyball, and other sport activities.
- Traditional dancing classes and drama play sessions.
- Learning events & seminars on planning and developing leadership and organisational skills.
- Money heroes' program.
- Cooking sessions at Forest Gate Youth Centre and Mansfield House combined with workshops on mental health/wellbeing, healthy relationships, anger management, living a healthy life, eating healthy and managing finances. Sessions on immigration champions with MiCLU and Garden Court Chambers about the asylum system and current Immigration bill.
- Leadership & Social Action training sessions leading to social action projects.
- Mental Health champions training.
- Mental health awareness sessions were provided and also one-to-one access to therapy and group work offered by professionals such as Croydon drop-in.
- Providing a holistic package of support to meet the needs of UCAS. Advocacy was provided to help with planning their transition to move from foster care to living independently, which is very significant for young people granted asylum or were trafficked.
- The befriending emergency response team has also continued to provide emotional support to our young people, as well as check on their needs, identify support available and make sure young people access such support.
- Sharing Shpresa's model. We have continued to strengthen our work and relationship with Garden Court Chambers and MiCLU and represent issues and the voices of young people on different platforms, including at a Parliament hearing.
- Shpresa organised residentials in Southampton and York, trips to places of culture/ interest such as museums, the Houses of Parliament and City of London.

Some other events organised in partnerships with MiCLU include:

- Blood feuds: Critiquing the new CPIN on Albania (Legal seminar) – 1 December 2022 at Garden Court Chambers in London.
- Breaking the Chains Celebration and Launch – 20 June 2022 (York).
- Still Walking a Tightrope: Conference and workshops – 16 June 2022 (London) .

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Young people report that being able to meet in a place where their culture is understood and appreciated, where they can speak their mother tongue as well as learn English, feels very beneficial to them and they can fully enjoy, learn, participate, and feel they belong to the group. Being at a young age and going through many changes they find it difficult to identify themselves or have the courage to define themselves as they want. They have been through many challenges and barriers, back home, and in the UK, where they seek sanctuary but in reality, find a very hostile environment and an increased extreme and vocal racism in their daily lives. Facilitators of the groups, have observed and witnessed how young people have developed their sense of identity, believing in themselves and being able to make important decisions for themselves. They have been outspoken and able to express their feelings and share experiences, work towards their goals and succeed in some of the most difficult challenges they face. With the support of the advocate and specialist partner organisation young people have succeeded in having important key people listening to them and winning their asylum cases. Young people have led on meetings with counsellors and MPs, with representatives from Home Office, they have taken part to important research done by Southampton University and contributed significantly to sharing their experiences with others informing important findings highlighting the complex reason of asking of seeking asylum in the UK and exploitation on arrival. Young people report an increase on sense of identity and self-worth. They report that they find themselves useful and value their input, they feel proud of their achievements and look forward to new challenges. They report that through the social action activities they have found a meaningful purpose.

Case Study:
"My name is D. I joined Shpresa at a very dark time of my life, last year a nurse from mental health hospital called F to help me. She came the next day to visit me in hospital and left me till today. I was helpless, left in a Limbo feeling alone and hopeless. I was one step in and one step out of the dark work. It was the love, care, empathy, willingness to understand and help of women leader at Shpresa especially F who pulled me out of these spirals. Their leadership, their understanding, their empathy, unconditional love made me trust them and encouraged me to work with them, train with them.
It was not an easy journey. But today after one year of my involvement at Shpresa I got a solicitor, a social worker and F who became the second mum for me. I am learning a lot about mental health and how to look after myself but most importantly I am staying out of trouble focusing only on good stuff. I regularly attend both groups, I love the sport activities we do, volleyball and football. I learned how to cook simple traditional food and because of that the pain in my stomach is gone as I was eating chicken and chips every day. I made new friends, and they are helping me a lot, one of them has become like my brother, he has been with me all this week to enable me to enrol in college.
Shpresa has become my family. F and E are my role models. F will always be my second mum in my life. In the darkest time she showed me the light, in the sad moments she was next to me she believed and trusted me. I want to say to everyone today I am in a better place just because of their help and support. I want to promise everyone and especially to F, I WILL HELP OTHERS LIKE YOU HELPED ME".

'Sharing the Model' aims to share Shpresa's learning, model of working and resources with other user-led groups to maximise Shpresa's impact and play an active role in society. Shpresa also wants to get the voices and lived experiences of its members in research, so it has been working with Southampton, Liverpool, UCL, UEL, York University on research projects. Part of this is also the work with the Ukrainian community "Refuges for Refuges" project. Shpresa started providing one to one befriending and then progressed into other services, encouraging, and enabling members of the Ukrainian community to engage in life in the UK, break isolation, identify needs and find solutions. Shpresa offers a holistic package of support that contributes towards improved access to services and support, improved health and wellbeing and improved community cohesion, while supporting growth of volunteers and leaders within the Ukrainian community.

Heritage Project, keeping heritage in the community, inspiring people, and creating a legacy. Having successfully delivered this project through the previous years with a focus on northern and southern Albania, this year Shpresa worked on the "We played our part, keeping heritage in the community, inspiring people and creating legacy" project, looking at the 2012 Summer Olympic and Paralympic Games, hosted in Stratford, Newham. Through this project Shpresa captured the experiences of community members that participated in the raising of Stratford City. As part of the project, Shpresa conducted a series of videos entailing the stories of Newham residents. The interviews demonstrate a multi-perspective reflection of lived experiences, as well as the impact 0f the 2012 Olympic Games on participants' lives.

The Walk, Talk, Watch programme promotes walking, looking into the environment and doing activities together across all age groups. This is an intergenerational project that aims to create closer connections between people over 55 who have mental health problems, with local young people that have no friends, or those who want to learn English and want to be more active by organising various trips, etc. Shpresa has taken members on weekly walks, trips to different parks in London, discovering different monuments, the heritage of different boroughs, flora, and fauna, etc.

Getting active sport programme – engaging young people on sport activities and helping them to change behaviours and build sport habits, improve physical skills and general health and wellbeing.

Case study: "ET is a young boy that found school challenging and had difficulties with concentration. Since joining the sport sessions, he found that he really likes football and is very good at it. With time, he improved his attendance, became very disciplined and a great listener. He enrolled on the leadership program and then took the initiative to enrol at a football club. He attends a local private football club regularly and is progressing very well. He is very grateful for the opportunity given and cannot thank us enough for directing him into sport, especially football."

Emergency provision aims to provide relief for financial hardship, by providing financial support, clothes, food and access to data to the most vulnerable groups by working in partnership with partners and local authority, such as Newham Council. Clothes have been mostly donated by members of the community while we also receive toys for Christmas via ELBA Toy Appeal. City Harvest has delivered food weekly that has been shared amongst users. We also registered with PZ food donations platform as an alternative for additional food provision and received food parcels from GLA. During this year we distributed £5,000 in Tesco vouchers provided by Newham Council for 50 Newham families. We also made applications on users' behalf to LMLAS hardship fund and Biscuit Fund. 18 other families have received vouchers or cash payments to help ease their financial difficulties.

Jack Petchey Achievement and Leader Award scheme, awarding every year 24 young people and leaders who have gone beyond and achieved not only academically/professionally but had a personal accomplishment, broke barriers, or are outstanding team players. The nominations and awards create positive role models and recognition of dedication and hard work and are a way to say thank you to these incredible young people and adults.

Jack Petchey Award nomination by young people - G is a young girl who at first was very timid and withdrawn and not much involved in activities. With time and support she started to open up and enjoy the activities. She now attends the service regularly and got the best out of the sessions. She has learnt and progressed very well and has become a confident young girl. She shares her experience with others and encourages them to take up positive activities and be involved in youth groups, including research and social action activities. Her peers have nominated her for being a positive role model and a great supporter of other young people. As a result of attending Shpresa's activities the

children and young people who accessed Shpresa's services, are engaged in positive activities and are diverted from dangerous, exploitative activities or situations, and are better equipped to make decisions for a safer life.

Overall data for 2022-23

3128 users have benefited from services provided by Shpresa Programme, including events, seminars, weekly groups and workshops, emergency services and other activities.

- Are better informed and have greater understanding of their rights and responsibilities;
- Have increased support networks;
- Feel more confident/self-assured;
- Feel safe and have a positive sense of identity; and
- Have received direct support from the organisation depending on their needs.

Moreover:

- 129 Albanian speaking people accessed volunteering opportunities and report improvement on skills and work experience;
- 46 have undertaken accredited training;
- 564 Albanian speaking women have increased their knowledge and taken part to at least 3 informative workshops;
- 955 ASP, 375 Albanian speaking young people and 580 adults experience improved health and wellbeing;
- 375 Albanian speaking young people have taken part on weekly youth activities; and
- 24 Albanian speaking young people received a Jack Petchey Achievement Award.

Fundraising

Funding secured:

- BBC Children in Need small - grant for 3 years for the Albanian school and heritage project at £10000/year for September 2019 - August 2022;
- BBC Children in Need - 3 year grant for looked after children in Croydon August 2022, received another three year grant up to August 2023;
- BBC Money Heroes - to deliver money management sessions to disadvantaged children so they can improve life skills through developing their understanding of financial management;
- TNL - 5 year grant towards We Can project aiming to reduce loneliness, increase social contact, employment related skills, learn about life in UK and improve mental health resilience and wellbeing of women from the ASC. TNL uplift was added to support with cost-of-living crisis;
- Connect Newham (Led by Age UK) - covers provision of an online befriending project, training of volunteers and matching with beneficiaries as well as monitoring impact on mental health scores. New funding received during 2022-2023 to provide befriending to Ukrainian refuges;
- Henry Smith Charity - 3 year grant starting 20th April 2020 for the women advocacy project;
- Lloyds Bank Foundation - 3 year grant to develop our advocacy with young people, ended March 2022, extended to March 2023;
- LB Barking & Dagenham -A contract for providing services to deliver a targeted programme to work with young people;
- London Youth - to deliver sports and the "Getting Active" programme;·
- MOPAC VAWG Grassroot Fund - 2 year funding ends in March 2023 to provide holistic support, therapy and training to Albani an-speaking women in Newham, Redbridge, Barking & Dagenham, Enfield and Haringey to reduce the likelihood of re-victimisation and improve their life chances;
- East End Community Fund to run Ukrainian befriending and support project;

- GLA Walking and cycling to establish a walking group specifically aimed at bringing together speakers of different age groups, to improve familiarity with local areas and increase physical fitness and mental through gentle outdoor exercise;
- TNL Community Fund – Awards for All - To develop Shpresa Community Café;
- My London Programme - provides engagement with young people typically underrepresented on youth forums and leads them through a 6-month programme of education in social action, leadership and development;
- Newham Heritage - to run "We Played our Part" project, keeping heritage in the community, inspiring people and creating legacy;
- Paul Hamlyn Foundation - MiCLU led Partnership addressing challenges in the area of migration and integration, providing advocacy capacity and training and capacity building sessions with Albanian speaking children and young people;
- The Jack Petchey Foundation - Youth Achievements and Leadership Awards;
- Trust for London - two year grant towards holistic services to enable members of Albanian speaking community who are in exploitative or precarious employment to move into better work June 2021. New funding is approved for three years starting June 2022 for a programme to create new leaders from the Albanian Speaking Community;
- University of Liverpool - to train and support 10 young unaccompanied asylum seekers (YUAS) in research methods and ethics for the purpose of this project, support them and facilitate access to up to 80 YUAS respondents as part of the research;
- Violence Reduction Unit- Stronger Futures Programme - to work with young people from the Albanian speaking refugee and asylum seeker community and provide specialist counselling, youth leadership programme, supplementary school and youth diversionary activities. Funding extended for Oct 2022 - May 2023;
- Access Reach Fund - to use for survey and other pre building acquisition costs;
- PHF shared ground - one year funding for operational emergency support and funding will contribute to fundraising and management capacity and/or support for wellbeing of staff, volunteers and service users; and
- TNL MiCLU led - MiCLU led partnership project, to work on "Breaking the Chains" project addressing challenges in the area of migration and integration, providing advocacy capacity and training and capacity building sessions with Albanian speaking children and young people.

Funding our work

Shpresa is aware that the funding climate is challenging for small to medium sized NGOs. Shpresa has been prudent in drafting its budget for the current financial year and has the capacity to reduce planned expenditure in line with the pace at which it meets its fund-raising targets. Shpresa will continue to:

- Maintain and develop our positive relationship with charitable trusts and foundations. Shpresa is delighted that, in spite of the increased demands on many of our funders, it continues to benefit from grants from many of the major trusts and foundations including: Trust for London, Henry Smith, The City Bridge Trust, BBC Children in Need (small and main), Lloyds Foundation, Reaching Communities grants, Greater London Authority, Mopac VAWG, Barking and Dagenham Council, London Youth and Jack Petchey Foundation.
- Develop the potential for further statutory funding, particularly in Newham, Croydon, Brent, Redbridge and Barking and Dagenham where we are working with unaccompanied asylum-seeking children and where we have been encouraged to apply for statutory funding.
- Maximise Shpresa's potential to generate its own income. Shpresa is working towards the refurbishment of the building, once completed Shpresa would be able to generate income

from the building. Shpresa also continue to run training programmes for professionals and other stakeholders working with unaccompanied asylum-seeking children.

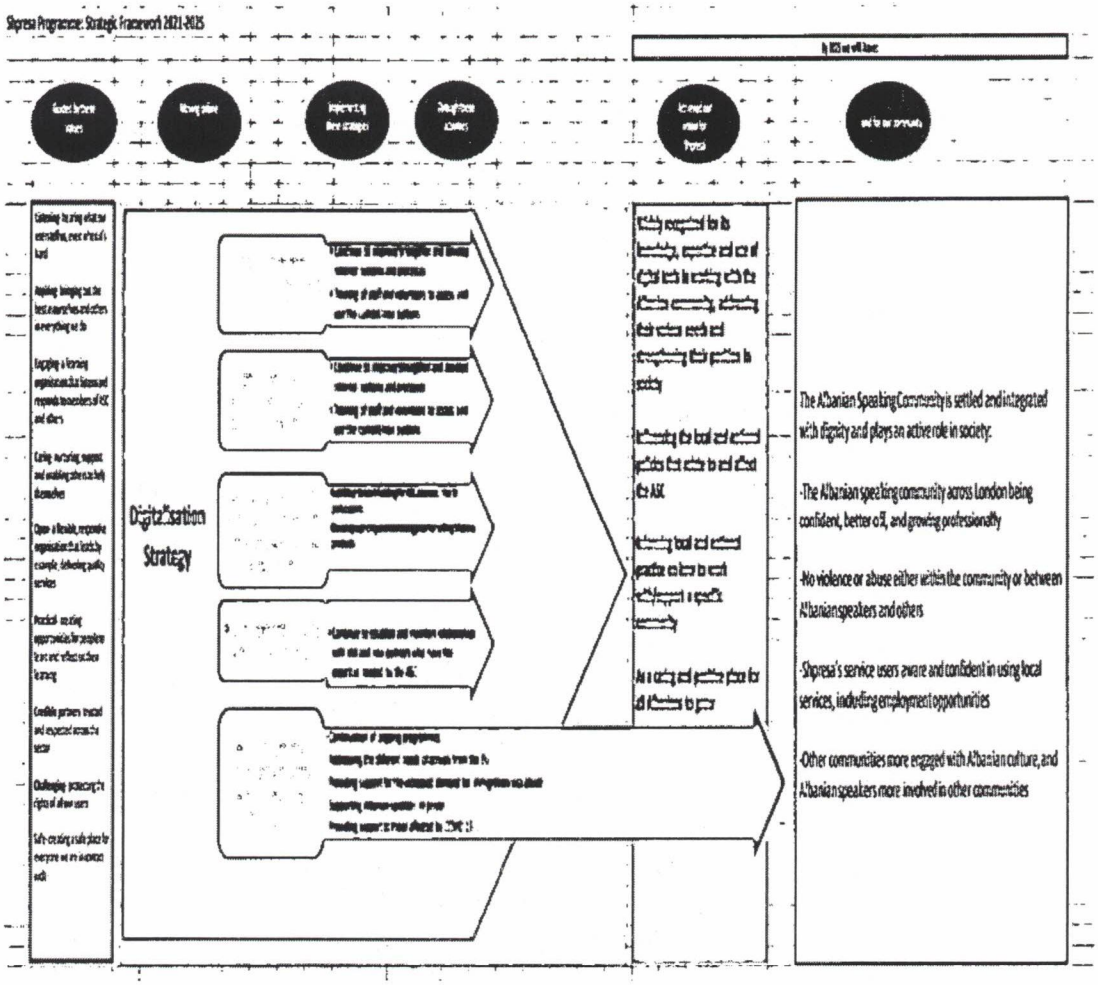
- Maintain prudent financial controls, reviewing risk at each trustees meeting and making the necessary adjustments in line with income secured.
- Develop Shpresa's pilot project on working with new refuges and seek to build new partnerships.

Quality assurances

Shpresa has worked towards achieving AQS (advice quality mark) and received the certificate in September 2023.

Policies

Shpresa's policies are reviewed regularly, and any changes or updates approved yearly.



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Shpresa's plans for 2022 -2023

Shpresa is planning to continue to provide services that respond to the needs of the Albanian speaking community in the UK.

1 **Listening**

- Hearing what Shpresa's users say and actively responding to the needs by building partnerships and fundraising to provide services needed.
- A learning organisation that listens and responds to members of the Albanian speaking community and other minority communities.

2 **Increase Outreach:**

- Expand Shpresa's work nationwide via digital platforms.
- Make better use of the social media.
- Build new partnerships reflecting the need for specialist services for members of the Albanian speaking community in the UK.
- Secure funding to sustain services and increase capacity and provision.

3 **We want to see a difference in the community:**

- The Albanian community across London being confident, better off, well integrated, and well established.
- No violence or abuse either within the community or between Albanians and others.
- Shpresa's service users being aware and confident in using local services, including employment opportunities and aware of their rights.
- Hosting communities to engage more with Albanian culture and get Albanians more involved in other communities and the local community.

4 **We want to see Shpresa:**

- As a caring and positive place for all Albanians to grow.
- Challenging and protecting the rights of all our users.
- Widely recognised for its knowledge and expertise in working with the Albanian community, addressing their various needs, and strengthening their position in society.
- Influencing and informing local and national practice on how to work with/ support a specific community.

5 **Shpresa will continue to:**

- Develop in person projects and services based on listening to those with lived experiences and setting up partnerships with specialist organisations for mental health, benefits advice, immigration, employment and respond to the identified needs, aiming to reach more London boroughs.
- Continue online provision of services to enable reaching people where they are.
- Provide one to one support to those affected by Covid 19 and other crises.
- Address the different needs of arrivals from EU and provide relevant support.
- Support models transferrable to other communities and vulnerable people, with an increased number of Shpresa members active in the wider local community, including campaigning.
- Increase networks and partners.
- Narrow the digital gap, provide systems and processes to enable better communication.
- Regularly monitor and evaluate its services internally and externally.

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2023

6 **Shpresa to build on learning** from the Covid era of working, to continue to build presence and to deliver in a flexible way:

- Shpresa to develop a hybrid working space, which would be a combination of a digital space and physical space.
- Shpresa to develop projects that increase the use of the local park as much as local facilities.

7 **The voices of our community members to be herd and be able to drive policy change:**

- Continue to build relationships with different universities and other stakeholders to bring the lived experiences of members of the community to their attention and work with them to produce research.

8 **Celebrate successes and share learning:**

- Hold at least 5 main celebration events throughout the year.

9 **Leadership Training**

- Run the training program for emerging leaders on the community based on lived experiences.

10 **Refurbishments of first home of Shpresa Programme, Mansfield House**

- Shpresa will start the work of refurbish the building and making a hub for minority communities. The building development will be done in stages, looking at a community café, affordable offices and training room.

FINANCIAL REVIEW

The Charity is reporting a surplus for the year of £172,921 (2022: £45,320).
Income amounted to £673,896 (2022: £468,551). Donations totalling £96,448 (2022: £27,615) were received from our supporters, rental income of £6,840 (2022: £9,265) and grant income of £561,089 (2022: £415,435) to support Shpresa project activity. Fees for services amounted to £8,934 (2022: £14,720).

Shpresa's running costs, including project activity, amounted to £500,975 (2022: £423,231).

The Statement of Financial Activities on page 27 summarises the incoming resources and main areas of expenditure. The Balance Sheet on page 28 shows the Charity's assets and liabilities at 31 March 2023.

RESERVES POLICY

Trustees have a designated reserve which currently stands at £150,000 and covers three - six months of committed expenditure. However, the Board of Trustees is looking at increasing this balance every year until they are able to cover up to six months of committed expenditure.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2023

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also director of Shpresa Programme for purposes of the company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and UK Accounting Standards (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 of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principals in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charity will continue to operate.

The Trustees are responsible for keeping proper accounting records which disclose with the reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102 (January 2019) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Signed on behalf of the Trustees

S. C

Shannon Griffin
Chair

Approved by the trustees on 30/09/23.

SHPRESA PROGRAMME

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SHPRESA PROGRAMME

Independent examiner's report to the trustees of Shpresa Programme ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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



Jeremy Kitson BA FCA
Prime
Chartered Accountants
Corner Oak
1 Homer Road
Solihull
B91 3QG

Date:

SHPRESA PROGRAMME

(REGISTERED NUMBER: 04692860)

STATEMENT OF FINANCIAL ACTIVITIES (incorporating the INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR TO 31 MARCH 2023

	Notes	Year ended 31 March 2023 Restricted Funds £	Unrestricted Funds £	Total £	Year ended 31 March 2022 Restricted Funds £	Unrestricted Funds £	Total £
Income from:							
Donations	2	-	96,448	96,448	-	27,615	27,615
Income from charitable activities:							
Grants	3	561,089	-	561,089	415,435	-	415,435
Fees	4	-	8,934	8,934	-	14,720	14,720
Other	4	-	415	415	-	1,511	1,511
Other trading activity:							
Rental income		-	6,840	6,840	-	9,265	9,265
Investment income		-	170	170	-	5	5
Total Income		561,089	112,807	673,896	415,435	53,116	468,551
Expenditure on:							
Raising funds	5	5,483	-	5,483	2,253	-	2,253
Charitable activities	5	474,555	20,937	495,492	414,040	6,938	420,978
Total Expenditure		480,038	20,937	500,975	416,293	6,938	423,231
Net income & net movement of funds for the year		81,051	91,870	172,921	(858)	46,178	45,320
Transfer of funds		16,166	(16,166)	-	-	-	-
Reconciliation of funds							
Total funds brought forward		88,736	302,280	391,016	89,594	256,102	345,696
Total funds carried forward	14	185,953	377,984	563,937	88,736	302,280	391,016

The Statement of Financial Activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

SHPRESA PROGRAMME

(REGISTERED NUMBER: 04692860)

BALANCE SHEET AT 31 MARCH 2023

	Notes	2023		2022	
		£	£	£	£
FIXED ASSETS					
Tangible assets	10		1,665		776
Total Fixed Assets			1,665		776
CURRENT ASSETS					
Debtors	11	13,138		21,858	
Cash at bank and in hand		592,877		453,766	
Total Current Assets		606,015		475,624	
CURRENT LIABILITIES					
CREDITORS: Amounts falling due within one year	12	(43,743)		(85,384)	
NET CURRENT ASSETS			562,272		390,240
TOTAL ASSETS LESS CURRENT LIABILITIES			563,937		391,016
NET ASSETS			563,937		391,016
CHARITY FUNDS	14,17				
Restricted Funds			185,953		88,736
Unrestricted Funds:					
Designated		150,000		150,000	
General		227,984		152,280	
			377,984		302,280
TOTAL CHARITY FUNDS			563,937		391,016

The Trustees are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The Trustees acknowledge their responsibilities for:

(i) ensuring that the company keeps proper accounting records which comply with section 386 of the Act, and

(ii) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These financial statements were approved by the trustees and authorised for issue on 30/09/ 2023 and are signed on their behalf by:

Shannon Griffin – Chair

Hatixhe Demushi - Treasurer

SHPRESA PROGRAMME

STATEMENT OF CASH FLOWS

YEAR TO 31 MARCH 2023

	2023 £	2022 £
Cash flow from operating activities	141,029	44,946
Cash flow from investing activities:		
Interest received	170	5
Fixed asset additions	(2,088)	(819)
Net cash flow from investing activities	(1,918)	(814)
Net increase in cash and cash equivalents in the year	139,111	44,132
Cash and cash equivalents at the beginning of the year	453,766	409,634
Total cash equivalents at the end of the year	592,877	453,766
Cash and cash equivalents consist of:		
Cash at bank and in hand	592,877	453,766
Reconciliation of net income to net cash flow from operating activities:		
Net movement in funds	172,921	45,320
Interest receivable	(170)	(5)
Depreciation	1,199	1,894
(Increase)/decrease in debtors	8,720	(263)
(Decrease)/increase in creditors	(41,641)	(2,000)
Net cash flow from operating activities	141,029	44,946

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
Shpresa Programme is a registered charity in the United Kingdom. The address of its principal office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are given on page 2 of these financial statements.

The charity constitutes a public benefit entity as defined by FRS 102. 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), the Charities Act 2011 and UK Generally Accepted Accounting Practice as it applies from 1 January 2019.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income
Income is recognised in the Statement of Financial Activities when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. The following specific policies are applied to particular categories of income: -

- For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled in the reporting period.

- Income from grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

- Donated facilities and donated professional services recognised as income at their fair value when their economic benefit is probable, it can be measured reliably the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity, for example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

- No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report, where relevant.

- Investment income is earned through holding assets for investment purposes such as term deposit.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2023

ACCOUNTING POLICIES – continued

Expenditure
All expenditure is accounted for on an accruals basis and has been classified under activities that aggregate all costs related to any particular activity. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties; it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised under the following headings:-

- Expenditure on charitable activities include those costs incurred by the charity in the delivery of its activities and services for its beneficiaries.
- Other expenditure represents those items not falling into the categories above.
- All categories of costs include both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Support costs
Support costs are those that assist the work of the charity but do not directly represent charitable activities and include premises costs, office costs, governance costs, administrative and payroll costs. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular activities, they have been allocated to expenditure on a basis which may be based on activity as represented by direct costs expended on that activity or based on a proportion of staff costs. The analysis of these costs is included in Note 5.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office equipment	-	20% straight line basis
Computer equipment	-	33% straight line basis

Assets costing less than £500 are not capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Funds held by the charity are either: -

i) Unrestricted general funds – these are funds without specified purpose and are available as general funds.

ii) Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

iii) Restricted funds - these are funds which can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Transfers between funds are made to cover deficits on individual restricted funds and to recognise fixed assets acquired with restricted income, but with no further restrictions on use, within unrestricted funds.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2023

2. DONATIONS

	Year to 31 March 2023			Year to 31 March 2022		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Other Donations	-	96,448	96,448	-	27,615	27,615
	-	96,448	96,448	-	27,615	27,615

3. GRANTS

	Year to 31 March 2023			Year to 31 March 2022		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Awards for All	10,000	-	10,000	-	-	-
Access Reach Fund	16,720	-	16,720	-	-	-
Barking and Dagenham	10,000	-	10,000	19,964	-	19,964
BBC Children in Need	51,829	-	51,829	35,817	-	35,817
BBC Money Heroes	-	-	-	1,000	-	1,000
BBC Small Grant	2,836	-	2,836	10,326	-	10,326
TFL Reaching Communities	33,783	-	33,783	37,829	-	37,829
City Bridge	-	-	-	10,833	-	10,833
Connect Newham	6,883	-	6,883	5,000	-	5,000
East End Community Fund	6,000	-	6,000	-	-	-
GLA – Intergeneration Programme	2,000	-	2,000	2,250	-	2,250
GLA – Young Londoners Fund	-	-	-	35,675	-	35,675
Henry Smith	51,250	-	51,250	40,000	-	40,000
Lloyds Banking Group	27,250	-	27,250	25,000	-	25,000
London Youth	2,500	-	2,500	7,320	-	7,320
Mopac VAWG	49,877	-	49,877	49,364	-	49,364
My London Programme	7,334	-	7,334	5,000	-	5,000
New Europeans	-	-	-	2,300	-	2,300
Newham Heritage	-	-	-	8,000	-	8,000
Our Newham Money	5,000	-	5,000	-	-	-
Paul Hamlyn Foundation (MiCLU led partnership)	33,042	-	33,042	19,143	-	19,143
Paul Hamlyn Foundation	30,000		30,000			
TNL uplift	19,168	-	19,168	-	-	-
TNL Reaching Communities	68,140	-	68,140	-	-	-
The Jack Petchey Foundation	10,500	-	10,500	7,950	-	7,950
The Renewal Programme	-	-	-	8,000	-	8,000
TNL (MiCLU led)	36,935	-	36,935	-	-	-
Trust for London	27,001	-	27,001	21,850	-	21,850
University of Liverpool	-	-	-	35,493	-	35,493
VRU – Stronger Futures Programme	53,041	-	53,041	27,321	-	27,321
	561,089	-	561,089	415,435	-	415,435

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2023

4. FEES AND OTHER INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Year to 31 March 2023			Year to 31 March 2022		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Membership Fees	-	415	415	-	-	-
Consultancy	-	8,934	8,934	-	14,720	14,720
Other Income	-	-	-	-	1,511	1,511
	-	9,349	9,349	-	16,231	16,231

5. ANALYSIS OF EXPENDITURE

	Year to 31 March 2023			Year to 31 March 2022		
Basis of Allocation: Unless stated allocated on a usage basis	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Charitable Activities						
Direct Costs:						
Wages and Salaries	246,833	-	246,833	237,422	-	237,422
Employer's NI Contributions	18,869	-	18,869	17,442	-	17,442
Staff Pension Costs	10,511	-	10,511	9,346	-	9,346
Staff Training and Subsistence	1,772	-	1,772	3,376	-	3,376
Sessional Staff	40,543	-	40,543	31,142	-	31,142
Training	10,467	-	10,467	10,990	-	10,990
Volunteer Expenses	14,242	-	14,242	15,575	-	15,575
Activities, Trips and Performances	18,092	511	18,603	13,615	-	13,615
Resources and Web	4,456	43	4,589	4,518	-	4,518
Consultation Events, Information & Publicity	2,093	-	2,093	1,446	-	1,446
Equipment and Materials	2,566	(1,817)	749	5,667	(819)	4,848
Consultancy	9,100	-	9,100	-	-	-
Evaluation	3,326	-	3,326	2,204	-	2,204
Beneficiaries support	4,314	-	4,314	12,438	-	12,438
Donations	5,000	1,277	6,277	-	5,863	5,863
Support Costs:						
Rent and Rates	37,623	16,639	54,262	24,244	-	24,244
Utilities	3,473	-	3,473	2,751	-	2,751
Premises Maintenance	4,482	-	4,482	4,190	-	4,190
Insurance	3,280	-	3,280	1,935	-	1,935
Printing, Postage & Stationery, Publicity	4,476	30	4,505	3,869	-	3,869
Telephone and Internet	5,606	798	6,404	4,381	-	4,381
Consultancy Fees	1,682	66	1,748	1,109	-	1,109
General Expenses	739	(2)	738	778	-	778
Subscriptions	3,797	153	3,949	3,839	-	3,839
Depreciation on Fixtures and Equipment	-	1,199	1,199	-	1,894	1,894
Building purchase costs	17,020	-	17,020	-	-	-
Governance Costs:						
Fundraising costs	5,483	-	5,483	2,253	-	2,253
Trustees' costs	-	-	-	-	-	-
Independent examiner's fees	193	2,040	2,233	1,763	-	1,763
Total	480,038	20,937	500,975	416,293	6,938	423,231

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2023

6. NET INCOME/(EXPENDITURE)

	2023 £	2022 £
Net incoming resources is stated after charging:		
Depreciation and other amounts written off tangible assets	1,199	*1,984*
Independent Examiner's fees	2,233	*1,763*

7. TRUSTEES AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The trustees did not receive any remuneration nor reimbursed expenses during the year (2022: £Nil).

The charity considers its key management personnel comprise the Board of Trustees and its CEO.

The total amount of employee benefits including employer's pension contributions received by key management personnel were £59,107 (2022: £58,018).

Staff Costs and Employee Benefits

	2023 £	2022 £
Gross salaries	246,833	*237,422*
Employer's national insurance	18,869	*17,442*
Pension costs	10,511	*9,346*
	276,213	*264,210*

The average number of full-time equivalent employees during the year was 7 (2022: 7).

No employee received emoluments of more than £60,000 pa (2022: None).

8. PENSION COSTS

The company operates a defined contribution pension scheme in respect of its employees. The scheme and its assets are held by independent managers. The pension scheme charge represents contributions due from the company and amounted to £10,511 (2022: £9,346).

There are no payments to be collected for 31 March 2023 (2022: £Nil).

9. TAXATION

The company is a registered charity and it is considered that its activities are such that no taxation liability will arise.

SHPRESA PROGRAMME
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2023

10. TANGIBLE FIXED ASSETS

	Fixtures, Fittings and Equipment	Computer Equipment	Total
	£	£	£
COST			
At 1 April 2022	2,276	31,152	33,428
Additions	-	2,088	2,088
Disposals	(2,276)	(20,431)	(22,707)
At 31 March 2023	-	12,809	12,809
DEPRECIATION			
At 1 April 2022	2,276	30,376	32,652
Charge for the Year	-	1,199	1,199
Eliminated on disposal	(2,276)	(20,431)	(22,707)
At 31 March 2023	-	11,144	11,144
NET BOOK VALUE			
At 31 March 2023	-	1,665	1,665
At 31 March 2022	-	*776*	*776*

11. DEBTORS

	2023	2022
	£	£
Trade debtors	4,728	*4,225*
Grant debtors	-	*14,528*
Other debtors	5,000	-
Prepayments and accrued income	3,410	*3,105*
	13,138	*21,858*

12. CREDITORS: Amounts falling due within one year

	2023	2022
	£	£
Trade creditors	32,664	*19,149*
Other creditors	*120*	*120*
Taxation and social security	7,405	-
Accruals	3,334	*5,388*
Third Party Funds	220	*3,920*
Grants received in advance	-	*56,807*
	43,743	*85,384*

SHPRESA PROGRAMME
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2023

13. ANALYSIS OF ASSETS

	Fixed Assets	Current Assets	Current Liabilities	Total
	£	£	£	£
Restricted Funds	-	185,953	-	185,953
Unrestricted Funds	1,665	420,062	(43,743)	377,984
	1,665	606,015	(43,743)	563,937

14. MOVEMENT OF FUNDS

	At 1 Apr 2022	Incoming Resources	Outgoing Resources	Transfers	At 31 Mar 2023
	£	£	£	£	£
Restricted Funds:					
Access Reach Fund	-	16,720	16,720	-	-
Awards for All	-	10,000	-	-	10,000
Barking and Dagenham	-	10,000	6,393	-	3,607
BBC Children in Need	2,486	51,829	36,161	-	18,153
BBC Money Heroes	-	-	-	-	-
BBC Small grant		2,836	2,836	-	-
TFL Reaching Communities	-	33,783	-	-	33,783
Connect Newham Befriending Outreach Project	-	6,883	6,883	-	-
East End Community Fund	-	6,000	1,875	-	4,125
GLA - Intergenerational / Walking and Cycling Programme	(446)	2,000	1,554	-	-
Henry Smith	1,356	51,250	41,064	-	11,543
Languages Campaign	64,729	-	-	-	64,729
Lloyds Banking Group	-	27,250	27,250	-	-
London Youth	-	2,500	2,500	-	-
Mopac VAWG	-	49,877	49,877	-	-
My London Programme	-	7,334	7,334	-	-
Newham Heritage	7,213	-	7,213	-	-
Our Newham Money	-	5,000	5,000	-	-
Paul Hamlyn Foundation MiCLU	-	33,042	33,042	-	-
Paul Hamlyn Foundation	-	30,000	4,943	-	25,057
The Jack Petchey Foundation	-	10,500	7,200	-	3,300
TNL (MiCLU led)	-	36,932	36,932	-	-
TNL Reaching communities	-	68,140	68,140	-	-
TNL uplift	-	19,168	7,511	-	11,657
Trust for London	-	27,001	42,703	15,702	-
University of Liverpool	10,593	-	10,593	-	-
Violence Reduction Unit – Stronger Futures Programme	2,805	53,045	56,314	464	-
Total Restricted Funds	88,736	561,089	480,038	16,166	185,953
Unrestricted Funds:					
Designated Funds:					
Working Capital	150,000	-	-	-	150,000
General Funds	152,280	112,807	20,937	(16,166)	227,984
Total Unrestricted Funds	302,280	112,807	20,937	(16,166)	377,984
Total Funds	391,016	673,896	500,975	-	563,937

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2023

14. MOVEMENT OF FUNDS (continued)

Purposes of Restricted Funds:

LB Barking & Dagenham	A contract for providing services to deliver a targeted programme of support for women from the Albanian-speaking community to reduce exploitation and domestic abuse.
BBC Children in Need Main Grant	These funds are part of a three-year grant to run Croydon's unaccompanied minors "Working together to develop resilience" project.
BBC Children in Need Small Grants	These provide funds for Supplementary school sessions to young people who live in low income households and have experienced a range of traumatic experiences, to increase their self-esteem, encourage positive relationships and engage them with school.
BBC Money Heroes	This provides funds to deliver money management sessions to disadvantaged children so they can improve life skills through developing their understanding of financial management.
Big Lottery Fund Reaching Communities - "Still changing our futures" project	These funds are used for a five year project providing women with volunteering opportunities. It incorporates opportunities for women to break their isolation and learn new skills through training in communication skills, policies and working safely, the education system and many more. It has assisted volunteers to find work placements and enrol on accredited courses and has provided support to better assist their needs.
City Bridge	These funds cover operational costs for the delivery of ESOL classes for isolated and vulnerable Albanian -speaking women
Connect Newham (led by Age UK)	This fund covers provision of an online befriending project, training of volunteers and matching with beneficiaries as well as monitoring impact on mental health scores.
GLA – Young Londoners Fund	These funds are used to work with Young People to help them fulfil their potential, particularly those at risk of getting caught up in crime. It supports a range of education (including Asdan qualifications, cultural and other activities (Heritage etc.).
GLA – Walking and Cycling	Funds to establish a walking group specifically aimed at bringing together speakers of different age groups, to improve familiarity with local areas and increase physical fitness and mental through gentle outdoor exercise.
The Henry Smith Charity	Funding the salary and the running costs of the project providing support to women and girls in the Albanian-speaking community in London.
Languages Campaign	This fund represents various donations towards the Albanian Language Campaign.
Lloyds	This is a three year grant to fund the salary of URAS Transition Advocate Worker and associated overhead and management support costs
MOPAC VAWG. Grassroot Fund	This fund provides holistic support, therapy and training to Albanian-speaking women in Newham, Redbridge, Barking & Dagenham, Enfield and Haringey to reduce the likelihood of re-victimisation and improve their life chances.
My London Programme	This fund provides engagement with young people typically underrepresented on youth forums and leads them through a 6-month programme of education in social action, leadership and development.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2023

14. MOVEMENT OF FUNDS (continued)

New Europeans UK	This fund engages and supports EU citizens, and non EU family members on the EU Settlement Scheme.
Newham Heritage	To run "We played our Part" project , keeping heritage in the community, inspiring people and creating legacy
Paul Hamlyn Foundation - MiCLU led Partnership	MiCLU led partnership project funded by PHF The Shared Ground Fund, addressing challenges in the area of migration and integration, providing advocacy capacity and training and capacity building sessions with Albanian speaking children and young people.
Respond and Adapt Programme	This supports our organisation in providing the vital services required during and after the COVID-19 pandemic, and to share and adapt our practice in response to the crisis.
The Jack Petchey Foundation	These funds were used to run different activities and events for young people and their parents so they could show their achievements and present what they have learnt in front of a wider audience. It also helped to build up confidence, improve presentation and leadership skills of these young people.
The Renewal Programme	To support Newham residents with "on the ground" EUSS, representative attendance at all consortium meetings and promote stay settled in Newham.
Trust for London	This is a two year grant towards holistic services to enable members of Albanian speaking community who are in exploitative or precarious employment to move into better work.
University of Liverpool	To train and support 10 young unaccompanied asylum seekers (YUAS) in research methods and ethics for the purpose of this project, support them and facilitate access to up to 80 YUAS respondents as part of the research.
Violence Reduction Unit - Stronger Futures Programme	To work with young people from the Albanian speaking refugee and asylum seeker community and provide specialist counselling, youth leadership programme, supplementary school and youth diversionary activities.

15. RELATED PARTY DISCLOSURES

There are no related party transactions for the year ended 31 March 2023 (2022: £Nil) was paid to Andre Demushi, son of a board member, for training provided to sessional staff).

16. CAPITAL

The company has no share capital being limited by guarantee. There are 5 members of the company each of whom has undertaken to contribute up to £1 in the event of the company being wound up.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

17. COMPARATIVES for FUND MOVEMENTS

These show fund movements in the year to 31 March 2022.

	At 1 Apr 2021 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 Mar 2022 £
Restricted Funds:					
Barking and Dagenham	-	19,964	19,964	-	-
BBC Children in Need	5,630	35,817	38,961	-	2,486
BBC Money Heroes	-	1,000	1,000	-	-
BBC Small grant	41	10,326	10,367	-	-
Big Lottery Fund Reaching Communities (Make it Happen)	9,146	37,829	46,975	-	-
City Bridge	6,037	10,833	16,870	-	-
Connect Newham Befriending Outreach Project	-	5,000	5,000	-	-
GLA - Intergenerational / Walking and Cycling Programme	464	2,250	3,160	-	(446)
GLA - Young Londoners Funds	-	35,675	35,675	-	-
Henry Smith	-	40,000	38,644	-	1,356
Languages Campaign	64,729	-	-	-	64,729
Lloyds Banking Group	-	25,000	25,000	-	-
London Youth	-	7,320	7,320	-	-
Mopac VAWG	-	49,364	49,364	-	-
My London Programme	-	5,000	5,000	-	-
New Europeans	-	2,300	2,300	-	-
Newham Heritage	-	8,000	787	-	7,213
Paul Hamlyn Foundation MiCLU	-	19,143	19,143	-	-
Respond and Adapt	2,547	-	2,547	-	-
The Jack Petchey Foundation	1,000	7,950	8,950	-	-
The Renewal Programme	-	8,000	8,000	-	-
Trust for London	-	21,850	21,850	-	-
University of Liverpool	-	35,493	24,900	-	10,593
Violence Reduction Unit – Stronger Futures Programme	-	27,321	24,516	-	2,805
Total Restricted Funds	89,594	415,435	416,293	-	88,736
Unrestricted Funds:					
Designated Funds:					
Working Capital	150,000	-	-	-	150,000
General Funds	106,102	53,116	6,938	-	152,280
Total Unrestricted Funds	256,102	53,116	6,938	-	302,280
Total Funds	345,696	468,551	423,231	-	391,016

SHPRESA PROGRAMME

England & Wales - Charity number 1110688

Accounts

Shpresa Programme

Inspiring hope & change

SHPRESA PROGRAMME

FINANCIAL STATEMENTS

31 MARCH 2022

Company Registration Number 4692860
Charity Number 1110688

Prime Chartered Accounts
Corner Oak
1 Homer Road
Solihull
West Midlands
B91 3QG

SHPRESA PROGRAMME
CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022

The Trustees have pleasure in presenting their report and the financial statements of the Charity for the year ended 31 March 2022.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity name: Shpresa Programme

Company Registration Number: 04692860

Charity Registration Number: 1110688

Registered Office and Principal Address: Mansfield House
30 Avenons Road
London
E13 8HT

DIRECTORS AND TRUSTEES

Shannon Helene Griffin	Chair
Leonard Dedgjonaj	Vice Chair
Anida Coba	Trustee (resigned 27 November 2021)
Hatixhe Demushi	Treasurer
Ergest Zejnelaj	Trustee
Nertila Beti	Trustee
Jeremond Emric During	Trustee (appointed 22 October 2022)
Elona Gega	Trustee (appointed 22 October 2022)

The trustees have delegated day to day responsibilities to Luljeta Nuzi, the Project Director.

CHIEF EXECUTIVE: Luljeta Nuzi

BANKERS: HSBC Bank Plc
118 High Street North
East Ham
London
E6 2HX

INDEPENDENT EXAMINER: Jeremy Kitson
Prime Chartered Accountants
Corner Oak
1 Homer Road
Solihull
West Midlands
B91 3QG

SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Shpresa Programme ('Shpresa') is a registered charity and is incorporated as a limited company with the dispensation to omit the word limited. It is governed by its Memorandum and Articles of Association and the objectives are the same as those set out in its charity registration.

The date of incorporation of the company is 11th March 2003, and its formal charity registration is 2nd August 2005.

Trustees' selection, Induction and Training

The Governance of the charity is overseen by the board of Trustees (the 'Board'). Trustees are recruited by the Board who consider the skills currently available and then identify the requirements needed for any additional or replacement trustees. Potential trustees are invited to a preliminary discussion with the Board. In the successful appointment of a trustee, the CEO provides an induction pack to introduce the potential trustee to the work and objectives of the organisation.

Organisation of the Charity

The Board agrees on policy and strategy issues and delegates the day to day management of Shpresa's operation to the CEO who is supported by a team of appropriately qualified people. Shpresa's team, compromises of 3 full-time staff and 9 part-time staff.

Risk Management

The Board meets regularly to discuss risks and make efforts to mitigate such risks. Their decisions are based on the four columns of the Charity Commission's recommended categories which are: Governance and Management, Operational, Financial and Environmental and External Risk.

Public Benefit

The Board has had due regards to the guidance published by the Charity Commission on Public Benefit and is of the view that Shpresa Programme is of immense benefit to the Albanian speaking community.

SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)

OBJECTIVES AND ACTIVITIES

Objects

Shpresa is established for the benefit of the Albanian speaking people in the UK, both seeking asylum and granted refugee status, migrants and their dependents in accordance with the laws of England and Wales. Shpresa:

- Advances their education and offers training, particularly to advance them in life and help them adapt within a new community;
- Provides relief of financial hardship, in particular, but not exclusively, by providing advice and other assistance;
- Preserves and protects their good physical and mental health;
- Provides facilities for recreation or other leisure activities with the object of improving the conditions of life of those persons who have need of such facilities by reasons of their youth, age, infirmity or disability, financial hardship or social and economic circumstances; and
- Promotes any further charitable purposes for the benefit of the Albanian speaking community in the UK as the Board may from time to time decide (with preference given to the London area).

Introduction

During 2021-2022 Shpresa has continued to provide services responding to the needs of Albanian speaking community in the UK, ensuring that their voices are heard and they can achieve their potential in society, delivered life-changing services, positively impacting the lives of thousands of asylum seekers, refugees and migrants from our community.

We continued to adapt our services to better meet the needs of the community, connecting and interacting in person and digitally with over 3000 users during the year.

We extended our partnership networks to include other specialist providers, stakeholders and partners to better fulfil our mission. Some of the new partners we worked with this year include: The Alternative Trust East London, Barking and Dagenham College, Connect Newham Project & Age UK East London, EU Settled Status Consortium Project, New Europeans UK, My London Partnership Project with Fenford Clubs, Life Line, Muslimah Sports Association, Barking and Dagenham Dance, The University of Liverpool, Stratford Library, Newham Household Support fund, J-Go media Community Support, The Renewal Programme, Mind, Lmlas, Maternity Action, Christine Beddeo director of ECPAT UK and many more.

We increased the awareness of our services to the public and reached out to more members of the community and supporters by actively using online platforms such as Twitter, Instagram and Facebook.

During this year, Shpresa received additional funding from statutory funders and have increased its capacity in providing holistic support, therapy and training to Albanian speaking women to reduce the likelihood of re-victimisation and improve their wellbeing and services for young people, including via a leadership programme, therapy and other youth activities.

Throughout the report you will find more about support and services we delivered this year and also read real life stories about how our intervention helped them.

SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)

Chair's Report Ms Shannon Griffin

As Shpresa Programme's Chair for three years now, I am pleased to welcome you to the Shpresa Programme annual report. I have enjoyed being on the board of Shpresa Programme and its chair during the past year, and I am proud of how the organisation has been developing, especially how we continued to respond to the COVID-19 crisis and other disasters and emerging problems during the year. The work, achievements and life changing stories highlighted in this report show that Shpresa Programme grows from strength to strength, while remaining focused on its mission.

I would like to praise the resilience, hard work, courage, passion and commitment of our staff and volunteers. They listen to each individual and respond in a timely and professional manner, turn issues into opportunities for problem solving, seek and utilise the best resources to increase partnerships and mobilise the community by give the people a voice. Shpresa Programme believes that individuals from the Albanian speaking community can change themselves and society for the better. I am amazed how Shpresa Programme has encouraged members of the community to get involved in campaigning by tell their stories and becoming a voice for so many others. Shpresa Programme has continued to build new partnerships without compromising on previous collaborations and has continued to motivate all that come across our work.

During the last year, Shpresa Programme and its young people have been conducting research and have produced a report titled "Into the arms of Traffickers". This is an examination of how delays by authorities in asylum and trafficking decision-making actually increase the risk of trafficking young asylum seekers. The report provides useful recommendations for the safety of young people and points out immediate areas for improvement by giving recommendations to the Home Office. We are building on our work by sharing more lived experiences and providing more high-quality services. This will help change the prejudicial stereotyping of the Albanian speaking community, including young people, increase the representation of Albanians in society and continue to impact decision makers.

In November 2021 Shpresa Programme successfully renewed its lease with Aston Mansfield. There were further developments with the Aston Mansfield Trust, and after the lease renewal Aston Mansfield decided to sell the building at Mansfield House. I'm pleased to confirm that Shpresa Programme has been accepting as a buyer. We are in the process of securing the funds needed to finalise the purchase. This will enable Shpresa Programme to have a secure and permanent home. It will be the first Albanian community building in the UK.

I look forward to seeing how Shpresa Programme evolves over the next year into being an even more nurturing, safe, trusted and respected organisation amongst the community, the sector and wider.

SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)

Chief Executive Report

This financial year has been another challenging year for the organisation, but we continued to thrive and successfully provide integrated services to meet the needs of our community.

Coming back to providing services in person was exciting, but at the same time we were faced with difficulties – changes to venue access, increased needs amongst the members of the community we serve, managing financial and organisational sustainability at a time when we are faced with constant changes. Being the CEO of a charity is tough in normal times, and for many, the last two years have been worst times as we have seen an increase not only on nr of people needing support but also on the variety of issues they face, including trafficking.

I am very proud of our team and how well they have pulled together to deliver the support needed for our community.

I will start the report by sharing my experience of a normal working day at Shpresa, How we Work and our Theory of Change.

It was a fairly normal morning, Friday morning in our office at Mansfield House. It was super busy and we had not stopped. The phone did not stop ringing, and people in the waiting area kept just coming with different issues.

We'd already spoken with 15 people who came with different issues such as facing deportation, couldn't register with a GP, had become homeless, wanted to learn English, wanted to volunteer, needed financial support, had been refused by the Home Office and needed a solicitor, needed help to apply for benefits and needed help to get their parents into the UK.

I'd had to rearrange our Christmas celebration because of Plan B. As a result I had to rearrange the toy delivery from ELBA (these were new toys and I knew how important these toys would be for some of the families. Some of their children never had a new toy).

I had to speak to the team to rearrange the weekend session as few people (staff and volunteers) were not feeling well.

I had spoken to a lady who was in a safe house because of DV and needed help to get her children registered to the school.

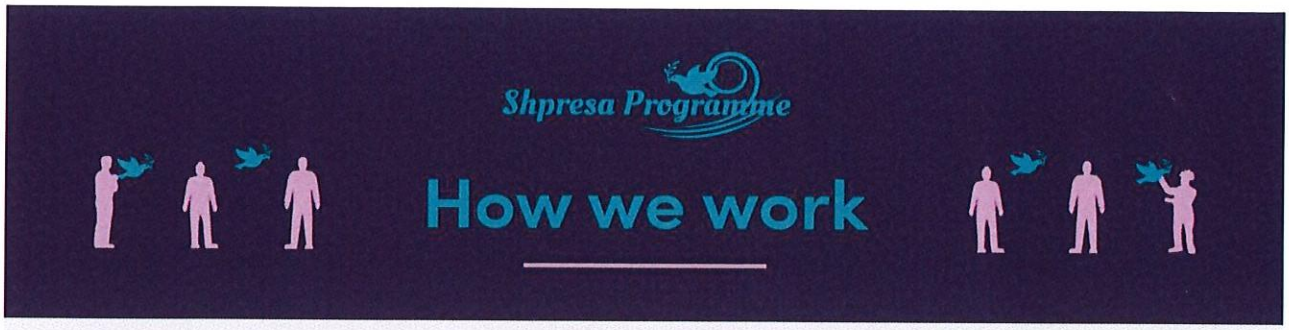
I spoke with each of them to find out what support they needed via 121 sessions and arranged appointments with our team of volunteers or staff. I had asked some people to come back to us on another day because we were full, answered phone calls and some people I referred to our partners for assistance.

Finally, in the middle of it all, I had to talk to a woman who had moved from a safe house to her own accommodation. This was all within 5 hours. I climbed up and down the stairs several times and was still on my first (now very cold!) coffee. Mornings like that can be pretty exhausting and Fridays take a different meanings.

Just as things started settling down, the intercom buzzed. The door opened to a women and her little daughter standing with a huge smile and an even bigger homemade Byrek (Albanian pastry)

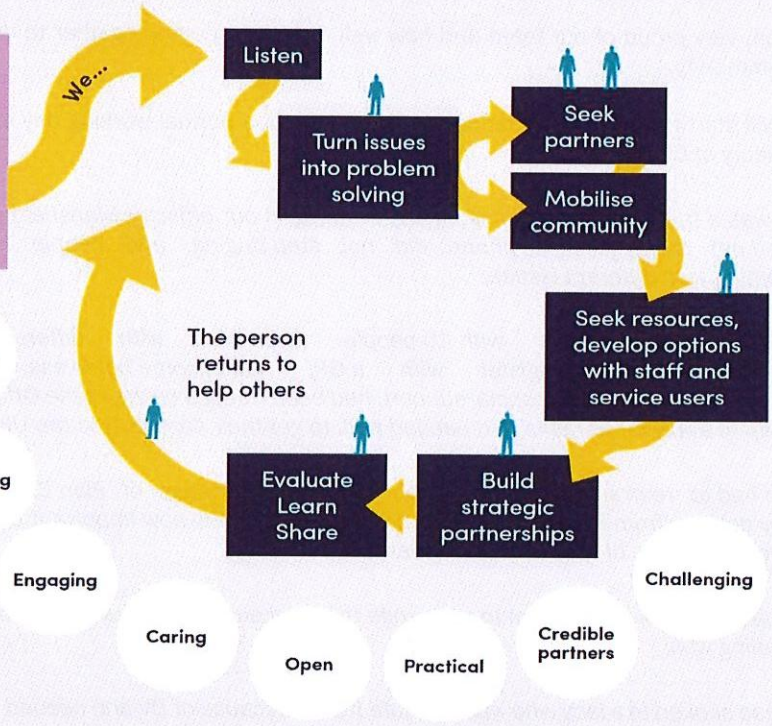
For a moment I thought she had the wrong address; it turns out she'd come all the way back to our building just to thank us all, especially the volunteer who took her to her solicitor " I don't think I would have been able to attend the meeting with my solicitor, she is so far away from me. Now I have an arrangement from the Home Office and have cancelled my return ticket." That bright and lovely moment after such an adrenaline-fuelled morning was such a boost that I still remember.

SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)



Shpresa gives hope to one person, to help them move on. This person helps someone else and continues in this way to build a community by inspiring hope and change from the strength of lived experience.

This is how it works...



Our values inform our work:

Listening · Aspiring · Engaging · Caring · Open · Practical · Credible partners · Challenging

Our projects serve different parts of our community:

Advice and Advocacy project:
aims to provide, in partnership with other providers such as MiCLU, Money A+E, Horizon, Manor gardens, New Europeans advice and advocacy on behalf of the Albanian-speaking clients in various fields–such as benefits, immigration, settlement, debts etc.

Children and Young People project:
aims to improve the life, the education and the wellbeing of the Albanian-speaking children from refugee, asylum and migrant backgrounds as well as enabling their voices to get heard.

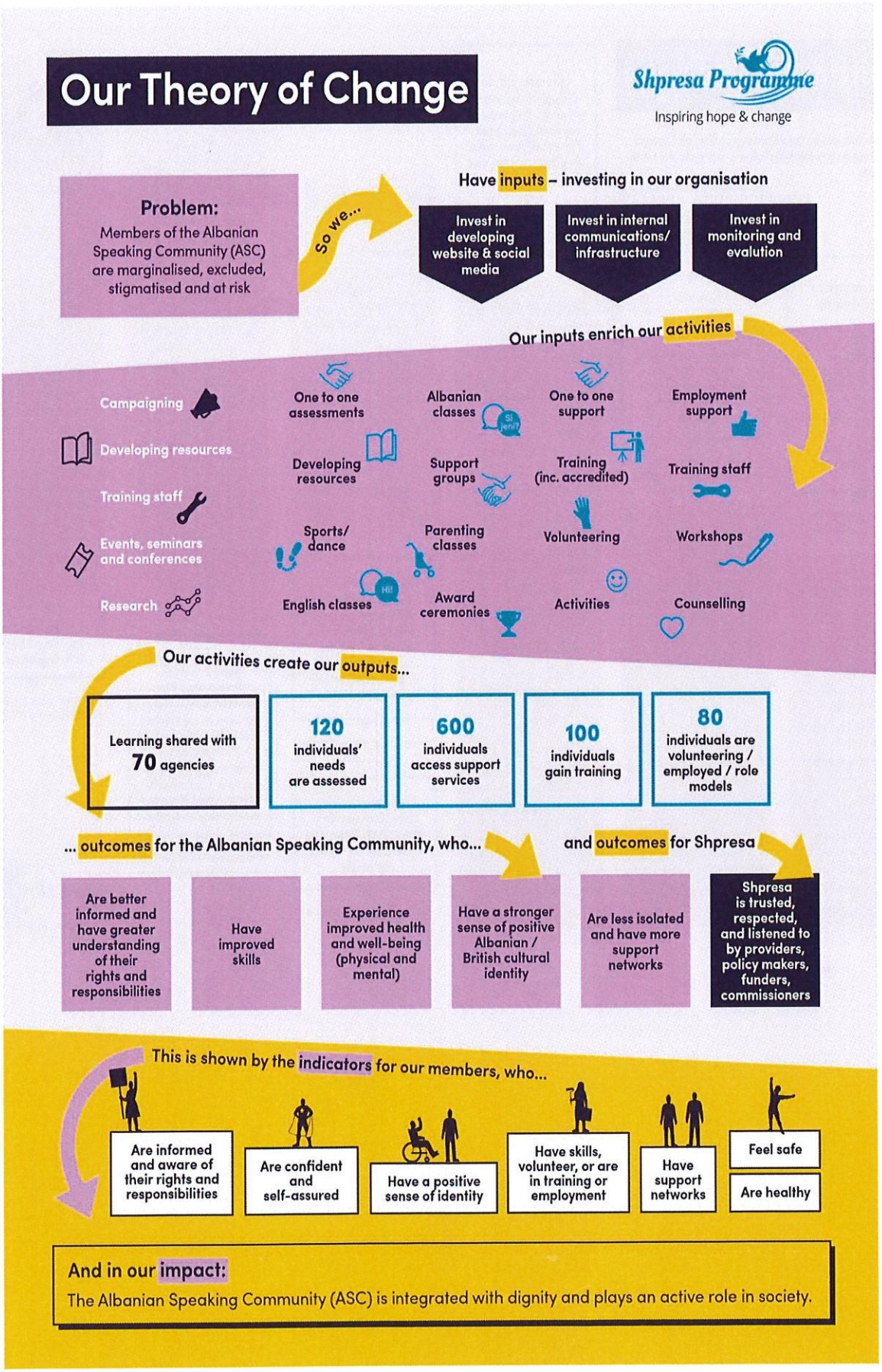
Volunteering project:
aims to promote volunteering amongst Albanian-speaking community as way to improve their chances of employment as well as their education and health. At the same time, as an organisation we offer work placements and internships, and team challenges for business teams.

Campaigning:
aims to engage, up-skill and empower the Albanian-speaking people living in the UK, to work together to solve the problems that matter to them and for the common good.

Women's Heath and Wellbeing project:
aims to improve the chances of the Albanian-speaking women to break the isolation, loneliness and other barriers so they can improve their health, integrate within the society and play a full part in the family, community and society.

Resources/research:
aims to share our learning, model of working and resources with other user-led groups to maximise our impact and play our active role in society.

SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)



SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)

6 Pillars of Success

These six factors act as the pillars supporting all Shpresa work, creating a consistent and coherent philosophy for the organisation.

I was accepted as part of a family

'G', MAN IN THE VOLUNTEERS/EX-SERVICE USERS – ADULTS FOCUS GROUP

Friendship here is very important

'M', WOMAN IN THE SERVICE USERS FOCUS GROUP

Inclusiveness

Shpresa has a very strong culture of family, friendship, solidarity and warmth which gives rise to high levels of trust and openness. It sends out messages of inclusiveness to newcomers, so they can take full advantage of the opportunities as quickly as possible. In the focus groups, service users often referred to Shpresa, its staff and users, as 'family'.

Shpresa gives you pride in Albania and you need that to integrate

'Y', WOMAN IN EARLY 20S, VOLUNTEERS FOCUS GROUP

If families can't afford to go home, the Shpresa Programme can replicate the experience

'N', MAN IN HIS 40S, EX-SERVICE USERS/VOLUNTEERS FOCUS GROUP

Cultural Identity

Our programme and provision of a space for the Albanian-speaking community provides a clear reinforcement of what it means to be Albanian through language, dances and cultural activities. Reinforced family ties promote communication between generations. This clarity of identity is experienced as providing a way of finding one's place in British society and giving rise to respect from others outside the Albanian community.

[Shpresa] put me through many, many training... they brought my confidence back. If [the staff] can't help, they find someone else to help

'L', WOMAN IN THE VOLUNTEERS FOCUS GROUP

Problem Solving Know-How

Shpresa's staff act as role models to service users and volunteers, and demonstrate consistent patterns of behaviour. This includes:

–Acting as though every problem can be solved

–Knowing enough to be able to be useful to others, but also admitting limits and finding experts who do know.

–Not compartmentalising problems, but seeing people in the round.

–Stressing self-help, encouraging active experimentation and personal development.

–Encouraging honest reflection and openness in facing difficulties.

We stress the skills of problem solving so that participants can transfer this approach to all other problems they face.

Focus on family

The Shpresa Programme provides a range of specific projects for children, young people and women, men, and old people. This focus has had the effect of reaching those who are the most significant holders and transmitters of cultural values.

Shpresa is currently looking for ways to involve more male service users over 25.

Men were involved in the Talent show, but women are the ones who take part in the projects. Men are getting the benefits of Shpresa from their wives and children

'O', WOMAN IN THE VOLUNTEERS FOCUS GROUP

I have been coming since Shpresa was in Manor Park. Since then I feel at home, it is like my family

'R', MAN 60S, SERVICE USERS FOCUS GROUP

Progressive Steps

Participants continue to take on progressive challenges to suit their stage of development both within Shpresa, such as the volunteering programme, or outside, such as courses to further their career aspirations. Staff take an active hand in encouraging and supporting this climate of self-development. There is a strong feeling amongst women who are current and ex-service users that by being in the UK and in contact with Shpresa, that they can achieve things that would not have been possible at home in their personal development and careers.

They made me feel good for myself. Previously, I was isolated, waiting for a decision on my refugee status. [Once in contact with Shpresa] 'I felt useful working for other people. I got my self-esteem and have gone on to higher education'

'B', WOMAN IN THE VOLUNTEERS FOCUS GROUP

Understanding the UK & Getting the UK to Understand Albanians

Many people reported how the Shpresa Programme had fostered integration rather than separation. Many commented on the programmes, visits and activities to give insight and understanding and encourage appropriate involvement with UK society – for example visits to the House of Parliament. There was evidence that the Shpresa Programme helps service users of all ages to understand and feel comfortable with British culture.

The Shpresa Programme helps you with English culture

'F', TEENAGE MALE, CHILDREN & YOUNG PEOPLE'S FOCUS GROUP

Shpresa Programme

Inspiring hope & change

SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)

The impact of our work and what we achieved in 2021-2022

Shpresa is a registered charity (number 1110688) and a company limited by guarantee (number 4692860). During 2021-2022 Shpresa Programme offered helped to over 3000 individuals and worked regularly with 2226 Albanian speaking refugees and migrants to foster integration and to support men, women and children, enabling them to contribute to the communities in which they now live and work.

Throughout the years Shpresa Programme's work has been valued and recognised widely and we have:

- received the Queen's Award for Volunteering;
- hold the London Youth Quality Mark Silver Award for excellence in Youth Work provision and are working towards revalidation on the Gold Award;
- received the Special Distinction Award from the National Resource Centre for Supplementary Education for exceptional all round high quality supplementary school provision;
- been awarded the Forum for Health & Wellbeing's Communities of Health Award three years running;
- won the Marsh Award for our contribution to the fight against modern slavery;
- received Trusted Charity Level 2 Quality Mark (known as PQASSO Level 2 4th addition) and are working towards revalidation and renewal of Trusted Charity Award;
- received Oracle Level 1 standards;
- Won the Empowering Survivors Voices for the Anti-Slavery day Awards 2022; and
- Have been the Shortlisted Nominee for the Creating a Better Future London Award for the London Youth Awards 2022 (winners will be announced at an event in November 2022).

More than 3,000 Albanian speaking people access our services every year. By moving quickly to enable digital provision, Shpresa made it possible for more people to access services during the Covid 19 crisis and onwards. Shpresa develops holistic, user-led services with, rather than for, people – service users, volunteers and staff are involved at every level of service planning and delivery, with many service users going on to volunteer and work at Shpresa. Shpresa Programme remains dedicated to reach, to mobilise, to inspire others so they can gain the skills to help themselves, their families and the communities where they live. Central to our approach is supporting individuals to get information, settle, integrate with dignity and play an active role in society.

During this year there have been many issues affecting our local community/sector such as Brexit, Covid 19 crisis, Elections and most recent the Immigration bill. As an organisation, we keep adapting our work and being a door where the Albanian speaking community can access help. We are a conduit for specialist's organisations who want to work with us to become better equipped to support the Albanian community.

Some of the highlights for the year are:

- Our organisation was shortlisted for two awards (Human trafficking foundation and the Queen's Award for Social Enterprises). We did not win, but being nominated and shortlisted has encouraged us to invest more in our work with volunteers and victims of trafficking.
- We developed our 5 years strategic plan together with our digital strategy.
- We strengthened our relationship with our partners such as NALS, Alisar prospects, Manor gardens, Total family coaching, Money A+E, as well as we set up and developed working with New Europeans. We also created new hubs for our face to face work in Newham and Stratford Library called the Alternative and Mind.
- We have secured 5 years of funding from the TNL Community Fund to invest more in our volunteering project.
- During the Mayoral Election we worked hard to bring the voices of the people facing issues in the front of the candidates. The story of an asylum seeking family living in very bad temporary housing conditions was the reason the "temporary accommodation issue" was added at the manifestos of both of the candidates.
- The awareness campaign that we ran during the census helped the community come together to help each other to register, raised the importance of awareness, and as a result of our work the Census team translated the information into the Albanian language to make it more accessible for our members.

SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)

We run our activities and services seven days a week. Our main services are:

Women's Support, Health, Wellbeing and Safety Project: providing holistic support for Albanian speaking women, supporting their mental health and wellbeing, protecting them from harm through violence and abuse, tackling isolation and social/economic exclusion, via diverse services/workshops, women's support groups, supporting integration and wellbeing, providing advocacy and mental health support and other activities improving health & wellbeing. The project aims to improve the chances of Albanian-speaking women breaking isolation, loneliness and other barriers so they can improve their health, integrate within society and play a full part in the family, community and wider society. It also aims to raise awareness of, and protect women and girls against, gender based violence and other forms of abuse against women and girls. Through this project we support women who have, are experiencing or are at risk of experiencing any forms of VAWG, including DV, trafficking, HBV, forced marriage, blood feuds and more. As well as providing "Help at a Critical Moment" with specialist support via solicitors or housing or benefits, mental health, etc we also provide support networks for women including providing language classes, informative workshops, training opportunities, volunteering, trips to places of interests and celebratory events.

During 2021-2022 we provided:

- women support groups to help reduce isolation, create friendships and learn new things, enabling women to access a range of services at Shpresa Programme and then at other agencies;
- informative workshops providing information on Life in UK, Rights and Responsibilities, knowing the area where we live, using public services, Education & Health system in UK, immigration and asylum, healthy living and other topics based on women's needs;
- one to one support to identify needs;
- referrals for specialist support and advocacy to ensure needs are met;
- emergency support in the form of vouchers, food, clothes and digital access;
- mental health awareness, including empowering and enabling, your rights and responsibilities;
- group and one to one therapy;
- domestic violence knowledge and support in accessing specialist services;
- introduction to volunteering and opportunities;
- Triple P training, accessing ESOL, IT and teaching assistant classes;
- trips to places of interest such as the House of Commons; and
- celebratory events such as The International Volunteering Week, The Refuge Festival, Independence day celebrations and International Women's Day.

Children and Young People's (CYP) Project develops confidence and self-esteem via training, dancing, sport, leadership and many more activities. It aims to improve the life, education and the wellbeing of the Albanian-speaking children from refugee, asylum and migrant backgrounds as well as enabling their voices to get heard. Young people attending services run by the Children and Young People's project have opportunities to meet regularly every week in a place where the lack of language and lack of cultural understanding are not barriers for participation, engagement, belonging or having fun.

Supplementary School Project provides CYP with Albanian language classes, storytelling and drama and dance classes, enhancing their educational attainment, while promoting active and engaged citizenship.

Unaccompanied Asylum Seeking Children's Project provides support, signposting, advice and advocacy, mental health advice, training and other activities for very vulnerable children and young people (CYP)

Services, events and successes during 2021- 2022 include:

- A supplementary school project for learning the Albanian language, culture and heritage.
- Football, golfing and other sport activities.
- Traditional dancing classes.
- Drama sessions.
- Learning events & seminars on planning and developing leadership and organisational skills.

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- Cooking sessions at Forest Gate youth centre and Mansfield House combined with workshops on mental health/wellbeing, healthy relationships, anger management, living a healthy life, eating healthy and managing finances. Sessions on immigration champions with MiCLU and Garden Court Chambers about the asylum system, Criminal Justice, Immigration and Accessing Education. Champions have organised and co-delivered with Miclu and Garden Court Chambers seminars on representing Albanian children/young people in the asylum system. Through these events we have trained professionals, such as lawyers, social workers, etc so they can be aware of the Albanian culture.
- Leadership & Social Action training sessions leading to social action projects.
- Mental Health champions training.
- Mental health awareness sessions were provided and also one to one access to therapy and group work offered by professionals such as Croydon drop-in.
- Providing a holistic package of support to meet the needs of UCAS. Advocacy was provided to help with planning their transition to move from foster care to living independently, which is very significant for young people granted asylum or were trafficked. We also assisted with social services support for young people being destitute. We have worked on a one to one basis with young people to identify and address all of their needs and refer them for specialist support, including help to register with GP and help placing them in secure accommodation and reinstating financial support.
- The befriending emergency response team has also continued to provide emotional support to our young people, as well as check on their needs, identify support available and make sure young people access such support.
- Sharing our model. We have continued to strengthen our work and relationship with Garden Court Chambers and MiCLU who continue to provide immigration specialist support to our young people as well as inform and raise awareness of risks and needs amongst other service providers. The Breaking the Chains project has continued advocating for and influencing policy change, aiming to change perceptions of children and young people in the asylum system and improve understanding of not only the specific protection needs of Albanian children and young people but all children and young people in the asylum system.
- On 26 July 2021 our children/young people met with the incoming Chief Inspector of Borders, at his invitation, after he had attended a training event delivered by the young people on Albanian culture awareness. He wanted to consult them directly about their experiences of the asylum system. Another meeting followed at Shpresa's office in October 2021.
- We organised trips to places of culture/interest such as Stratford Olympic Park, Museums, the Houses of Parliament and visited York.
- We have run a number of events this year such as:
    - In their shoes - Refuge Week Festival
    - Volunteering Week Celebration
    - Human trafficking and Black History Month
    - Mental Health Week
    - Human Rights Day
    - The beams that Beam – with photo exhibitions
    - Into the arms of traffickers – launching of the report
    - Celebration of Independence day of Albania
    - Me and my pain – Kosovo independence day
    - International Volunteering Week
    - Celebrating 20 years of Shpresa Programme.

Volunteering Project aims to promote volunteering amongst the Albanian speaking community as a way to improve their chances of employment as well as their education and health. We offer training, work placement and access to employment to members of the Albanian speaking community, work placement and internships to college or university students and also facilitate team challenge days for the business team.

Here at Shpresa we have tried to bring about a culture shift and use volunteering for a deeper and better reason. We wanted to bring hope while offering help to our members who were very often feeling vulnerable.

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Through the volunteering project we have been able to create opportunities for our members to:

- Access Training in Volunteering, Befriending;
- Have a work placement that allows them to develop, gain new skills, knowledge and work experience;
- Increase confidence and self-esteem;
- Access vocational training and gaining accreditation, such as teaching assistance;
- Access other training such as Safeguarding, Advice and Leadership;
- Enhance their CV and improve work prospects;
- Work by their own initiative and as part of the team, feel valued and appreciated;
- Make a difference to the lives of others;
- Socialise, meet new people and create new networks;
- Learn about and access other services in the local community and wider; and
- Be the voice of the most vulnerable ones, represent their needs in different platforms and helping to make a positive change;

At Shpresa Programme "Everyone has something to offer; everyone can be a volunteer in their daily life by helping others anytime, anywhere".

We celebrated volunteering this year by organising an event at Stratford Park. Volunteers came together to celebrate their successes and enjoy the day together; this was an enjoyable event that brought together volunteers working in different areas from interpreting, befriending, digitalisation to youth and mental health champions. Refuge Week was also organised under the theme "In Their Shoes". This was an opportunity to bring together refuge stories that spoke about pain, struggles and resilience to integration, achievements and contribution to the community. The stories were very touching and motivating.

The Campaigning Project engages skills and encourages upskilling and empowering the Albanian speaking people living in UK to work together to solve the problems that matter to them and for the common good. It builds power, leadership and influences Albanians in the UK to champion the power of lived experience and leadership for positive social change.

Through leadership and campaigns, the children/young people and individuals with lived experience have grown into becoming responsible and have started contributing to changes on a bigger scale.

Their involvement on the "Settle our Status" research contributed to making a strong economic argument for regularisation, and Citizens UK, the lead organisation, has already secured a meeting with senior civil servants at The Treasury department to discuss the findings of the research. The report is expected to be launched in November 2022 and lead organisers are speaking with MPs and staff at different APPGs (All Party Parliamentary Groups) to formally launch it. We are very proud that our organisation's name is listed amongst contributors on this research, and this is attributed to our young people and their involvement on it.

The Breaking the Chains Project has also been shortlisted from the Human Trafficking Foundation for the category **Empowering Survivor Voices** for the Anti- Slavery Day Awards 2022.

The Human Trafficking Foundation's annual Anti-Slavery Day awards recognise the important role played by the media in raising awareness and those organisations and individuals going above and beyond in fighting modern slavery.

Shpresa is proud to have continued to work with London Citizens this year on the:

- Settling our settled status - aiming to get a settlement for everyone who calls Britain home;
- Mental Health Campaign– aiming to increase access to support and improve the relationships with the local organisations, NHS and Local Authorities;
- Living Wage Campaign - aiming to get more employers to become living wage employers; and
- Supported Lift the Ban Campaign lead by refugee action - aiming to give the right to work to all asylum seekers here in the UK.

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Alistair Rooms, Senior Community Organiser with Citizens UK, Newham Citizens (Part of TELCO) wrote about Shpresa's Campaigning work:

Shpresa have taken a few of the principles of community organising and embedded them into their organisation in order to build hope in their members.

They put people before programmes- The starting point for what feels different about Shpresa is that they put people above programmes and their members' needs before hitting funding targets. They put their members' dreams before their own organisational goals. In practice this starts with calling their members, members not 'service users' or 'clients' or beneficiaries'. It looks like building a learning journey curated for the members to remove what's holding them back and supporting them to achieve their own goals.

They work 'with' not 'to'- Shpresa don't see themselves as a service provider that 'do to' people but as an organisation who want to take people on a 'learning journey' and work, 'with them'. When people first meet Shpresa they get invited to join a group of their peers, whether it's young people or mothers and meet people to grow together to try new things. A staff member will sit down with that person, find out their goals, their dreams and plan a route for them to get there.

People are leaders – The new members are invited to attend workshops and training related to their interests. If they have leadership potential in the training or workshops, they are given small responsibilities in the group and slowly -slowly, as they demonstrate more potential, they get more responsibility. This model has meant so many of the volunteers who joined the organisation have become staff. This idea is built around the potential people already have and teaches them that they have the answers.

Leadership Development is Everyday – This model allows development to take place in the everyday, it takes people, their dreams and their goals seriously and puts them before targets. It teaches people that they matter and that the hope that the future will be better starts with themselves and their own skills.

All of these principles teach Shpresa members that the things they hope to achieve are within them, not given to them by or through charity. That the hope they are looking for desperately is inside them. That it is their own leadership and hope for their future that will be their strength, that people can find hope within themselves to build a better life.

I have trained and worked with young leaders who have left gangs because of the Shpresa youth club, who went from a future life of crime to a life where they are invested in and grow and develop, secured their status and now have the right to work legally.

I've sat down with mothers who were alone with their children in the middle of a mental health crisis in a new country. I have seen as life is restored in their eyes through the community they build at Shpresa, as they begin to see themselves as leaders.

Shpresa teach people that they don't have to have the right immigration status to be valued or to build their own future. That no matter who you are you can develop and grow into the person you want to be.

The immigration system and racism and prejudice the Albanian Community faces can make being Albanian in the UK right now a tough and dark place to be, but inside the darkness of the UK's hostile environment, Shpresa provides genuine and realistic Hope.

'Sharing the Model' aims to share our learning, model of working and resources with other user-led groups to maximise our impact and play our active role in society. We also want to get the voices and lived experiences of our members in research, so we have been working with University of East London, York University, University College London, Liverpool University and Southampton University in a number of research projects.

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Young people were involved in the research done by the University of Liverpool and a report was launched in October 2021. The report looks at whether the Home Office in the administration of asylum and trafficking decisions for unaccompanied and separated children increases the risk of human trafficking, specifically by allowing lengthy delays in the decision making processes to occur. The recommendations made in this report are:

1. Leave to remain should be granted to unaccompanied child asylum seekers straightaway rather than waiting until they have been refused asylum;
2. Asylum seekers should have permission to work in non-shortage occupations pending resolution of their asylum claims; and
3. Decisions on protection and human rights claims and conclusive grounds decisions should be made within 6 months of the claim or the referral to the National Referral Mechanism being made. If a decision cannot be made within that timescale, the decision maker should provide particularised reasons for not being able to do so and a new timescale for making the decision. All actions taken should be informed by the best interests of the child following an agreement with key professionals involved in the child's care.

Heritage Project, keeping heritage in the community, inspiring people and creating a legacy. Having successfully delivered this project through the previous years with a focus on the northern Albania, this year we shifted our curriculum to the Southern Albania, which is as rich and fascinating as Northern Albania. We specifically focused on three main cities, Berat, Gjirokastra (cultural and monumental elements of which have been declared by UNESCO as part of the World Heritage) and Vlora (where the independence of Albania was declared). The Heritage Project is very important to our community. This project creates a tangible connection between being born and raised in Diaspora and our homeland. The project itself is based on reliable sources and research that is then tailored by our dedicated teachers for the children. This enables them to learn more about our culture and traditions. On the 1st of June 2021, children attending the heritage project unfolded for parents, teachers and guests, the beautiful aspects of our heritage. They presented songs and poems, drawings with inspirational phrases they had chosen and designed themselves and they presented the beauties of the city of Vlora in Albania and Prizren in Kosovo.

Walk/Talk/Watch programme promotes walking, looking into the environment and doing activities together across all age groups. This is an intergenerational project that aims to create closer connections between people over 55 who have mental health problems, with local young people that have no friends, or those who want to learn English and want be more active by organising various trips, etc. We have taken members on weekly walks, trips to different parks in London, discovering different monuments, the heritage of different boroughs, flora, and fauna, etc.

Girls' Sports Leadership this year aimed to encourage girls aged 11+ not only to enjoy sports but also to promote these sports in their community by recruiting sports champions who organise various sporting events; it is worth mentioning this year's sports activities organised in Croydon were in cooperation with the police team and that of the CVA.

New Sports and Us – aims at training for sports which are not common for the Albanian community; in recent years we have introduced new sports to our young people such as wall ball, fencing, etc. This year the new sport was golf. Sports such as basketball, volleyball, football, tennis take place every week at Shpresa.

After 6 golf sessions organised at Shpresa Programme, the Golf Festival was a brilliant way to spend a beautiful and different day for the many unaccompanied young people that golf engaged. The programme provides a platform for children and young people to experiment and introduce themselves to the sport of golf by helping them develop life skills in a fun and meaningful way. The festival was conceived as a competition between different participating groups where children and young people had access to a golfing field and the right tools to play golf. The young people were also led by professional golf teachers.

Emergency provision aims to provide relief for financial hardship, in particular by providing financial support, clothes, food and access to data to the most vulnerable groups by working in partnership with partners and local authority, such as Newham council.

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Jack Petchey Achievement and Leader Award scheme, awarding young people and leaders who have gone beyond and achieved not only academically/professionally but had a personal accomplishment, broke barriers, or are outstanding team players. The nominations and awards create positive role models and recognition of dedication and hard work and are a way to say thank you to these incredible young people and adults.

An example of a Jack Petchy Achievement nomination for a young person is EG. EG has worked very hard to overcome the barriers and difficulties he faced. Initially he was very withdrawn and timid and would mostly stay on his own. With support and in time he started to open and become part of the group. Very soon his bright and caring personality made him become friends with everyone else in the group. He is a very punctual, caring and righteous person. EG is leading by example and has also helped his peers with digital skills. He is being nominated by his peers for being proactive, supportive and for volunteering.

As a result of attending our activities the children and young people who accessed our services, are engaged in positive activities and are diverted from dangerous, exploitative activities or situations, and are better equipped to make decisions for a safer life.

Partnership work with other providers to deliver some services, including: Solace Women's Aid, Human Trafficking Foundation, MiCLU, Croydon Drop-In, Money A&E, IKWRO, Hestia, Horizon, Manor Gardens, The Alternatives, New Europeans, London Citizens, Age UK, many mainstream schools and youth centres in London and many other specialist organisations.

We have had the chance to work with many MPs, local councillors and partners, raise the concerns and voices of members of our community and ask for help or change.

Some of the activities organised during 2021 – 2022 include:

- The Beams that Beam" in partnership with Museum of London on 9 October 2021 at The Museum of London. The aim of the activity was to promote Mental Health, highlight the importance of Heritage as well as launching the Evolution Report on Youth Champions which was prepared by Marnie Freeman.
- "Into the arms of traffickers" - Launching of the report on the 18th October 2021 via an online Zoom event.
- Living Wage Newham with London Citizens on the 15th November 2021.
- 26 November 2021 - Celebrating Albanian Independence Day were young people showcased dancing and poetry and the Albanian flag was raised at Barking town hall.
- Residential camping at London youth on 22-24 October 2021.
- 5 December 2021 - Celebrating Volunteers achievements and International Volunteers Day.
- Young people have also been taken to watch a football match (England against Albania) in November 2021.
- Another very important and crucial input young people had on the meeting we held with the Inspector ICBI on the 18th November 2021 was to talk about the lived experiences of young people in care who are seeking asylum.
- The Volunteer Week Celebration and The Refugee Week Festival in June 2021.
- Shpresa Programme's 20th anniversary celebrations in January 2022 held at the House of Commons and the theme was: "Women In Leadership -Achieving an equal future in a Covid -19 world celebrates the tremendous efforts by women and girls within the Albanian community in shaping a more equal future and recovery from the COVID-19 pandemic". A number of key speakers presented at the event such as Jonathan Ellis who led advocacy campaigns for British Red Cross, Oxfam and The Refugee Council, Sioned Curchill, Director of grants at Trust for London, Emma Mortoo, head of fundraising at PACT, Monika Kryemadhi, leader of LSI party in Albania, Ilir Kapiti Ambassador of Kosovo in UK and Jerry During, CEO and founder of Money A&E.
- International Women's Day in March 2022 brought together women, young people, staff and volunteers and other key stakeholders to celebrate achievements and hand out flowers and certificates.

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November 25 2021 marked the start of the UN's 16 Days of Activism against gender-based violence. From this day Shpresa ran 16 different activities joining its fragile voice with those of millions of people across the globe. The world went orange on 25th November and will do so every 25th November every year as part of the INiTE campaign, which resonates deeply with our Empower Women's work.

This is what happened at Shpresa during these 16 days:

- 25th – Information About UNiTE campaign
- 26th – Poetry -ZOOM reciting for women by young people
- 27th – Gascoigne school " inspiration session" for women
- 28th – Women talks – the culture must never be used as a justification for DV
- 29th – Healthy relationships champions – Quiz night
- 30th – Inspiring London women – women session
- 1st – Knitting our stories -the start of a really good initiative
- 2nd – DV - violence and its impact
- 3rd – UN agenda on ending the DV by 2030
- 4th – How we can break the circle – talk with young people
- 5th – Mental health and DV awareness
- 6th – Inspiring women London – young people session
- 7th – quiz time – using "spiraling toolkit"
- 8th – services about DV – Information on signs and where to seek help
- 9th – DV and its impact and where to seek help – information session
- 10th – Celebrities touched by DV – workshops

During this period, we wanted to put a spotlight on survivors, activists, history and organisations who offer support here in the UK to individuals, communities and their challenges; we wanted our voices to join with many other voices around the world who are using creative forms of resistance to campaign against gender-based violence. For us here at Shpresa this is not a 1 day or 16 day job, this is an everyday job, and we believe that this is everyone's responsibility.

Overall data for 2021-22

2226 members of the Albanian Speaking Community ('ASC'):

- Are better informed and have greater understanding of their rights and Responsibilities;
- Have increased support networks;
- Feel more confident/self-assured;
- Feel safe and have a positive sense of identity;
- Have received direct support from the organisation depending on their needs.

Moreover:

- 120 ASP report improvement on skills and work experience;
- 42 have undertaken accredited training;
- 531 ASW have increased their knowledge and taken part to at least 3 informative workshops;
- 634 ASP, 362 ASYP and 272 Women experience improved health and wellbeing;
- 362 ASYP have taken part of weekly youth activities; and
- 24 ASYP received a Jack Petchey Achievement Award.

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Young person real life story: "In the blink of an eye, your life can change ".

I'm 17 years old. I arrived in this country for a safe life in October 2018. I was fleeing a catastrophic situation that I do not wish to remember back home. I wanted to move forward even though I was very weak and emotionally devastated. I applied for asylum as soon as I arrived and the Home Office placed me in shared accommodation.

I got into a police van and they explained to me that they were going to transfer me to a house. I was so scared of being in a police car. I could not believe that they were helping me, the thought of them wanting to send me back was playing heavily in my mind.

I was living with three other young boys. Sharing the toilet and the kitchen. Anyone can imagine the difficulty of living, learning, sleeping in these conditions. I started to suffer from sleep deprivation. Things were a struggle before the COVID-19 crisis. I was barely surviving, but survival was all I could ask for at the time.

Lately, I'm really scared. My anxiety and stress are through the roof with this additional worry about the impossibility of being able to self-isolate in a shared accommodation. My room is small. I hear so many people saying that we can't stay inside without doing anything during this pandemic. What about me? My life is surrounded by four walls that allow you to have less than limited activities. A shared home where the silence is not enough, where everything seems to be frozen. Where the fear of catching the virus does not miss. Where nights seem like thousands of years. In the room where I open my eyes, and in front of me appears the mess who wakes up upset by my carelessness.

My room is my living room, it's where I sleep, where I exercise & where I am alone with myself & my thoughts. The window is my garden. I open it to feel the fresh air and pray for better days to come. The night is what I fear the most. I hear a lot of noises in the living room caused by my flatmates. I can't sleep and occasionally I'm scared to go to the toilet, I fear they may be drunk and become aggressive towards me. I choose to stay in my room, hungry, and not go to the toilet either. Then I start crying in silence, I feel like a parasite in this room, unable of moving. This room that is thirsty for beautiful days. I was dreaming with my eyes open. How would things be if my mum was sitting in that living room and I would go put my head in her lap?

Tell her how much I'm struggling or maybe only cry without saying a thing.

I have been suffering from sleep deprivation caused by my anxiety and high levels of stress. Medication is helping me but also causing a lot of side effects. I feel so tired during the daytime sometimes, and I can't have a relaxing shower either. The lack of hygiene from my housemates really concerns me and stops me from using most of the shared spaces & appliances. One day the police came and knocked on my door. I opened the door and I was so scared. I looked so tired because of a long night without sleep and they asked me if I'm alright. I briefly told them that I was fine but I was just tired.

They asked me if I have knowledge about Robert going missing. Robert was my housemate. He had disappeared and the fact that he was a minor had the police concerned. They were asking me if I would go to the police station to give a statement about Robert. I told them that I don't know him well. They were asking me if I have his number and if they can check my phone. I was really frightened, it seemed like they suspected me of knowing where Robert was. Overall the stresses that I had living in a sharing accommodation, made me devastated and more stressed. What if this boy was a drug dealer? What if he came back to our accommodation? I was trying to take two pills from my medication instead of one so I would feel tired and sleep most of the time.

My anxiety was increasing more and more with each passing day. I would not go to college sometimes, I could not concentrate on my studies. I would lock my room door and I put the cupboard behind the door so I would feel safer. I was asking my social worker if they would move me as the conditions were very poor in the accommodation where I was living. They are trying to move me from here now. My immigration case was not in good hands until I got to know Shpresa Programme and Teta Flutra (Youth advocate). She has been one of the best supporters in my life. This has made me become less anxious.

Feedback by Young person: I was referred to Shpresa programme by my sister. When I went there they listened to me, they understood, they helped me and I got to know people I can trust. They gave me opportunities to learn English, as my English was not very good. Ms F arranged counselling sessions for me, I got to know an amazing counsellor that helped go through a lot of the mental struggle I was experiencing.

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Jerry During CEO at Money A+E on partnership work:

How did you hear about the Shpresa Programme? Citizens UK membership and joint work with Shpresa.

Why do you think that Shpresa's work is important? It addresses the needs of the Albanian community and, based on current and emerging needs, supports and serves the community to thrive and integrate into UK life.

What work have you done together? CUK work on poverty, and joint actions/ training and advice services for service users/ subletting of office space at heavily subsidized rates/translation services for our staff / joint fundraising/staff team working together in partnership to offer a range of services to service users/ capacity building training for staff and volunteers/ Introduction to capacity building organisations/ mentoring and peer mentoring/ supported each other at joint events/ Be the Change project supporting the empowerment of women/ supporting Shpresa's young people with training and advice services/ Horizon Legal Advice project supporting those with life-limiting conditions to receive the benefits they need to help them live with their conditions/ Money Champions project working with UEL.

What have you learned about the Albanian-speaking community since working with Shpresa? Hardworking, intelligent, proud, integrity, beautiful, compassionate, and proud culture.

If you could describe the work of Shpresa in one sentence what would you say? – Miraculous.

Fundraising

Funding secured:

- BBC Children in Need small - grant for 3 years for the Albanian school and heritage
- project at £10000/year for September 2019 – August 2022;
- BBC Children in Need - 3 years grant for looked after children in Croydon August 2022, received another three year grant up to August 2023;
- BBC Money Heroes – to deliver money management sessions to disadvantaged children so they can improve life skills through developing their understanding of financial management;
- Big Lottery Fund Reaching Communities - 5 years grant for Still Changing Our Future Project (Women and Volunteering) - ended October 2021. Funding approved by TNL for another 5 years starting April 2022;
- City Bridge Trust - 3 years grant ended March 2019, received another grant for two years to September 2021;
- Connect Newham (Led by Age UK) - covers provision of an online befriending project, training of volunteers and matching with beneficiaries as well as monitoring impact on mental health scores. New funding received during 2022-2023 to provide befriending to Ukrainian refuges;
- GLA Young Londoners Fund - 3 years grant to work with young people ended December 2021;
- GLA for Walking and Cycling ended November 2021;
- Henry Smith Charity – 3 years grant starting 20th April 2020 for the women advocacy project;
- Lloyds Bank Foundation - 3 years grant to develop our advocacy with young people, ended March 2022, extended to March 2023;
- LB Barking & Dagenham - A contract for providing services to deliver a targeted programme of support for women from the Albanian-speaking community to reduce exploitation and domestic abuse. In 2022 -2023 funding is received for work with young people;
- London Youth - to delivers a sport TIF project, golf sessions, summer events and run the "Getting Active" programme;
- MOPAC VAWG Grassroot Fund – 2 year funding ends in March 2023 to provide holistic support, therapy and training to Albanian-speaking women in Newham, Redbridge, Barking & Dagenham, Enfield and Haringey to reduce the likelihood of re-victimisation and improve their life chances;

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- My London Programme - provides engagement with young people typically underrepresented on youth forums and leads them through a 6-month programme of education in social action, leadership and development;
- New Europeans UK - fund to engage and support EU citizens, and non EU family members on the EU Settlement Scheme;
- Newham Heritage - to run "We played our Part" project, keeping heritage in the community, inspiring people and creating legacy;
- Paul Hamlyn Foundation - MiCLU led Partnership addressing challenges in the area of migration and integration, providing advocacy capacity and training and capacity building sessions with Albanian speaking children and young people;
- Respond and Adapt Programme - is supporting our organisation in providing the vital services required during and after the COVID-19 pandemic, and to share and adapt our practice in response to the crisis;
- The Jack Petchey Foundation – Youth Achievements and Leadership Awards;
- The Renewal Programme - to support Newham residents with "on the ground" EUSS, representative attendance at all consortium meetings and promote stay settled in Newham;
- Trust for London – two years grant towards holistic services to enable members of Albanian speaking community who are in exploitative or precarious employment to move into better work June 2021. New funding is approved for three years starting June 2022 for a programme to create new leaders from the Albanian Speaking Community;
- University of Liverpool - to train and support 10 young unaccompanied asylum seekers (YUAS) in research methods and ethics for the purpose of this project, support them and facilitate access to up to 80 YUAS respondents as part of the research; and
- Violence Reduction Unit - Stronger Futures Programme - to work with young people from the Albanian speaking refugee and asylum seeker community and provide specialist counselling, youth leadership programme, supplementary school and youth diversionary activities. Funding extended for Oct 2022 – May 2023.

Funding our work

Shpresa is aware that the funding climate is challenging for small to medium sized NGOs. We have been prudent in drafting our budget for the current financial year and we have the capacity to reduce planned expenditure in line with the pace at which we meet our fund-raising targets. We will continue to:

- Maintain and develop our positive relationship with charitable trusts and foundations. We are delighted that, in spite of the increased demands on many of our funders, we have continued to benefit from grants from many of the major trusts and foundations including: Trust for London, Henry Smith, The City Bridge Trust, BBC Children in Need (small and main), Lloyds Foundation, Reaching Communities grants, Greater London Authority, Mopac VAWG, Barking and Dagenham Council, London Youth and Jack Petchey Foundation.
- Develop the potential for further statutory funding, particularly in Newham, Croydon, Brent, Redbridge and Barking and Dagenham where we are working with unaccompanied asylum seeking children and where we have been encouraged to apply for statutory funding.
- Maximise our potential to generate our own income. We are planning to develop and refurbish the building to maximise our income. We also aim to develop a training programme for professionals working with unaccompanied asylum seeking children.
- Maintain prudent financial controls, reviewing risk at each trustees meeting and making the necessary adjustments in line with income secured.
- Develop our pilot project on working with new refuges and seek to build new partnerships.

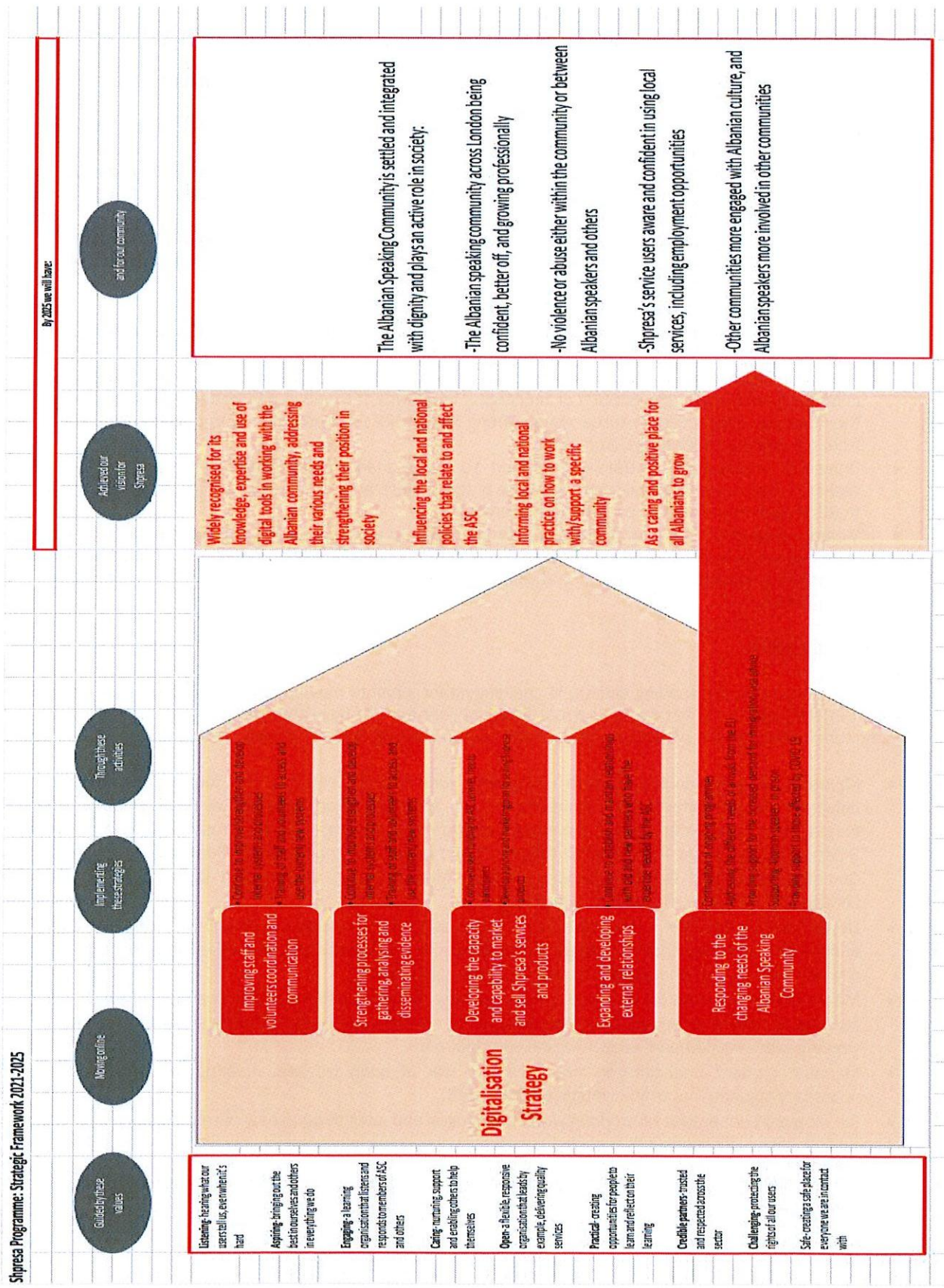
Quality assurances

- We are aiming to work towards The Trusted Charity Award and volunteering quality assurance in the coming year.

Policies

Our policies are reviewed regularly and any changes or updates approved yearly.

SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)



SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)

Our plans for 2022-2023

We are planning to continue to provide services that **respond to the needs of the Albanian speaking community in the UK.**

1 **Listening**
- Hearing what our users tell us and actively responding to the needs by building partnerships and fundraising to provide services needed.
- A learning organisation that listens and responds to members of the Albanian speaking community and others.

2 **Increase Outreach:**
- Expand our work nationwide via digital platforms.
- Make better use of the social media.
- Build new partnerships reflecting the need for specialist services for members of the Albanian speaking community in UK.
- Secure funding to sustain services and increase capacity and provision.

3 **We want to see a difference in the community:**
- The Albanian community across London being confident, better off, well integrated and well established.
- No violence or abuse either within the community or between Albanians and others.
- Shpresa's service users being aware and confident in using local services, including employment opportunities and aware of their rights.
- Hosting communities to engage more with Albanian culture and get Albanians more involved in other communities and the local community.

4 **We want to see Shpresa:**
- As a caring and positive place for all Albanians to grow.
- Challenging and protecting the rights of all our users.
- Widely recognised for its knowledge and expertise in working with the Albanian community, addressing their various needs and strengthening their position in society.
- Influencing and informing local and national practice on how to work with/support a specific community.

5 **Shpresa will continue to:**
- Develop in person projects and services based on listening to those with lived experiences and setting up partnerships with specialist organisations for mental health, benefits advice, immigration, employment and respond to the identified needs, aiming to reach more London boroughs.
- Continue online provision of services to enable reaching people where they are.
- Provide one to one support to those affected by Covid 19 and others.
- Address the different needs of arrivals from EU and provide relevant support.
- Support models transferrable to other communities and vulnerable people, with an increased number of Shpresa members active in the wider local community, including campaigning.
- Increase networks and partners.
- Narrow the digital gap, provide systems and processes to enable better communication.
- Regularly monitor and evaluate its services internally and externally.

6 **Shpresa to build on learning from the Covid era of working, to continue to build presence and to deliver in a flexible way**
- Shpresa to develop a hybrid working space, which would be a combination of a digital space and physical space.
- Shpresa to develop projects that increase the use of the local park as much as local facilities.

SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)

7 The voices of our community members to be herd and be able to drive policy change

- Continue to build relationships with different universities and other stakeholders to bring the lived experiences of members of the community to their attention and work with them to produce research.

8 Celebrate and reflect on 20 years' experience

- Hold celebration events throughout the year to celebrate 20 years of Shpresa.

9 Leadership Training

- Develop and run a new training programme for emerging leaders on the community based on lived experiences.

10 Purchase of first home for Shpresa Programme

- We are aiming to purchase Mansfield House and secure a permanent premises for Shpresa Programme. This would be the first building for the Albanian speaking community.

FINANCIAL REVIEW

The Charity is reporting a surplus for the year of £45,320 (2021: £47,045).

Income amounted to £468,551 (2021: £553,697). Donations totalling £27,615 (2021: £23,620) were received from our supporters, rental income of £9,265 (2021: £13,910) and grant income of £415,435 (2021: £507,114) to support our project activity. Fees for services amounted to £14,720 (2021: £9,034).

Our running costs, including project activity, amounted to £423,231 (2021: £506,652).

The Statement of Financial Activities on page 25 summarises the incoming resources and main areas of expenditure. The Balance Sheet on page 26 shows the Charity's assets and liabilities at 31 March 2022.

RESERVES POLICY

Trustees have a designated reserve which currently stands at £150,000 and covers three - six months of committed expenditure. However, the Board of Trustees is looking at increasing this balance every year until they are able to cover up to six months of committed expenditure.

SHPRESA PROGRAMME
TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2022 (continued)

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also director of Shpresa Programme for purposes of the company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and UK Accounting Standards (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 of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principals in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charity will continue to operate.

The Trustees are responsible for keeping proper accounting records which disclose with the reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102 (January 2019) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Signed on behalf of the Trustees

S. L

Shannon Griffin
Chair

Approved by the trustees on 22 October 2022

SHPRESA PROGRAMME
INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SHPRESA PROGRAMME

Independent examiner's report to the trustees of Shpresa Programme ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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



Jeremy Kitson BA FCA
Prime
Chartered Accountants
Corner Oak
1 Homer Road
Solihull
B91 3QG

Date: 15/11/2022

SHPRESA PROGRAMME

(REGISTERED NUMBER: 04692860)

STATEMENT OF FINANCIAL ACTIVITIES (incorporating the INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR TO 31 MARCH 2022

	Notes	Year ended 31 March 2022 Restricted Funds £	Unrestricted Funds £	Total £	*Year ended 31 March 2021 Restricted Funds £*	*Unrestricted Funds £*	*Total £*
Income from:							
Donations	2	-	27,615	27,615	-	23,620	23,620
Income from charitable activities:							
Grants	3	415,435	-	415,435	507,114	-	507,114
Fees	4	-	14,720	14,720	-	9,034	9,034
Other	4	-	1,511	1,511	-	-	-
Other trading activity:							
Rental income		-	9,265	9,265	-	13,910	13,910
Investment income		-	5	5	-	18	18
Total Income		415,435	53,116	468,551	507,114	46,582	553,697
Expenditure on:							
Raising funds	5	2,253	-	2,253	5,550	-	5,550
Charitable activities	5	414,040	6,938	420,979	499,066	2,036	501,102
Total Expenditure		416,294	6,938	423,231	504,616	2,036	506,652
Net income & net movement of funds for the year		(858)	46,178	45,320	2,498	44,547	47,045
Reconciliation of funds							
Total funds brought forward		89,594	256,102	345,696	87,096	211,556	298,652
Total funds carried forward	14	88,736	302,280	391,016	89,594	256,102	345,696

The Statement of Financial Activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

SHPRESA PROGRAMME

(REGISTERED NUMBER: 04692860)

BALANCE SHEET AT 31 MARCH 2022

	Notes	2022		2021	
		£	£	£	£
FIXED ASSETS					
Tangible assets	10		776		1,851
Total Fixed Assets			776		1,851
CURRENT ASSETS					
Debtors	11	21,858		21,596	
Cash at bank and in hand		453,766		409,634	
Total Current Assets		475,624		431,230	
CURRENT LIABILITIES					
CREDITORS: Amounts falling due within one year	12	(85,384)		(87,385)	
NET CURRENT ASSETS			390,240		343,845
TOTAL ASSETS LESS CURRENT LIABILITIES			391,016		345,696
NET ASSETS			391,016		345,696
CHARITY FUNDS	14,17				
Restricted Funds			88,736		89,594
Unrestricted Funds:					
Designated		150,000		150,000	
General		152,280		106,102	
			302,280		256,102
TOTAL CHARITY FUNDS			391,016		345,696

The Trustees are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The Trustees acknowledge their responsibilities for:

(i) ensuring that the company keeps proper accounting records which comply with section 386 of the Act, and

(ii) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These financial statements were approved by the trustees and authorised for issue on 22 octob er 2022 and are signed on their behalf by:

.....
Shannon Griffin – Chair

.....
Hatixhe Demushi - Treasurer

SHPRESA PROGRAMME

STATEMENT OF CASH FLOWS

YEAR TO 31 MARCH 2022

	2022 £	2021 £
Cash flow from operating activities	44,946	88,666
Cash flow from investing activities:		
Interest received	5	18
Fixed asset additions	(819)	(691)
Net cash flow from investing activities	(814)	(673)
Net increase in cash and cash equivalents in the year	44,132	87,993
Cash and cash equivalents at the beginning of the year	409,634	321,641
Total cash equivalents at the end of the year	453,766	409,634
Cash and cash equivalents consist of:		
Cash at bank and in hand	453,766	409,634
Reconciliation of net income to net cash flow from operating activities:		
Net movement in funds	45,320	47,044
Interest receivable	(5)	(18)
Depreciation	1,894	1,621
(Increase)/decrease in debtors	(263)	24,527
(Decrease)/increase in creditors	(2,000)	15,492
Net cash flow from operating activities	44,946	88,666

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
Shpresa Programme is a registered charity in the United Kingdom. The address of its principal office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are given on page 2 of these financial statements.

The charity constitutes a public benefit entity as defined by FRS 102. 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), the Charities Act 2011 and UK Generally Accepted Accounting Practice as it applies from 1 January 2019.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income
Income is recognised in the Statement of Financial Activities when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. The following specific policies are applied to particular categories of income: -

- For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled in the reporting period.

- Income from grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

- Donated facilities and donated professional services recognised as income at their fair value when their economic benefit is probable, it can be measured reliably the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity, for example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

- No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report, where relevant.

- Investment income is earned through holding assets for investment purposes such as term deposit.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

ACCOUNTING POLICIES – continued

Expenditure
All expenditure is accounted for on an accruals basis and has been classified under activities that aggregate all costs related to any particular activity. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties; it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised under the following headings:-

- Expenditure on charitable activities include those costs incurred by the charity in the delivery of its activities and services for its beneficiaries.

- Other expenditure represents those items not falling into the categories above.

- All categories of costs include both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Support costs
Support costs are those that assist the work of the charity but do not directly represent charitable activities and include premises costs, office costs, governance costs, administrative and payroll costs. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular activities, they have been allocated to expenditure on a basis which may be based on activity as represented by direct costs expended on that activity or based on a proportion of staff costs. The analysis of these costs is included in Note 5.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office equipment	-	20% straight line basis
Computer equipment	-	33% straight line basis

Assets costing less than £500 are not capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Funds held by the charity are either: -

i) Unrestricted general funds – these are funds without specified purpose and are available as general funds.

ii) Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

iii) Restricted funds - these are funds which can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Transfers between funds are made to cover deficits on individual restricted funds and to recognise fixed assets acquired with restricted income, but with no further restrictions on use, within unrestricted funds.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

2. DONATIONS

	Year to 31 March 2022			Year to 31 March 2021		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Other Donations	-	27,615	27,615	-	23,620	23,620
	-	27,615	27,615	-	23,620	23,620

3. GRANTS

	Year to 31 March 2022			Year to 31 March 2021		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Awards for All	-	-	-	10,000	-	10,000
Barking and Dagenham	19,964	-	19,964	10,000	-	10,000
Barrow Cadbury Trust	-	-	-	36,200	-	36,200
BBC Children in Need	35,817	-	35,817	34,833	-	34,833
BBC Money Heroes	1,000	-	1,000	-	-	-
BBC Small Grant	10,326	-	10,326	10,000	-	10,000
Big Lottery Fund Reaching Communities (Still changing our futures)	37,829	-	37,829	63,746	-	63,746
City Bridge	10,833	-	10,833	26,000	-	26,000
City Bridge Covid 19	-	-	-	6,500	-	6,500
Connect Newham	5,000	-	5,000	-	-	-
Croydon Community Fund	-	-	-	10,000	-	10,000
GLA – Intergeneration Programme	2,250	-	2,250	2,750	-	2,750
GLA – Young Londoners Fund	35,675	-	35,675	43,281	-	43,281
Government Equalities Office	-	-	-	13,996	-	13,996
Henry Smith	40,000	-	40,000	29,550	-	29,550
Lloyds Banking Group	25,000	-	25,000	25,000	-	25,000
London Youth	7,320	-	7,320	9,900	-	9,900
London Community Response Fund	-	-	-	58,500	-	58,500
Mopac VAWG	49,364	-	49,364	-	-	-
My London Programme	5,000	-	5,000	-	-	-
New Europeans	2,300	-	2,300	-	-	-
Newham Heritage	8,000	-	8,000	1,350	-	1,350
Paul Hamlyn Foundation (Covid-19)	-	-	-	15,223	-	15,223
Paul Hamlyn Foundation (MiCLU led partnership)	19,143	-	19,143	28,526	-	28,526
Respond and Adapt	-	-	-	10,000	-	10,000
School visit fund administrator						
Tampon Tax	-	-	-	3,000	-	3,000
The Jack Petchey Foundation	7,950	-	7,950	6,000	-	6,000
The Renewal Programme	8,000	-	8,000	-	-	-
Trust for London	21,850	-	21,850	35,259	-	35,259
Trust for London Covid-19	-	-	-	17,500	-	17,500
University of Liverpool	35,493	-	35,493	-	-	-
VRU – Stronger Futures Programme	27,321	-	27,321	-	-	-
	415,435	-	415,435	507,114	-	507,114

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

4. FEES AND OTHER INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Year to 31 March 2022			*Year to 31 March 2021*		
	Restricted Funds £	Unrestricted Funds £	Total £	*Restricted Funds £*	*Unrestricted Funds £*	*Total £*
Membership Fees	-	-	-	-	450	450
Consultancy	-	14,720	14,720	-	6,534	6,534
Activities and Performance	-	-	-	-	2,050	2,050
Other Income	-	1,511	1,511	-	-	-
		16,231	16,231	-	9,034	9,034

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

5. ANALYSIS OF EXPENDITURE

	Year to 31 March 2022			Year to 31 March 2021		
Basis of Allocation: Unless stated allocated on a usage basis	Restricted Funds	Unrestricted Funds	Total	Restricted Funds	Unrestricted Funds	Total
	£	£	£	£	£	£
Charitable Activities						
Direct Costs:						
Wages and Salaries	237,422	-	237,422	250,609	-	250,609
Employer's NI Contributions	17,442	-	17,442	18,584	-	18,584
Staff Money Purchase Pension Costs	9,346	-	9,346	10,173	-	10,173
Staff Training and Subsistence	3,376	-	3,376	-	-	-
Sessional Staff	31,142	-	31,142	31,716	-	31,716
Training	10,990	-	10,990	31,670	11	31,681
Volunteer Expenses	15,575	-	15,575	3,889	-	3,889
Activities, Trips and Performances	13,615	-	13,615	6,336	202	6,358
Resources and Web	4,518	-	4,518	13,750	-	13,750
Consultation Events, Information & Publicity	1,446	-	1,446	2,198	-	2,198
Equipment and Materials	5,667	(819)	4,848	7,570	-	7,570
Outreach Costs	-	-	-	3,722	-	3,722
Partnership Costs	-	-	-	13,100	-	13,100
Evaluation	2,204	-	2,204	10,056	-	10,056
Beneficiaries support	12,438	-	12,438	38,291	1,286	39,577
Donations	-	5,863	5,863	-	-	-
Support Costs:						
Rent and Rates	24,244	-	24,244	23,611	262	23,873
Utilities	2,751	-	2,751	4,764	9	4,773
Premises Maintenance	4,190	-	4,190	4,053	-	4,053
Insurance	1,935	-	1,935	1,403	-	1,403
Printing, Postage & Stationery, Publicity	3,869	-	3,869	5,843	38	5,881
Telephone and Internet	4,381	-	4,381	4,326	-	4,326
Consultancy Fees	1,109	-	1,109	1,282	-	1,282
General Expenses	778	-	778	4,207	200	4,407
Subscriptions	3,839	-	3,839	4,322	28	4,350
Depreciation on Fixtures and Equipment	-	1,894	1,894	1,621	-	1,621
Governance Costs:						
Fundraising costs	2,253	-	2,253	5,550	-	5,550
Trustees' costs	-	-	-	-	-	-
Independent examiner's fees	1,763	-	1,763	1,970	-	1,970
Total	416,294	6,938	423,231	504,616	2,036	506,652

6. NET INCOME/(EXPENDITURE)

	2022	2021
	£	£
Net incoming resources is stated after charging:		
Depreciation and other amounts written off tangible assets	1,894	1,621
Independent Examiner's fees	1,763	1,970

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

7. TRUSTEES AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The trustees did not receive any remuneration nor reimbursed expenses during the year (2021: £Nil).

The charity considers its key management personnel comprise the Board of Trustees and its CEO.

The total amount of employee benefits including employer's pension contributions received by key management personnel were £58,018 (2021: £53,436).

Staff Costs and Employee Benefits

	2022 £	2021 £
Gross salaries	237,422	250,609
Employer's national insurance	17,442	18,584
Pension costs	9,346	10,173
	264,210	279,366

The average number of full-time equivalent employees during the year was 7 (2021: 8).

No employee received emoluments of more than £60,000 pa (2021: None).

8. PENSION COSTS

The company operates a defined contribution pension scheme in respect of its employees. The scheme and its assets are held by independent managers. The pension scheme charge represents contributions due from the company and amounted to £9,346 (2021: £10,173).

There are no payments to be collected for 31 March 2022 (2021: £Nil).

9. TAXATION

The company is a registered charity and it is considered that its activities are such that no taxation liability will arise.

10. TANGIBLE FIXED ASSETS

	Fixtures, Fittings and Equipment £	Computer Equipment £	Total £
COST			
At 1 April 2021	2,276	30,333	32,609
Additions	-	819	819
At 31 March 2022	2,276	31,152	33,428

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

TANGIBLE FIXED ASSETS (cont'd)

DEPRECIATION

At 1 April 2021	2,276	28,482	30,758
Charge for the Year	-	1,894	1,894
At 31 March 2022	2,276	30,376	32,652

NET BOOK VALUE

At 31 March 2022	-	776	776
At 31 March 2021	-	1,851	1,851

11. DEBTORS

	2022	2021
	£	£
Trade debtors	4,225	7,525
Grant debtors	14,528	10,380
Prepayments and accrued income	3,105	3,691
	21,858	21,596

12. CREDITORS: Amounts falling due within one year

	2022	2021
	£	£
Trade creditors	19,149	41,644
Other creditors	120	120
Taxation and social security	-	-
Accruals	5,388	3,636
Third Party Funds	3,920	-
Grants received in advance	56,807	41,985
	85,384	87,385

13. ANALYSIS OF ASSETS

	Fixed Assets	Current Assets	Current Liabilities	Total
	£	£	£	£
Restricted Funds	-	174,120	(85,384)	88,736
Unrestricted Funds	776	301,504	-	302,280
	776	475,624	(85,384)	391,016

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

14. MOVEMENT OF FUNDS

	At 1 Apr 2021 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 Mar 2022 £
Restricted Funds:					
Barking and Dagenham	-	19,964	19,964	-	-
BBC Children in Need	5,630	35,817	38,962	-	2,486
BBC Money Heroes	-	1,000	1,000	-	-
BBC Small grant	41	10,326	10,367	-	-
Big Lottery Fund Reaching Communities (Make it Happen)	9,146	37,829	46,975	-	-
City Bridge	6,037	10,833	16,870	-	-
Connect Newham Befriending Outreach Project	-	5,000	5,000	-	-
GLA - Intergenerational / Walking and Cycling Programme	464	2,250	3,160	-	(446)
GLA - Young Londoners Funds	-	35,675	35,675	-	-
Henry Smith	-	40,000	38,644	-	1,356
Languages Campaign	64,729	-	-	-	64,729
Lloyds Banking Group	-	25,000	25,000	-	-
London Youth	-	7,320	7,320	-	-
Mopac VAWG	-	49,364	49,364	-	-
My London Programme	-	5,000	5,000	-	-
New Europeans	-	2,300	2,300	-	-
Newham Heritage	-	8,000	787	-	7,213
Paul Hamlyn Foundation MiCLU	-	19,143	19,143	-	-
Respond and Adapt	2,547	-	2,547	-	-
The Jack Petchey Foundation	1,000	7,950	8,950	-	-
The Renewal Programme	-	8,000	8,000	-	-
Trust for London	-	21,850	21,850	-	-
University of Liverpool	-	35,493	24,900	-	10,593
Violence Reduction Unit – Stronger Futures Programme	-	27,321	24,516	-	2,805
Total Restricted Funds	89,594	415,435	416,294	-	88,736
Unrestricted Funds:					
Designated Funds:					
Working Capital	150,000	-	-	-	150,000
General Funds	106,102	53,116	6,938	-	152,280
Total Unrestricted Funds	256,102	53,116	6,938	-	302,280
Total Funds	345,696	468,551	423,231	-	391,016

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

14. MOVEMENT OF FUNDS (continued)

Purposes of Restricted Funds:

LB Barking & Dagenham	A contract for providing services to deliver a targeted programme of support for women from the Albanian-speaking community to reduce exploitation and domestic abuse.
BBC Children in Need – Main Grant	These funds are part of a three-year grant to run Croydon's unaccompanied minors "Working together to develop resilience" project.
BBC Children in Need – Small Grants	These provide funds for Supplementary school sessions to young people who live in low income households and have experienced a range of traumatic experiences, to increase their self-esteem, encourage positive relationships and engage them with school.
BBC Money Heroes	This provides funds to deliver money management sessions to disadvantaged children so they can improve life skills through developing their understanding of financial management.
Big Lottery Fund Reaching Communities - "Still changing our futures" project	These funds are used for a five year project providing women with volunteering opportunities. It incorporates opportunities for women to break their isolation and learn new skills through training in communication skills, policies and working safely, the education system and many more. It has assisted volunteers to find work placements and enrol on accredited courses and has provided support to better assist their needs.
City Bridge	These funds cover operational costs for the delivery of ESOL classes for isolated and vulnerable Albanian -speaking women
Connect Newham (led by Age UK)	This fund covers provision of an online befriending project, training of volunteers and matching with beneficiaries as well as monitoring impact on mental health scores.
GLA – Young Londoners Fund	These funds are used to work with Young People to help them fulfil their potential, particularly those at risk of getting caught up in crime. It supports a range of education (including Asdan qualifications, cultural and other activities (Heritage etc.).
GLA – Walking and Cycling	Funds to establish a walking group specifically aimed at bringing together speakers of different age groups, to improve familiarity with local areas and increase physical fitness and mental through gentle outdoor exercise.
The Henry Smith Charity	Funding the salary and the running costs of the project providing support to women and girls in the Albanian-speaking community in London.
Languages Campaign	This fund represents various donations towards the Albanian Language Campaign.
Lloyds	This is a three year grant to fund the salary of URAS Transition Advocate Worker and associated overhead and management support costs
MOPAC VAWG Grassroot Fund	This fund provides holistic support, therapy and training to Albanian-speaking women in Newham, Redbridge, Barking & Dagenham, Enfield and Haringey to reduce the likelihood of re-victimisation and improve their life chances.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

14. MOVEMENT OF FUNDS (continued)

My London Programme	This fund provides engagement with young people typically underrepresented on youth forums and leads them through a 6-month programme of education in social action, leadership and development.
New Europeans UK	This fund engages and supports EU citizens, and non EU family members on the EU Settlement Scheme.
Newham Heritage	To run "We played our Part" project , keeping heritage in the community, inspiring people and creating legacy
Paul Hamlyn Foundation - MiCLU led Partnership	MiCLU led partnership project funded by PHF The Shared Ground Fund, addressing challenges in the area of migration and integration, providing advocacy capacity and training and capacity building sessions with Albanian speaking children and young people.
Respond and Adapt Programme	This supports our organisation in providing the vital services required during and after the COVID-19 pandemic, and to share and adapt our practice in response to the crisis.
The Jack Petchey Foundation	These funds were used to run different activities and events for young people and their parents so they could show their achievements and present what they have learnt in front of a wider audience. It also helped to build up confidence, improve presentation and leadership skills of these young people.
The Renewal Programme	To support Newham residents with "on the ground" EUSS, representative attendance at all consortium meetings and promote stay settled in Newham.
Trust for London	This is a two year grant towards holistic services to enable members of Albanian speaking community who are in exploitative or precarious employment to move into better work.
University of Liverpool	To train and support 10 young unaccompanied asylum seekers (YUAS) in research methods and ethics for the purpose of this project, support them and facilitate access to up to 80 YUAS respondents as part of the research.
Violence Reduction Unit - Stronger Futures Programme	To work with young people from the Albanian speaking refugee and asylum seeker community and provide specialist counselling, youth leadership programme, supplementary school and youth diversionary activities.

15. RELATED PARTY DISCLOSURES

There are no related party transactions for the year ended 31 March 2022 (2021: £2,192 was paid to Andre Demushi, son of a board member, for training provided to sessional staff).

16. CAPITAL

The company has no share capital being limited by guarantee. There are 5 members of the company each of whom has undertaken to contribute up to £1 in the event of the company being wound up.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2022

17. COMPARATIVES for FUND MOVEMENTS

These show fund movements in the year to 31 March 2021.

	At 1 Apr 2020 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 Mar 2021 £
Restricted Funds:					
Albanian earthquake	7,259	-	7,259	-	-
Awards for All	-	10,000	10,000	-	-
Barking and Dagenham	820	10,000	10,820	-	-
Barrow Cadbury Trust/TNLCF	-	36,200	36,200	-	-
BBC Children in Need	(2,450)	34,833	26,753	-	5,630
BBC Small grant	-	10,000	9,959	-	41
Big Lottery Fund Reaching Communities (Make it Happen)	4,097	63,746	58,697	-	9,147
City Bridge	1,239	26,000	21,202	-	6,037
City Bridge Covid 19	-	6,500	6,500	-	-
Croydon Council Croydon Community Fund Croydon Summer Programme	-	10,000	10,000	-	-
GLA - Intergenerational Programme	5,686	2,750	7,686	-	750
GLA - Walking and Cycling	3,809	-	(4,095)	-	(286)
GLA - Young Londoners Funds	(648)	43,281	42,634	-	-
Government Equalities Office	-	13,996	13,996	-	-
Henry Smith	-	29,550	29,550	-	-
Languages Campaign	64,729	-	-	-	64,729
Lloyds Banking Group	-	25,000	25,000	-	-
London Youth	-	9,900	9,900	-	-
London Community Response Fund	-	58,500	58,500	-	-
Newham Heritage	-	1,350	1,350	-	-
Paul Hamlyn Foundation Covid-19	-	15,223	15,223	-	-
Paul Hamlyn Foundation MiCLU	-	18,526	18,526	-	-
Paul Hamlin Foundation Research	-	10,000	10,000	-	-
Respond and Adapt	-	10,000	7,453	-	2,547
Tampon Tax	2,175	3,000	5,175	-	-
The Jack Petchey Foundation	-	6,000	5,000	-	1,000
Trust for London	380	35,259	35,639	-	-
Trust for London Covid-19	-	17,500	17,500	-	-
Total Restricted Funds	87,096	507,114	504,616	-	89,594
Unrestricted Funds:					
Designated Funds:					
Working Capital	140,000	-	-	10,000	150,000
General Funds	71,556	46,582	2,036	(10,000)	106,103
Total Unrestricted Funds	211,556	46,582	2,036	-	256,103
Total Funds	298,652	553,697	506,652	-	345,697

SHPRESA PROGRAMME

England & Wales - Charity number 1110688

Accounts

Shpresa Programme

Inspiring hope & change

SHPRESA PROGRAMME

FINANCIAL STATEMENTS

31 MARCH 2021

Company Registration Number 4692860

Charity Number 1110688

Prime Chartered Accountants
Corner Oak
1 Homer Road
Solihull
West Midlands
B91 3QG

SHPRESA PROGRAMME

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SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021

The Trustees have pleasure in presenting their report and the financial statements of the Charity for the year ended 31 March 2021.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity name:	Shpresa Programme
Company Registration Number:	04692860
Charity Registration Number:	1110688
Registered Office and Principal Address:	Mansfield House 30 Avenons Road London E13 8HT

DIRECTORS AND TRUSTEES

Shannon Helene Griffin	Chair
Leonard Dedgjonaj	Vice Chair
Anida Coba	Trustee
Hatixhe Demushi	Treasurer
Ergest Zejnelaj	Trustee
Nertila Beti	Trustee

The trustees have delegated day to day responsibilities to Luljeta Nuzi, the Project Director.

CHIEF EXECUTIVE:	Luljeta Nuzi
BANKERS:	HSBC Bank Plc 118 High Street North East Ham London E6 2HX
INDEPENDENT EXAMINER:	Jeremy Kitson Prime Chartered Accountants Corner Oak 1 Homer Road Solihull West Midlands B91 3QG

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

Structure, Governance and Management

Shpresa Programme ('Shpresa') is a registered charity and is incorporated as a limited company with the dispensation to omit the word limited. It is governed by its Memorandum and Articles of Association and the objectives are the same as those set out in its charity registration.

The date of incorporation of the company is 11th March 2003, and its formal charity registration is 2nd August 2005.

Trustee selection, Induction and Training

The Governance of the charity is overseen by the board of Trustees (the 'Board'). Trustees are recruited by the Board who consider the skills currently available and then identify the requirements needed for any additional or replacement trustee. Potential trustees are invited to a preliminary discussion with the Board. In the successful appointment of a trustee, the project director prepares and provides documentary and verbal induction pack to introduce the trustee to the working and objectives of the organisation.

Organisation of the Charity

Trustees agree on policy and strategy issues and delegate the day to day management of Shpresa's operation to the CEO who is supported by a team of appropriately qualified people. Shpresa's team comprises 4 full-time staff and 7 part-time staff.

Risk Management

Trustees meet regularly and discuss risks and make efforts to mitigate problems. Their decisions are based on the four columns of the Charity Commission's recommended categories which are: Governance and Management, Operational, Financial, Environmental and External Risk.

Public Benefit

The Trustees have had due regards to the guidance published by the Charity Commission on Public Benefit.

OBJECTIVES AND ACTIVITIES

Objects

The company is established for the benefit of the Albanian speaking people in the UK, both seeking asylum or granted refugee status and migrants and their dependants in accordance with the laws of England and Wales:

- To advance their education and offer training particularly to advance them in life and help them adapt within a new community;
- The relief of financial hardship, in particular, but not exclusively, by providing advice and other assistance;
- To preserve and protect their good physical and mental health;
- The provision of facilities for recreation or other leisure occupation with the object of improving the conditions of life of those persons who have need of such facilities by reasons of their youth, age, infirmity or disability, financial hardship or social and economic circumstances; and
- To promote any further charitable purposes for the benefit of the Albanian speaking community in the UK as the Trustees may from time to time decide (with preference given to the London area).

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

Introduction

It has been another year full of challenges for people but in the meantime a great opportunity to think out of box, to recognise people around us, Institutions, Local authorities, Government, nature and how we communicate, connect and interact with each other. It was the year that started with us being in lockdown because of the pandemic, Brexit deadline creeping along, census took place, the election of London Mayoral assembly and the new Policy Changes on the immigration.

We are really pleased to be writing this year's annual report. As many of you will know, annual reports take a lot of time and effort – plus the occasional lack of sleep, sweat and tears!

As a charity, Shpresa has to create an annual report and set of accounts, by law. But for us, this is not just about box-ticking. Our annual report is also a brilliant opportunity to reflect on what we've achieved and the impact we've had over the past year. And as all of you who've been on a journey with us will know, we believe that learning, evaluating and reflection are essential elements of moving forward and continuously improving.

So we're thrilled to share our summary of what we achieved in 2020-21, as well as our financial accounts. Throughout, you'll find some stories of people we've been proud to support over the past year, as well as data and insights into how we do what we do. We've also mapped out our plans for the year ahead. This is to hold ourselves accountable to everyone in working with Shpresa, being part of it or interested to know about delivering on our mission.

What you'll learn from our annual report:

- Who we are and what we do
- How we create change
- The impact of our work and what we achieved in 2020-21
- How our programmes and services work
- Why we focus on the Albanian speaking community
- How we promote integration through working on a single community
- How we share our ways of working
- About our government and management
- Our financial review and financial statements

Chair's Report Ms Shannon Griffins

It has been a great pleasure to have been chair of Shpresa Programme during its most challenging year yet where we, as an organisation and as part of the British community, faced a lot of uncertainty and continuously changing circumstances. It has been inspiring to witness how the Shpresa team responded to lockdown and the concerns that COVID 19 and Brexit brought into the lives of the people we work with, as well as the whole nation.

Over the last year, I saw the team focus on what they do best – listening to their users and responding in a timely and appropriate manner. Shpresa Programme grew, established more partnerships and addressed more needs of the community. Shpresa used this time to review its five year strategic plan, including developing its digital strategy and focusing its direction, and review how effective the previous five year strategy was. We have adapted over the last year to offer our users additional services that arose specifically due to the global uncertainty. By developing the digital strategy, over the last year, Shpresa has been able to broaden its reach throughout England to assist the Albanian community, who may have felt isolated without the normal human contact we are accustomed to.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

Though the year was a difficult one, both financially and politically, we prospered, in every sense, by working together as a strong team. It is this that continues to make Shpresa Programme a very special organisation and one that can proceed with confidence through whatever challenges lie ahead.

We continued to:

- respond to the emergency crises (with food, clothes and financial support), while staying focused on our vision and adding the missing pieces of support that the community requires;

- remain deeply embedded in the community (including being user-led, inclusive and open), trusted by them, and flexible and responsive to families' changing and emerging needs. One of the ways this is done is by continuing the annual "Listening Campaign" which is finalised with the Children's Congress. This year Shpresa listened to over 3,000 people in over 31 listening sessions;

- build supportive networks for the community, both by strengthening the community's own confidence and capacity and by identifying and linking them with other institutions, organisations and groups. This culture of asking for support from others (e.g. donors, partners, consultants, etc.) not only broadens its reach, but also engenders confidence in others;

- challenge as well as support community members to empower and enable them to take on roles outside their own community, including providing opportunities for Albanian speakers as volunteers or staff members. This removes the language barrier for the community and enables deeper relationships to develop;

- take an uncompromising attitude to the value of preserving the culture and language of the Albanian people in this country. Shpresa Programme supports their social integration and (for their children) academic attainment;

- base programmes on evidence of the needs and lessons learned from Shpresa and other programmes. Shpresa is constantly asking for feedback and works as an ever-evolving organism;

- build relationships through ongoing engagement. Shpresa does not only provide one-off interventions. The team shows their compassion and care in their determination to follow up and tackle complex needs without compromising on the quality of service; and

- mentor and support other newly emerging communities. The team at Shpresa still remembers its early days and the challenges that newly emerging communities face. Shpresa aims to help spread its model to these communities to assist them in developing their identity.

"All together we can make a difference." This started out as Shpresa's motto this year and became the inspiration for Citizens UK's motto *"Together we can"*. I cannot think of any phrases that better embodies Shpresa Programme and its vision.

Chief Executive Report

Here at Shpresa we are always in crisis and we all had to develop listening, problem solving together with our members, build partnership to address issues, while never losing focus of the vision and imagination for a greater future where everyone aspires and put the work to enable integration with dignity, identify growth from new possibilities, take action, transform and move forward, and ensure learning and improvement of our quality for us all.

"You never want a serious crisis to go to waste. And what I mean by that is an opportunity to do things that you think you could not do before." — Rahm Emanuel

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

During the last year around the world, every country was dealing with enormous disruptions. Every local authority, neighbourhood, street, Institution, businesses, social enterprises school and faith &art institution, every individuals were faced by one issue - Covid.

We all were in the same boat where no one knew how to go about it.

In UK this somehow even it made the "famous" Brexit look very small compare to the impact of COVID-19. For the first time the individual, the government and the whole society had to work together in one issue. In very different ways, this disruption and challenge made us all pause and rethink a broad range of topics. Such challenges forced us all to take decisive action and reassert ourselves—personally, professionally, as a nation, as a world.

For the first time we witnessed that the homelessness can be eradicated if the will is there, working from home and flexibility at work was not a request from certain employees but a necessity for employers and the government, it was clear that digital platforms can offer fast and flexible working platforms and be used cross sectors.

But at the same time this situation unveiled the gap in provision migration, those seeking sanctuary, equality, safety and made these issues more apparent in our society as we were all in the same boat. For the first time our mainstream businesses were forced to work together and seek solution, we saw funders listen to the small groups and offer tailored services, more than ever the community leaders and grassroot specialist institutions were recognised for their great work they do to support the most vulnerable people they work with.

For the first time the government had to react to an unknown situation and test different methods to solve it. Very often the clarity was not there and there were confusing messages, tests and learning and reflection.

When clarity was achieved it was really helpful to boost confidence and trust on leadership e.g.

- The approval of a post-Brexit EU trade deal has given businesses a greater degree of certainty as to what Brexit will really mean to them as well as to individual in terms what they need to do to settle and work here.

- Now that a road map is drawn with the vaccine around the world, and with vaccination programmes now underway in many countries, has given the hope back to the nation and the world and it is helping everyone to build trust in leadership again.

- Now that the road map has clear message for people and institutional trust has been built and hope reinstated.

Our worlds at all levels were turned upside down and throughout the year we were forced to find different ways of functioning and we must, however, resist the temptation to think of going back to how things were as quickly as possible. This chaos, this crises disruption we have faced has brought us to a significant crossroads - and a defining moment in our lives. We must decide now where we go next.

Here at Shpresa we saw this period not only to respond to the crises (which we do all the time and again we did) but to use the change of the political, social and economic landscape as a great opportunity to think out of box and reflect at each step and compare our decision, how to respond, how to run the provision we had, we used this period to review rebuild and improve at all levels and rethink our future. We were able more than ever to share with others, how to work under pressure of emergencies, how to respond aiming to resolve, how to care for one another and far greater, how to use creative problem-solving capabilities. This year we build more strategic partnership addressing all the needs to help people with basic needs, benefits, employment issues, immigration issues, employment, and migration.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

The beauty of this situation was that none of us had a "playbook" for dealing with these kinds of disruption we were facing, but our clarity about what the needs of our community members were and what can be done and how helped many of our specialist partners we worked with to understand and through our joined responses to meet our members' needs, now we know that there are common responses, such as increased investment in digital skills and capabilities and instigating more sustainable ways of living and working.

This period forced us rethink our attitudes on everything from travel and lifestyle, to the role of our buildings, contributions and responsibility for the environment including a cleaner air for our city. In the mist of all of these changes, where all the political, economic, environmental and social aspect of our lives were changed us as an organisation:

- Designed for the first time our digital strategy
- With the support of ICA we were able to Reviewing our 5 years strategic plan
- We are working with NCVO and starting the process to achieve the investing on volunteer's quality assurance
- Working towards gaining a quality assurance for our advocacy project.
- Evaluate and value our advocacy, research and policy work
- Developing a social prescribing project

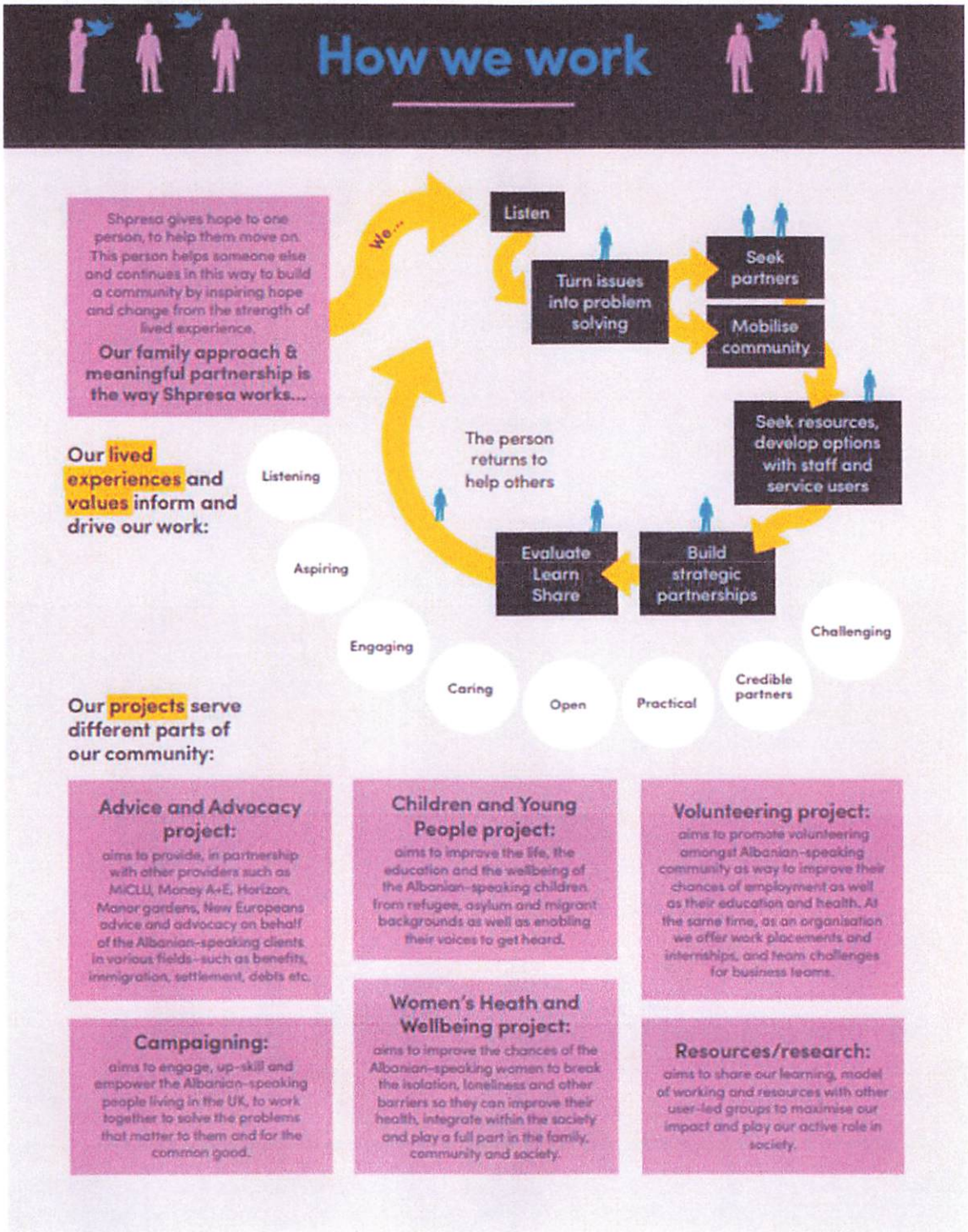
These were our guides to keep us focused, keep us safe, keep us grounded, and keep us ready.

It looks that we have now a road map to come out of these crises, which we should not forget. The partnerships that we build, the new ways of working we discovered, the determination, the recognition for each other's work, flexibility, respect, care and empathy we showed while we worked together, the careful listening and solution focused approaches we adopted should continue if we want to aspire for better work, society, life.

Our advice is we should never rush to go back to the prior covid life we had, but definitely use the reflection and the work to build and the tolls and knowledge we gained to draw a new road map.

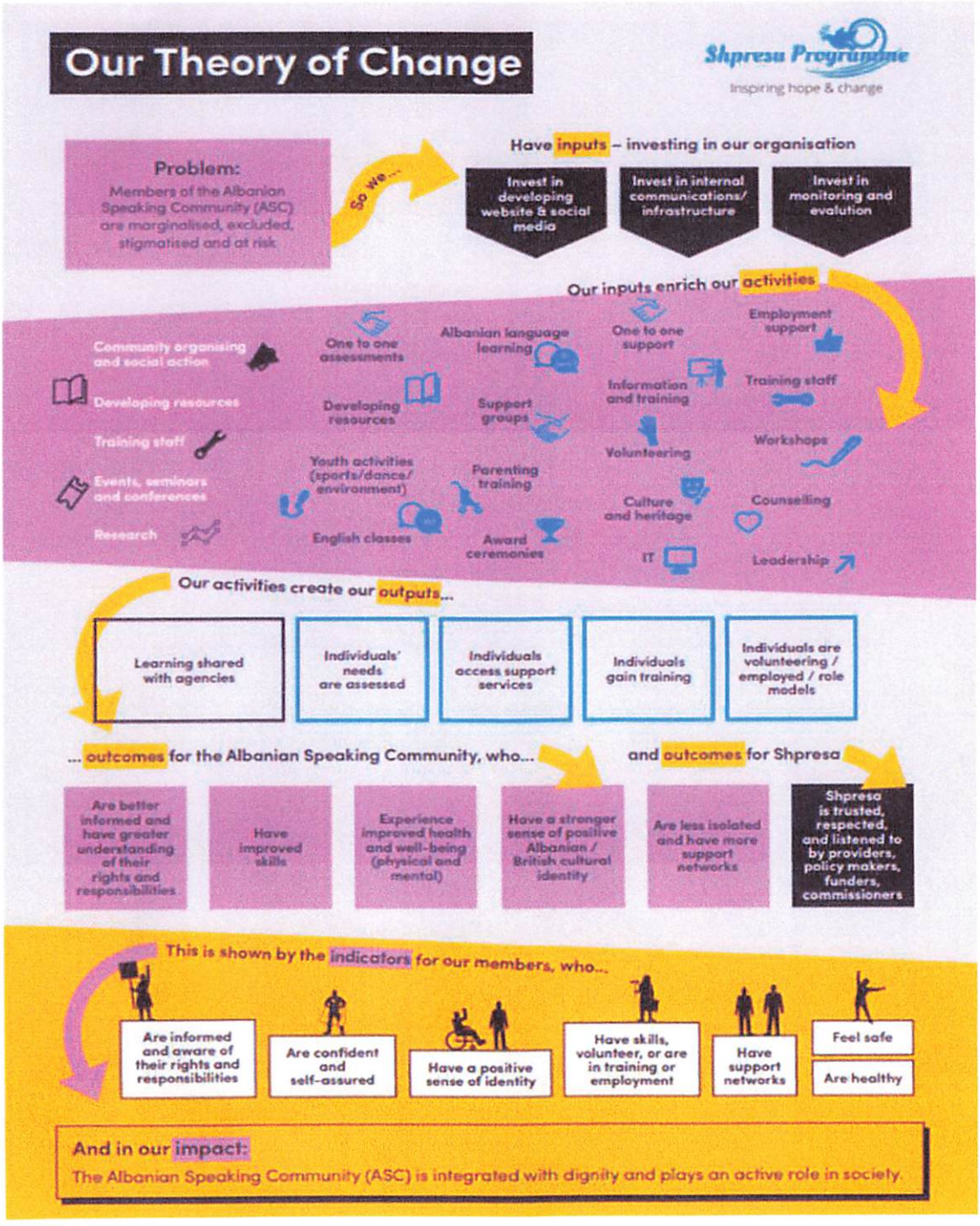
SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)



SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)



SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

We know that the Albanian community is the newest community in London but is not insignificant in numbers nor insignificant to the economy; we are talking about 100,000 people (estimated number as there is not any reliable source of data) mainly coming here as asylum seekers, refugees and migrants. We believe that the change should be created by people and they are the experts on how to do it. **Jonathan Ellis** was invited again to work with our members, partners to help us shape our direction.

With all of the external conversations, one consistent factor stood out: it was quite outstanding how this diverse group of external organisations were both so motivated by their contact with Shpresa and so keen to do more to collaborate with Shpresa. In my professional experience in the NGO sector going back over 20 years, I have never come across such an incredible feedback for an organisation from their external partners. They are all incredibly enthusiastic about their engagement with Shpresa, and have been touched by your work.

I can do no better to evidence this particular point than by highlighting the fact that one of the local MPs, Stephen Timms, readily gave up half an hour of his time to join one of the group conversations. He spoke with passion about his admiration of Shpresa and he expressed his wish that there could be more Shpresas in the country to help represent other migrant groups.

He then wrote about the development and characteristics of Shpresa Programme.

Early years

Every organisation will initially be based on a good idea. No matter how good that initial idea is, it is so important to take stock on a regular basis to evaluate that idea and set a future strategic direction. This is certainly how Shpresa was set up and how Shpresa has conducted itself every year at the beginning and every five year on the past 15 years.

Initially they had no experience at all of running an organisation. They simply had a strong desire to improve the lives of themselves and their community. Back in 1999 there certainly was no strategic vision for what would become Shpresa. Initially though they could see the need to provide advice to their community around certain basic services such as accessing schools, GP, advice or general practice in East London. And they very soon attracted a core of around 120 families interested in such support. They were initially very fortunate to find a host organisation RAMP (Renewal refugee and migrant project under the Renewal Programme umbrella), which was willing to help them, train them, give them some limited space and also to encourage them to take responsibility for their actions.

Emergence of Shpresa

A major turning point happened in 2002 when the founder currently the CEO Luljeta Nuzi was able to attend a course at the School for Social Entrepreneurs. Prior to this point, she had not regarded herself as a leader, but now had the opportunity to learn about good leadership and to develop key skills such as building a vision, business planning with key outcomes and use Action learning as part of her development . After extensive consultation with the community, Shpresa was established in November of 2002.

At this point they were keen to establish an office base, but their requests for help went ignored. They were beginning to start working on projects such as Sure Start as well as on women's projects and with working providing group work at mainstream schools and training for their teachers. Initially they were

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

keen to go where the resources were, but knew that they had to increase their visibility to be taken seriously. They eventually pitched just for access to storage space at Froud centre, while their group activities were offered to a number of local primary schools in Newham, these schools were offering free use of their premises in exchange of their parents involvement at school life, activities with the children and parenting training, information in the Albanian language. There were 5 key elements of their work:

user-led; being a learning organisation; working in partnership; being outward looking; and assessing impact.

In 2004 the Albania had realised that their members were having lots of issues while seeking asylum, or their documentation was very often lost. An opportunity arose to be part of Lunar House enquiries with South London Citizens. Shpresa was able to play a key part on this campaign, and as a result the Home office rebuilt Lunar House to be a better place with more humane conditions. This was the big win for Shpresa internally as it enabled the team to achieve real changes, and helped build their external presence and trust. Organising became a part of everyday life within the organisation.

Both SSE and Citizens UK have had a great impact with how they influenced not only the leadership team but the whole operating model of Shpresa.

They were then able to attract several grants including a grant from the "Glimmer of Hope" where they delivered on mobilising around 2,000 members of their community to attend an event in their traditional costumes. They were already showing their ability to mobilise their community. From 2003 to 2007 they were successful in gaining more funding and gained the Queen's award.

In this period, they were also establishing what would become their core values and approach: providing clear information; establishing hope in their community; a real commitment to genuine listening; and developing practical skills within their community.

From 2007

In 2007 they secured the building which they had dreamed from outset from Aston Mansfield and gained a 15 year lease taking responsibility for the operational management of this property. This was a big development for them as they had previously had no experience in property management. Nonetheless they took over the top floor of this office, which would become their operational base.

There was another critical moment in their development in 2007 when a woman in their community was tragically killed. They followed up with extensive consultations with the community and specialist providers in the field, and as a result Shpresa decided to become a voice for the unheard voices in their community. This was a turning point for them, and a critical identification of their core strategic purpose.

In the period up to 2007, they had been keen to provide opportunities for their community to come together, to mobilise and to perform. Up to this point they had been seen as being helpful to their community, but from 2007, they resolved to be both helpful but also challenging to their own community.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

As a result of this new strategic direction, they became more focused on the importance of mental health in their community. They approached The Women's Therapy Centre and attracted funding, which they split equally to provide a safe space for members of their community to share their experiences. They asked the therapist to come at the welcomed places to share information about mental health, and they asked

Women's Therapy Centre to employ an Albanian speaking therapist .They were beginning to appreciate the importance in their role of cultural mediators, and they were realising that they could be effective by providing such intensive support only because they knew their community so well. They had listened and they had built trust.

Shpresa was also determined to learn from every single engagement; they were committed to becoming a genuinely learning organisation, and to create the opportunity to be able to reflect on their learning from both engaging with individuals and institutions. They were keen to take a pragmatic approach to support the community, and were highly motivated to find opportunities to work with partners who were interested in solving issues.

In 2012 they went ever further they wanted to see if they could help other community groups to replicate the model. Knowing that for majority of groups the biggest hurdle is space. They supported for three years 11 parents groups including: Somali; Portuguese; Romanian; Turkish; Eritrean; Kurdish; and Polish to replicate their model and all these groups within one year were able to have access to school for free and create partnerships.

And now

During the past year at Shpresa, they don't let crises go to waste They moved in one week everything online, developed a digital strategy, reviewed the 5 year strategy and responded to Covid-19 by creating a new Covid emergency team, where they recruited over 90 none Albanian volunteers to offer food delivery, financial support, laptops and data, benefits advice, and doubling their counselling. Most of the volunteers were lawyers, social workers, teachers, and youth workers with whom they had building relationships over the years

They were also learning about the different approaches that they needed to take in developing English classes in their different areas of operation. For example: in Newham, such classes would be focusing on the needs of people navigating the complex asylum system. While in Enfield, the focus would be much more on supporting people to develop the language skills for effective job applications.

In their support for children within their community, they were beginning to appreciate that they needed a different approach for children who had been born in this country, and for those who had not and had arrived as asylum seekers. For the latter group, they soon appreciated the value of cultural food for helping these children to acclimatise to their new environment.

This work with such young children, encouraged them to develop specialist partnerships such as with MCLU. This partnership enabled them to build tailored support for such young people, but it also enabled the lawyers to develop a broader understanding of these young people than had previously been obtained solely by contact with them in court.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

Key reflections

Strategically they also became more interested in the value of campaigning for their community. They started slowly and made steady progress, in their early years the focus was very much on developing a relationship with one organisation at a time, and making sure that they really got to know each other and that their partners understood their community.

Their work with Citizens was a formative part of the strategic development. The partnership gave them listening skills and power analysis skills, and this collaboration gave them the invaluable insight that they can only win when they work with others.

This collaboration also gave a buzz to members of their community showing them how things can actually change when you work together. This shared experience challenged some of the existing perspectives that members of their community had brought from their country. The sense of excitement and possibility also encouraged more members of the community to get involved in campaigning, not just the small number of staff members. Shpresa showed that they had an ability to mobilise their community but were also very keen that individuals took their own responsibility.

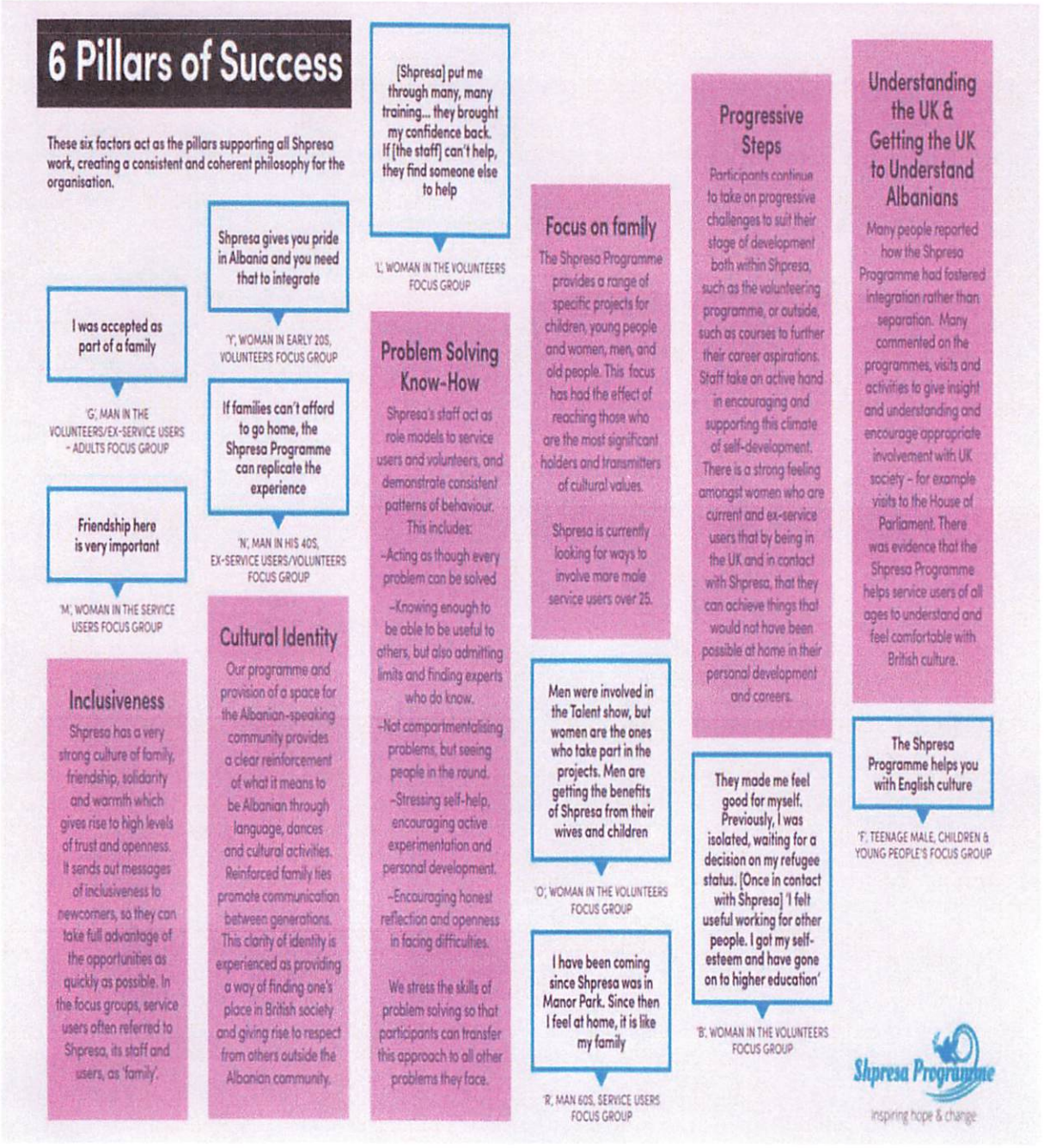
They are also very keen to actively demonstrate that they cherished the skills within their community, and that people were certainly not worthless. They were very successful in securing placements for members of their communities within schools, and then enabling them to secure permanent jobs as teaching assistants.

Increasingly they are now supporting migrants within their community who have no recourse to public funds. They are providing invaluable help with language skills, and for people to know their rights, and where to seek help. They are also using opportunities to invite funders to come and listen to the lived experience of these individuals.

Shpresa knows that it is not just about doing things for their own community, but about seeking to improve the lives of their community by working with others; this is how they bring about real change. They know that it is hard to do, and it takes time to build the necessary partnerships, but this is their proven method of supporting their community to be active citizens in the UK for everybody's benefit.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)



SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

The impact of our work and what we achieved in 2020-21

Today Shpresa is a registered charity (number 1110688) and a company limited by guarantee (number 4692860).

Shpresa this year offered help to over **5,000 people** , and held on **1,702 zoom session , 26,075 zoom hours** delivery , **14 webinars where 274 participants , 92 volunteers** were recruited and formed the new team of the volunteers called "Covid emergency team" and **100 Albanian speaking volunteers** developed their skills volunteering with Shpresa. We developed our **digital strategy** and implemented it, we reviewed our **5 years digital plane** and continued to listen even when it was very hard

Covid proved one more time that Shpresa Programme is a resilient mature organisation, a user led organisation which is driven by its members and their lived experiences. Each year the staff and volunteers work to foster integration and to support men, women and children, enabling them to contribute to the communities in which they now live and work. Shpresa received the Queen's Award for Volunteering in 2004. We hold the London Youth Quality Mark, Bronze award and are working towards revalidation for the Silver and Gold Award for excellence in our Youth Work provision.

We also previously held:

- The Special Distinction Award from the National Resource Centre for Supplementary Education for exceptional all round high quality supplementary school provision.
- We were awarded the Forum for Health and Wellbeing's Communities of Health Award for the third year running in 2016.
- In October 2016, we were delighted to receive the Marsh Award for our contribution to the fight against modern slavery for our work with trafficked women and children.

Shpresa programme fully achieved the Trusted Charity level 2 Quality Mark (known as PQASSO level 2 4th addition) from NCVO in August 2018.
This year we started the process to gain the 'Investing on Volunteering' quality mark and renew the Gold standards for the Youth provision.

At Shpresa we come into contact with and support many hundreds of Albanian speaking people, children who learn Albanian language dancing, performing, get involved in sports, parents who learn English and parenting skills, volunteers who get training and support and later on jobs, women that suffer domestic violence and get protected, people who need information and guidance, food or clothes. Shpresa has become the family for the young people who are here without their parents and has become the organisation where we all can knock for help and they will try their best to help.

Over the years the CEO had the chance to work with many MPs, local councillors and partners with whom we have been able to address the voices and the issues that our users were telling us, or we found out through our one to one or group work. She has been awarded with a number of awards and received an Honorary Award as Migrant and Refugee Woman of the Year in 2012, the David Crystal Award from the Chartered Institute of Linguists in 2014 in recognition of my work with Shpresa fostering the study of community languages, the Ambassador For Peace from Universal Peace Federation December 2016 and in May 2017, the UK Foreign Social Entrepreneur Award from Money Gram.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

Despite the challenges everyone here at Shpresa remains dedicated to reach, to mobilise, to inspire others so they can gain the skills to help themselves, their families and the communities where they live. Central to our approach is supporting individuals to get information, settle, integrate with dignity and play an active role in society.

These are the projects where we focused our attention this year:

- Children and Young People project - aims to improve the life, education and the wellbeing of the Albanian-speaking children from refugee, asylum and migrant backgrounds as well as enabling their voices to get heard.

- Women's Heath, Wellbeing and safety project - aims to improve the chances of the Albanian-speaking women to break the isolation, loneliness and other barriers so they can improve their health, integrate within the society and play a full part in the family, community and society.

- Volunteering project - aims to promote volunteering amongst Albanian-speaking community as way to improve their chances of employment as well as their education and health. At the same time, as an organisation we offer work placements and internships, and team challenges for business teams.

- Advice and Advocacy project - aims to provide, in partnership with other providers such as MiCLU, Money A+E, Horizon, Manor gardens , New Europeans advice and advocacy on behalf of the Albanian-speaking clients in various fields - such as benefits, immigration , settlement , debts etc.

- Campaigning - aims to engage, up-skill and empower the Albanian-speaking people living in the UK, to work together to solve the problems that matter to them and for the common good.

- Training and Education - aims to create opportunities and support members to identify and access training locally. We are working in partnership with NALS, Alisar Prospects training, Barking Adult College, Total Family Coaching, etc.

- Emergency provision - aims to provide relief for financial hardship, in particular by providing financial support, clothes, food and access to data to the most vulnerable group by working in partnership with partners and local authority such as Newham council.

- Resources and research - aims to share our learning, model of working and resources with other user-led groups to maximise our impact and play our active role in society. We also want to get the voices and lived experiences of our members in research, so we are currently working with UEL, York University, UCL, Liverpool University and Southampton University in a number of research projects.

Through our fundraising efforts we have managed to raise money from the following sources:

- Online via Just Giving & local giving platforms
- Trusts and Foundations
- Local authorities
- Government
- Fees

In 2020 -2021 Shpresa provided:

- one to one support
- emergency support in the form of financial, food, clothes, digital data
- support which breaks down women's isolation and enables them to leave their homes and access a range of services, initially at Shpresa Programme and then at other agencies in the local community.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

- information that help women know and understand UK culture and their rights and responsibilities within this country. We continued to run our very popular women's support groups which have been externally evaluated to engage women and provide essential information which creates opportunities for them in their local community.

- training, volunteering and employment opportunities. We offer women training at Shpresa initially, enabling them to learn English, about mental health and parenting, IT and how to volunteer. We then encouraged them to develop their confidence by volunteering with Shpresa. Once they developed their skills, we assisted them in undertaking vocational training or volunteering at other NGOs or institutions other than Shpresa. We also have a very successful track record of supporting women into employment. Mainly we have helped people to access Teacher Assistant courses, IT, English and jobs in partnership with NALS, Barking Adult College, Alisar Prospects Training, etc.

- children and young people with a range of services to support their integration, raise their aspirations and attainment. We offered Albanian singing and language classes, heritage and culture, sports, photography, leadership and social action and volunteering opportunities to young people. We increase their skills and confidence and help them to realise their full potential.

- families living in shared accommodation one to one story telling and peer to peer support.

- young people the opportunities to get involved in the growing bilingual research led by UEL, to learn how developing their mother tongue via our Albanian Schools service can impact their future. We know that mother tongue support assists children and young people in their acquisition of English, their cultural identity and their sense of themselves. In the coming year we would be able to learn more of this impact.
- looked after children a range of opportunities to get involved in sports, art , access mental health and good legal representation by working in partnerships with Corydon Drop In and MiCLU and volunteering opportunities such as sport, immigration, mental health, healthy relationships, organising, and research champions.
- looked after children with befriending, where we match them with non-Albanian speaking volunteers.

- leadership training and social action for all and get involved in social action project via organizing (TELCO and South London Citizens, London youth, etc.).

- support to members of the Albanian speaking community to become full and active citizens. We support all members of the family to volunteer, to campaign, to facilitate and take part in events that celebrate the Albanian community and other refugee and migrant communities. We share our model of working with other communities, training and supporting men, women and children to act as mentors and role models inspiring positive change.

- awareness of the needs of unaccompanied asylum seeking children, including those who have been trafficked, advocating for them and providing a range of services from information sessions, training, volunteering opportunities, therapy, skills development and befriending.

- information and rose awareness on violence against women and girls ('VAWG') among Albanian speaking women not using Shpresa's services: we know we have changed culture / attitudes to VAWG among the majority of those who use Shpresa's services but we are aware women are being brought to the UK by men without visas or trafficked and that they are not aware of their rights and unable to access help.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

- awareness and opportunities among other agencies of the cultural background and history of VAWG in Albania to facilitate responses from the police, social services and domestic abuse agencies which best protect the women and children at risk. Recently women have been killed after being in contact with statutory services, and we want to reduce the risk of that happening again.

- awareness about **the census campaign** and supported the members of our community to be part of it , the **Brexit deadline** and applying for the EUSS, the **voting campaign** during the mayoral election and **covid** information.

- targeted services which address the very real needs of trafficked and abused women, specifically therapeutic services and other services to address their mental health needs.

- return to work opportunities or gaining employment for the first time. This is something which is of great importance to almost every person we work with and every time we consult our service users they ask for more help in this area. We have built up strong and productive links with local training providers and employers and we are delighted that we have continued to build new partnerships to be able to train women in TA and English.

- training which gives information on the needs of refugees and asylum seekers and the opportunity for training participants to identify how to develop best practice in response to these needs. However, with the increase in our work with unaccompanied minors, the demand for our training has grown. There is a gap in informed, practical training for those working closest with unaccompanied asylum seeking children and young people from Albania: foster carers, teaching staff, the police and members of the Youth Offending Team. Shpresa has delivered training to all these groups using resources developed with young unaccompanied asylum seekers themselves and, when appropriate, supporting these young people to deliver elements of the training. The feedback we have had from training participants has been consistently high.

All our services were digitally provided via zoom platform and during the easy of lockdown we developed new initiative such as Our Stratford Park Dream, gardening, etc.

- We built robust social media, including a new website, twitter feed, LinkedIn in profile and newsletter.
- We encouraged people to walk daily and offered group walking possibilities.

Over 5,000 people used our services during this period and 3,246 members of the Albanian Speaking Community ('ASC') reported this year that they:

- are informed and aware of their rights and responsibilities;
- have support networks;
- are confident/self-assured;
- feel safe;
- have a positive sense of identity; and
- have improved their skills/ volunteer/ training / employment/ health.

2,943 Albanian Speaking People ('ASP') are better informed and have greater understanding of their rights and responsibilities:

- 1,047 ASP have improved skills;
- 1,183 ASP experience improved health and well-being (physical and mental);
- 1,197 ASP are less isolated and have more support networks;
- 1,206 ASP have a stronger sense of positive Albanian / British cultural identity; and
- 132 individuals from other institutions expressed that Shpresa is trusted, respected and listened to by providers/policy makers/funders/ commissioners.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

We have held 14 webinars and 12 seminars / events, raising the issues faced by the Albanian community here in the UK as well as sharing the culture and heritage and celebrating achievements.

Shpresa is proud to have worked with London citizens this year on the:

- settling our settled status - aiming to get a settlement for the everyone who calls Britain home;
- Mental Health Campaign– aiming to increase access to support and improve the relations ships of the local organisations, NHS, and Local Authorities;
- Living Wage Campaign - aiming to get more employers to become living wage employers; and
- Supported Lift the Ban Campaign lead by refugee action - aiming to give the right to work to all asylum seekers here in the UK.

Fundraising
Funding secured:

- Reaching Communities England - 5 years grant for Still Changing Our Future Project (Women and Volunteering) - ending October 2021;
- BBC Children in Need small - grant for 3 years for the Albanian school and heritage project at £10,000/year for September 19 – August 2022;
- BBC Children in Need - 3 years grant for looked after children in Croydon ended August 2019, received another three year grants up to August 2022;
- Croydon Council - 1 year grant for mental health work April 2020 – March 2021;
- City Bridge Trust - 3 years grant ending March 2019, received another grant for two years to September 2021;
- Trust for London – 2 years grant 25th July 2019 supporting core functions;
- Lloyds Bank Foundation - 3 years grant to develop our advocacy with young people, ends April 2022 with potential for three-year extension;
- Barking Council – 1 year grant of £20,000 for provision in the borough;
- Young Londoners Fund - 3 years grant to work with young people ending December 2021;
- Returners Fund - 1 year contract ending September 2020 partnership with TWIST – Government/ Equalities office;
- Paul Hamlyn Foundation - 3 years grant for the Project in Partnership with MiCLU (project led by MiCLU);
- TNL - 4 year grant for increasing the capacity of MiCLU for the Breaking the Chains Project ending June 2024;
- Henry Smith Charity – 3 years grant starting 20th April 2020 for the women advocacy project;
- From GLA for Walking and Cycling and Intergeneration project;
- From Tampon Tax Community Fund for the DV project;
- For COVID 19 emergency work from LCRF, PHF, T4L, City Bridge and Awards for all - 2020/2021.
- Barrow Cadbury Trust/The National Lottery Community Fund COVID Support Fund. - to address the urgent need for mental health support for women from the ASC by work in partnership with an Albanian speaking psychotherapist and train women as mental health champions.
- Respond and Adapt Programme is supporting our organisation in providing the vital services required during and after the COVID-19 pandemic, and to share and adapt our practice in response to the crisis.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

Funding our work

Shpresa is aware that the funding climate is challenging for small to medium sized NGOs. However we have been prudent in drafting our budget for the current financial year and we have the capacity to reduce planned expenditure in line with the pace at which we meet our fund-raising targets. We will continue to:

- Maintain and develop our positive relationship with charitable trusts and foundations. We are delighted that, in spite of the increased demands on many of our funders, we have continued to benefit from grants from many of the major trusts and foundations including: Trust for London, Henry Smith, The City Bridge Trust, two BBC Children in Need (small and main), Lloyds Foundation, Reaching Communities grants, Young Londoners fund, GLA (Greater London authority), GEO (The Government Equalities Office), Croydon Council, Barking and Dagenham Council, Tampon Tax, London Youth, Jack Petchey Foundation, Newham Heritage. We also received grants in response to Covid 19 emergency from Barrow Cadbury Trust/The National Lottery Community Fund COVID Support Fund, Respond and Adapt Programme, The London Community Response Fund, City Bridge, Trust for London, Paul Hamlyn Foundation and Awards for All.

- Develop the potential for further statutory funding, particularly in Newham, Croydon, Brent, Redbridge and Barking and Dagenham where we are working with unaccompanied asylum seeking children and where we have been encouraged to apply for statutory funding.

- Maximise our potential to generate our own income. As well as hiring out our building, this year we plan to scope and develop a training offer for professionals working with unaccompanied asylum seeking children.

- Maintain prudent financial controls, reviewing risk at each trustees meeting, and making the necessary adjustments in line with income secured.

- Develop further our pilot project and seek to build partnership for our Heritage work especially continue to build to the work done this year with the museum of London and Newham Council.

Quality assurances

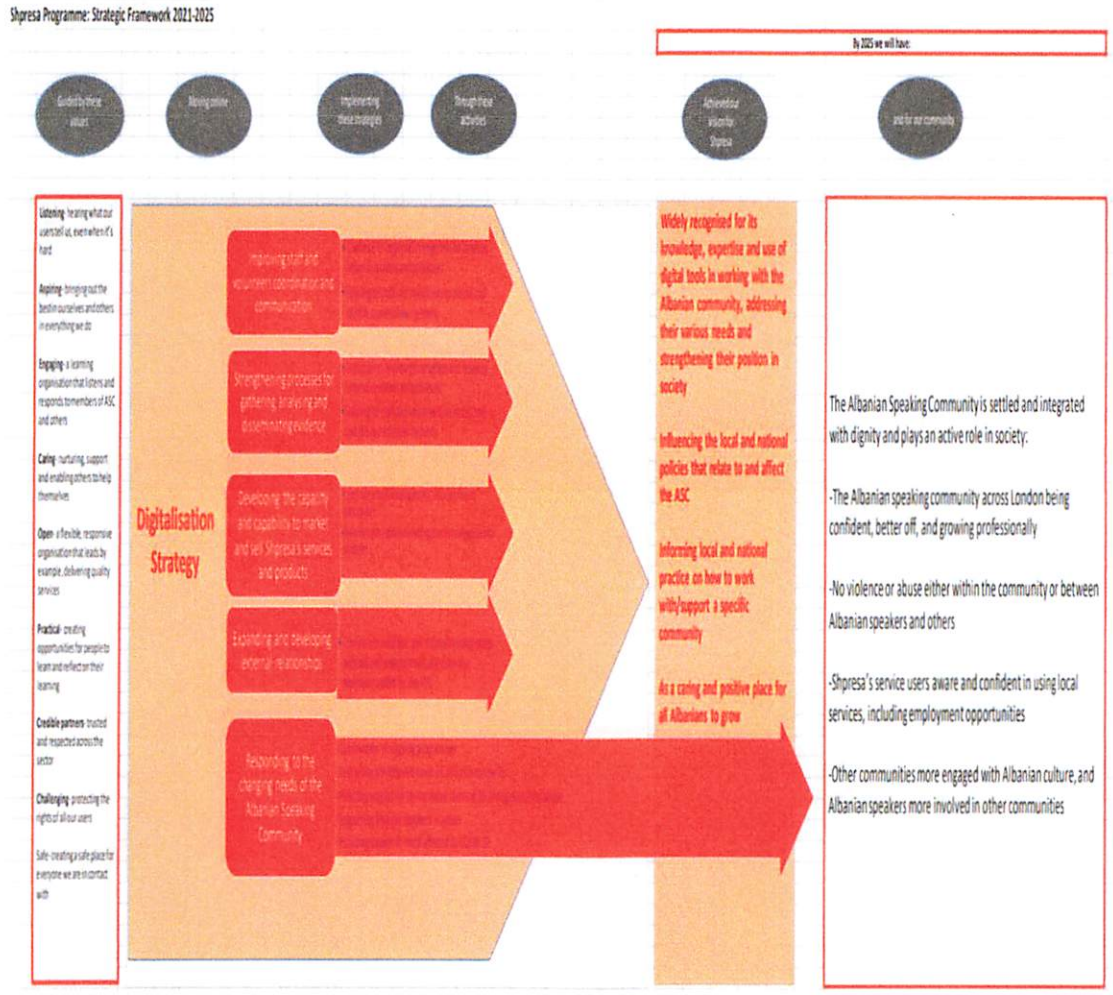
- This year we started working on the Gold standards for our youth work.
- Started working on the managing volunteering quality assurance with NCVO.

Policies

Our policies have been reviewed regularly and we have introduced working from home policy.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)



Our plans for 2021-2022

We are planning to continue to provide the services that respond to the needs of the Albanian speaking community in the UK.

1. **Listen actively and respond to the needs via building partnerships and fundraising.**

2. **Increase Outreach:**

- expand our work nationwide;
- make better use of the social media;
- build partnerships to increase referral pathways, **including NHS via social prescription** network, CVS networks, Home Office, refugee, DV, benefits etc. and local work so we can increase referrals both ways;
- secure funding to continue to run all our provision and strengthening our work locally especially on DV, youth provision, immigration, volunteering & employment, education and training, environment; and
- develop a hybrid working space and continue to invest on our online platforms.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

3. We want to see a difference in the community:

- The Albanian community across London being confident, better off, well integrated and well established.
- No violence or abuse either within the community or between Albanians and others.
- Shpresa's service users aware and confident in using local services, including employment opportunities and their rights.
- Shpresa members be able to build a career as well as find jobs.
- Other communities and hosting community more engaged with Albanian culture and Albanians more involved in other communities and local community.

4. We want to see Shpresa:

- Widely recognised for its knowledge and expertise in working with the Albanian community, addressing their various needs and strengthening their position in society.
- Informing local and national practice on how to work with/support a specific community.
- As a caring and positive place for all Albanians to grow.

5. Shpresa will continue to have or build:

- High quality systems and processes to enable better communication (both internally and externally).
- Monitoring and Evaluation established across the organisation via a common data set.
- An established range of more specialised services delivered with partners (e.g. casework, UASC support, young people, men, older people, domestic violence, disabled people, etc.) and reaching more London boroughs.
- More diverse staffing, including young people in leadership roles.
- A structure that will enable services to continue to be taken to where people are exploring online.
- Support models transferrable to other communities and vulnerable people, with an increased number of Shpresa members active in the wider local community.
- Increased networks, including (e.g.) heritage, health, and employment services.
- Develop a project based on listening to those with lived experiences and setting up partnerships with specialist organisation on mental health, benefits advice and immigration and employment.

6. Shpresa to build on learning from Covid era of working, to continue to build presence and deliver in a flexible way

- Shpresa to develop a hybrid working space, which would be a combination of a digital space and physical space.
- Shpresa to develop projects that increase the use of the local park as much as local facilities.

7. The voices of our community members to be herd and be able to drive policy change

- Continue to build relationships with different universities to bring the lived experiences to their attention and work with them to produce research.

8. Shpresa's Lease will come to an end November 21, in the light of Covid we need either to renegotiate the lease or look for a new home and develop a new plan for a way to working.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

FINANCIAL REVIEW

The Charity is reporting a surplus for the year of £47,044 (2020: £27,150).

Income amounted to £553,696 (2020: £445,658). Donations totalling £23,620 (2020: £13,175) were received from our supporters, rental income of £13,910 (2020: £17,341) and grant income of £507,114 (2020: £396,906) to support our project activity. Fees for services amounted to £9,034 (2020: £18,137).

Our running costs, including project activity, amounted to £506,652 (2020: £418,508).

The Statement of Financial Activities on page 25 summarises the incoming resources and main areas of expenditure. The Balance Sheet on page 26 shows the Charity's assets and liabilities at 31 March 2021.

RESERVES POLICY

Trustees have a designated reserve which currently stands at £150,000 and covers three - six months of committed expenditure. However, the Board of Trustees is looking at increasing this balance every year until they are able to cover up to six months of committed expenditure.

SHPRESA PROGRAMME

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2021 (continued)

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also director of Shpresa Programme for purposes of the company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and UK Accounting Standards (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 of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principals in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charity will continue to operate.

The Trustees are responsible for keeping proper accounting records which disclose with the reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102 (January 2019) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Signed on behalf of the Trustees



Shannon Griffin
Chair

Approved by the trustees on 17 July 2021

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SHPRESA PROGRAMME

Independent examiner's report to the trustees of Shpresa Programme ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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

Jeremy Kitson BA FCA
Prime
Chartered Accountants
Corner Oak
1 Homer Road
Solihull
B91 3QG

Date: 19/10/2021

SHPRESA PROGRAMME (REGISTERED NUMBER: 04692860)

STATEMENT OF FINANCIAL ACTIVITIES (incorporating the INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR TO 31 MARCH 2021

	Notes	Year ended 31 March 2021 Restricted Funds £	Unrestricted Funds £	Total £	Year ended 31 March 2020 Restricted Funds £	Unrestricted Funds £	Total £
Income from:							
Donations	2	-	23,620	23,620	7,259	5,916	13,175
Income from charitable activities:							
Grants	3	507,114	-	507,114	396,906	-	396,906
Fees and other	4	-	9,034	9,034	-	18,137	18,137
Other trading activity:							
Rental income		-	13,910	13,910	-	17,341	17,341
Investment income		-	18	18	-	99	99
Total Income		507,114	46,582	553,696	404,165	41,493	445,658
Expenditure on:							
Raising funds	5	5,550	-	5,550	5,346	2,900	8,246
Charitable activities	5	499,066	2,036	501,102	397,985	12,277	410,262
Total Expenditure		504,616	2,036	506,652	403,331	15,177	418,508
Net income & net movement of funds for the year		2,498	44,546	47,044	834	26,316	27,150
Reconciliation of funds							
Total funds brought forward		87,096	211,556	298,652	86,262	185,240	271,502
Total funds carried forward		89,594	256,102	345,696	87,096	211,556	298,652

The Statement of Financial Activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

SHPRESA PROGRAMME (REGISTERED NUMBER: 04692860)

BALANCE SHEET AT 31 MARCH 2021

	Notes	2021		2020	
		£	£	£	£
FIXED ASSETS					
Tangible assets	10		1,851		2,781
Total Fixed Assets			1,851		2,781
CURRENT ASSETS					
Debtors	11	21,596		46,123	
Cash at bank and in hand		409,634		321,641	
Total Current Assets		431,230		367,764	
CURRENT LIABILITIES					
CREDITORS: Amounts falling due within one year	12	(87,385)		(71,893)	
NET CURRENT ASSETS			343,845		295,871
TOTAL ASSETS LESS CURRENT LIABILITIES			345,696		298,652
NET ASSETS			345,696		298,652
CHARITY FUNDS	14,17				
Restricted Funds			89,594		87,096
Unrestricted Funds:					
Designated		150,000		140,000	
General		106,102		71,556	
			256,102		211,556
TOTAL CHARITY FUNDS			345,696		298,652

The Trustees are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The Trustees acknowledge their responsibilities for:

(i) ensuring that the company keeps proper accounting records which comply with section 386 of the Act, and

(ii) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These financial statements were approved by the trustees and authorised for issue on 17/07/ 2021 and are signed on their behalf by:

....

Shannon Griffin – Chair

Hatixhe Demushi - Treasurer

SHPRESA PROGRAMME

STATEMENT OF CASH FLOWS

YEAR TO 31 MARCH 2021

	2021 £	2020 £
Cash flow from operating activities	88,666	(18,499)
Cash flow from investing activities:		
Interest received	18	99
Fixed asset additions	(691)	(4,172)
Net cash flow from investing activities	(673)	(4,073)
Net increase in cash and cash equivalents in the year	87,993	(22,572)
Cash and cash equivalents at the beginning of the year	321,641	344,213
Total cash equivalents at the end of the year	409,634	321,641
Cash and cash equivalents consist of:		
Cash at bank and in hand	409,634	321,641
Reconciliation of net income to net cash flow from operating activities:		
Net movement in funds	47,044	27,150
Interest receivable	(18)	(99)
Depreciation	1,621	3,996
(Increase)/decrease in debtors	24,527	(35,923)
(Decrease)/increase in creditors	15,492	(13,623)
Net cash flow from operating activities	88,666	(18,499)

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
Shpresa Programme is a registered charity in the United Kingdom. The address of its principal office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are given on page 2 of these financial statements.

The charity constitutes a public benefit entity as defined by FRS 102. 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), the Charities Act 2011 and UK Generally Accepted Accounting Practice as it applies from 1 January 2019.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income
Income is recognised in the Statement of Financial Activities when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. The following specific policies are applied to particular categories of income: -

- For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled in the reporting period.

- Income from grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

- Donated facilities and donated professional services recognised as income at their fair value when their economic benefit is probable, it can be measured reliably the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity, for example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

- No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report, where relevant.

- Investment income is earned through holding assets for investment purposes such as term deposit.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2021

ACCOUNTING POLICIES – continued

Expenditure
All expenditure is accounted for on an accruals basis and has been classified under activities that aggregate all costs related to any particular activity. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties; it is probable that the settlement will be required, and the amount of the obligation can be measured reliably. It is categorised under the following headings:-

- Expenditure on charitable activities include those costs incurred by the charity in the delivery of its activities and services for its beneficiaries.

- Other expenditure represents those items not falling into the categories above.

- All categories of costs include both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Support costs
Support costs are those that assist the work of the charity but do not directly represent charitable activities and include premises costs, office costs, governance costs, administrative and payroll costs. They are incurred directly in support of expenditure on the objects of the charity. Where support costs cannot be directly attributed to particular activities, they have been allocated to expenditure on a basis which may be based on activity as represented by direct costs expended on that activity or based on a proportion of staff costs. The analysis of these costs is included in Note 5.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office equipment	-	20% straight line basis
Computer equipment	-	33% straight line basis

Assets costing less than £500 are not capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Funds held by the charity are either: -

i) Unrestricted general funds – these are funds without specified purpose and are available as general funds.

ii) Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

iii) Restricted funds - these are funds which can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Transfers between funds are made to cover deficits on individual restricted funds and to recognise fixed assets acquired with restricted income, but with no further restrictions on use, within unrestricted funds.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2021

2. DONATIONS

	Year to 31 March 2021			Year to 31 March 2020		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Other Donations	-	23,620	23,620	7,259	5,916	13,175
	-	23,620	23,620	7,259	5,916	13,175

3. GRANTS

	Year to 31 March 2021			Year to 31 March 2020		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Awards for All	10,000	-	10,000	-	-	-
Barking and Dagenham	10,000	-	10,000	20,000	-	20,000
Barrow Cadbury Trust	36,200	-	36,200	-	-	-
BBC Children in Need	34,833	-	34,833	27,788	-	27,788
BBC Small Grant	10,000	-	10,000	6,838	-	6,838
Big Lottery Fund Reaching Communities (Still changing our futures)	63,746	-	63,746	61,889	-	61,889
Big Lottery Fund Reaching Communities (Make it Happen)	-	-	-	17,023	-	17,023
City Bridge	26,000	-	26,000	15,167	-	15,167
City Bridge Covid 19	6,500	-	6,500	-	-	-
Croydon Community Fund	10,000	-	10,000	20,000	-	20,000
Croydon Summer Programme	-	-	-	1,700	-	1,700
GLA - Intergeneration Programme	2,750	-	2,750	8,000	-	8,000
GLA - Walking and Cycling		-		5,000	-	5,000
GLA - Young Londoners Fund	43,281	-	43,281	45,093	-	45,093
Government Equalities Office	13,996	-	13,996	64,004		64,004
Henry Smith	29,550	-	29,550	-	-	-
Lloyds Banking Group	25,000	-	25,000	25,000	-	25,000
London Youth	9,900	-	9,900	5,900	-	5,900
London Community Response Fund	58,500	-	58,500	-	-	-
Newham Heritage	1,350	-	1,350	-	-	-
Paul Hamlyn Foundation (Covid-19)	15,223	-	15,223	4,777	-	4,777
Paul Hamlyn Foundation (MiCLU led partnership)	28,526	-	28,526	17,986	-	17,986
Respond and Adapt	10,000	-	10,000	-	-	-
School visit fund administrator				600	-	600
Tampon Tax	3,000	-	3,000	5,500	-	5,500
The Jack Petchey Foundation	6,000	-	6,000	7,000	-	7,000
Trust for London	35,259	-	35,259	28,891	-	28,891
Trust for London Covid-19	17,500	-	17,500	-	-	-
Tudor Trust	-	-	-	8,750	-	8,750
	507,114	-	507,114	396,906	-	396,906

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2021

4. FEES AND OTHER INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Year to 31 March 2021			Year to 31 March 2020		
	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Membership Fees	-	450	450	-	6,900	6,900
Consultancy	-	6,534	6,534	-	9,832	9,832
Activities and Performance	-	2,050	2,050	-	1,307	1,307
Other Income	-	-	-	-	98	98
	-	9,034	9,034	-	18,137	18,137

5. ANALYSIS OF EXPENDITURE

	Year to 31 March 2021			Year to 31 March 2020		
Basis of Allocation: Unless stated allocated on a usage basis	Restricted Funds £	Unrestricted Funds £	Total £	Restricted Funds £	Unrestricted Funds £	Total £
Charitable Activities						
Direct Costs:						
Wages and Salaries	250,609	-	250,609	185,348	1,054	186,402
Employer's NI Contributions	18,584	-	18,584	13,155	(2,075)	11,080
Staff Money Purchase Pension Costs	10,173	-	10,173	8,570	331	8,901
Staff Training and Subsistence	-	-	-	2,320	736	3,056
Sessional Staff	31,716	-	31,716	18,537	1,570	20,107
Training	31,670	11	31,681	31,405	-	31,405
Volunteer Expenses	3,889	-	3,889	3,600	-	3,600
Activities, Trips and Performances	6,336	202	6,5358	29,976	3,801	33,777
Resources and Web	13,750	-	13,750	3,379	187	3,566
Consultation Events, Information & Publicity	2,198	-	2,198	1,820	-	1,820
Equipment and Materials	7,570	-	7,570	6,135	(3,752)	2,383
Outreach Costs	3,722	-	3,722	-	-	-
Partnership Costs	13,100	-	13,100	40,207	-	40,207
Evaluation	10,056	-	10,056	3,668	-	3,668
Beneficiaries support	38,291	1,286	39,577	1,729	-	1,729
Support Costs:						
Rent and Rates	23,611	262	23,873	24,395	630	25,025
Utilities	4,764	9	4,773	5,773	1,471	7,244
Premises Maintenance	4,053	-	4,053	4,338	1,122	5,460
Insurance	1,403	-	1,403	702	-	702
Printing, Postage & Stationery	5,843	38	5,881	5,531	1,604	7,135
Telephone and Internet	4,326	-	4,326	4,171	62	4,233
Consultancy Fees	1,282	-	1,282	1,150	71	1,221
General Expenses	4,207	200	4,407	31	64	95
Subscriptions	4,322	28	4,350	1,260	220	1,480
Depreciation on Fixtures and Equipment	1,621	-	1,621	-	3,996	3,996
Governance Costs:						
Fundraising costs	5,550	-	5,550	5,346	2,900	8,246
Independent examiner's fees	1,970	-	1,970	785	1,185	1,970
Total	504,616	2,036	506,652	403,331	15,177	418,508

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2021

6. NET INCOME/(EXPENDITURE)

	2021 £	2020 £
Net incoming resources is stated after charging:		
Depreciation and other amounts written off tangible assets	1,621	3,996
Independent Examiner's fees	1,970	1,970

7. TRUSTEES AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The trustees did not receive any remuneration nor reimbursed expenses during the year (2020: £Nil).

The charity considers its key management personnel comprise the Board of Trustees and its CEO.

The total amount of employee benefits including employer's pension contributions received by key management personnel were £53,436 (2020: £53,457).

Staff Costs and Employee Benefits

	2021 £	2020 £
Gross salaries	250,609	191,748
Employer's national insurance	18,584	11,080
Pension costs	10,173	8,901
	279,366	211,729

The average number of full-time equivalent employees during the year was six (2020: six).

No employee received emoluments of more than £60,000 pa (2020: None).

8. PENSION COSTS

The company operates a defined contribution pension scheme in respect of its employees. The scheme and its assets are held by independent managers. The pension scheme charge represents contributions due from the company and amounted to £10,173 (2020: £8,901).

There are no payments to be collected for 31 March 2021 (2020: £Nil).

9. TAXATION

The company is a registered charity and it is considered that its activities are such that no taxation liability will arise.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2021

10. TANGIBLE FIXED ASSETS

	Fixtures, Fittings and Equipment	Computer Equipment	Total
	£	£	£
COST			
At 1 April 2020	2,276	29,642	31,918
Additions	-	691	691
At 31 March 2021	2,276	30,333	32,609
DEPRECIATION			
At 1 April 2020	2,276	26,861	29,137
Charge for the Year	-	1,621	1,621
At 31 March 2021	2,276	28,482	30,758
NET BOOK VALUE			
At 31 March 2021	-	1,851	1,851
At 31 March 2020	-	2,781	2,781

11. DEBTORS

	2021	2020
	£	£
Trade debtors	7,525	13,779
Grant debtors	10,380	29,722
Prepayments and accrued income	3,691	2,622
	21,596	46,123

12. CREDITORS: Amounts falling due within one year

	2021	2020
	£	£
Trade creditors	41,644	36,874
Other creditors	120	120
Taxation and social security	-	-
Accruals	3,636	3,636
Grants received in advance	41,985	31,263
	87,385	71,893

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2021

13. ANALYSIS OF ASSETS

	Fixed Assets	Current Assets	Current Liabilities	Total
	£	£	£	£
Restricted Funds	-	176,979	(87,385)	89,594
Unrestricted Funds	1,851	254,251	-	256,102
	1,851	431,230	(87,385)	345,696

14. MOVEMENT OF FUNDS

	At 1 Apr 2020	Incoming Resources	Outgoing Resources	Transfers	At 31 Mar 2021
	£	£	£	£	£
Restricted Funds:					
Albanian earthquake	7,259	-	7,259	-	-
Awards for All	-	10,000	10,000	-	-
Barking and Dagenham	820	10,000	10,820	-	-
Barrow Cadbury Trust/TNLCF	-	36,200	36,200	-	-
BBC Children in Need	(2,450)	34,833	26,753	-	5,630
BBC Small grant	-	10,000	9,959	-	41
Big Lottery Fund Reaching Communities (Make it Happen)	4,097	63,746	58,697	-	9,146
City Bridge	1,239	26,000	21,202	-	6,037
City Bridge Covid 19	-	6,500	6,500	-	-
Croydon Community Fund	-	10,000	10,000	-	-
GLA - Intergenerational Programme	5,686	2,750	7,686	-	750
GLA - Walking and Cycling	3,809	-	4,095	-	(286)
GLA - Young Londoners Funds	(648)	43,281	42,633	-	-
Government Equalities Office	-	13,996	13,996	-	-
Henry Smith	-	29,550	29,550	-	-
Languages Campaign	64,729	-	-	-	64,729
Lloyds Banking Group	-	25,000	25,000	-	-
London Youth	-	9,900	9,900	-	-
London Community Response Fund	-	58,500	58,500	-	-
Newham Heritage	-	1,350	1,350	-	-
Paul Hamlyn Foundation Covid-19	-	15,223	15,223	-	-
Paul Hamlyn Foundation MiCLU	-	18,526	18,526	-	-
Paul Hamlyn Foundation Research	-	10,000	10,000	-	-
Respond and Adapt	-	10,000	7,453	-	2,547
Tampon Tax	2,175	3,000	5,175	-	-
The Jack Petchey Foundation	-	6,000	5,000	-	1,000
Trust for London	380	35,259	35,639	-	-
Trust for London Covid-19	-	17,500	17,500	-	-
Total Restricted Funds	87,096	507,114	504,616	-	89,594
Unrestricted Funds:					
Designated Funds:					
Working Capital	140,000	-	-	10,000	150,000
General Funds	71,556	46,582	2,036	(10,000)	106,102
Total Unrestricted Funds	211,556	46,582	2,036	-	256,102
Total Funds	298,652	553,696	506,652	-	345,696

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2021

14. MOVEMENT OF FUNDS (continued)

Purposes of Restricted Funds:

Big Lottery Fund Reaching Communities (Still changing our futures project)	These funds were used to fund a five-year project providing women with volunteering opportunities. It incorporated opportunities for women to break their isolation and learn new skills through training in communication skills, policies and working safely, the education system and many more. It has assisted volunteers to find work placements and enrol on accredited courses and has provided support to better assist their needs.
The Jack Petchey Foundation	These funds were used to run different activities and events for young people and their parents, so they could show their achievements and present what they have learnt in front of a wider audience. It also helped to build up confidence, improve presentation and leadership skills of these young people.
BBC Children in Need	These funds are part of a three-year grant to run Croydon's unaccompanied minors "Working together to develop resilience" project.
Languages Campaign	This fund represents various donations towards the Albanian Language Campaign.
Tudor Trust	This trust has provided grants over three years towards the Project Director's salary and running costs.
London Youth	A number of small grants provided funds to deliver sports activities and dance sessions for young people.
City Bridge	These funds cover operational costs for the delivery of ESOL classes for women for this and next financial year.
Croydon	These funds are used to run afterschool activities and training for looked after children in Croydon area as well as training for mainstream providers.
GLA – Young Londoners Fund	These funds are used to work with Young People to help them fulfil their potentials, particularly those at risk of getting caught up in crime. It supports a range of education (including Asdan qualifications, cultural and other activities (Heritage etc.).
GLA – Intergenerational Programme	Grant to support the volunteering project that brings Londoners together to tackle social isolation and loneliness.
GLA – Walking and Cycling	Funds to establish a walking group specifically aimed at bringing together speakers of different age groups, to improve familiarity with locals and increase physical fitness and mental through gentle outdoor exercise.
Tampon Tax – East End Community	1 year grant for Domestic Violence support work
Paul Hamlyn Foundation - Covid 19 Project	Emergency grant to manage the current crisis as result of Covid
Lloyds	This is a three year grant to fund the salary of URAS Transition Advocate Worker and associated overhead and management support costs.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2021

Paul Hamlyn Foundation - MiCLU let Partnership	MiCLU led partnership project funded by PHF The Shared Ground Fund, addressing challenges in the area of migration and integration, providing advocacy capacity and training and capacity building sessions with Albanian speaking children and young people.
LB Barking & Dagenham	An outreach project to vulnerable migrant communities, predominantly Albanian speaking people.
Government Equalities Office	The aim of the project is to support 60 BAME women returners back into employment, by providing training to improve confidence, gain qualifications, CV and interview skills, and effective communication for those with poor English language skills.
Awards for All Covid-19 funding	To remodel our delivery to meet the most urgent needs for young unaccompanied minors.
Barrow Cadbury Trust/The National Lottery Community Fund COVID Support Fund.	To address the urgent need for mental health support for women from the ASC by work in partnership with an Albanian speaking psychotherapist and train women as mental health champions.
The Henry Smith Charity	Funding the salary and running costs of the project providing support to women and girls in the Albanian-speaking community in London.
Respond and Adapt Programme	Supporting our organisation in providing the vital services required during and after the COVID-19 pandemic, and to share and adapt our practice in response to the crisis.
The City Bridge Trust	Has provided funding to support the organisation during the Covid 19 crisis.
Trust for London	Has provided funding towards the needs arisen from the COVID-19 emergency; phone credit to keep vulnerable unaccompanied asylum-seeking children in touch, food packs for self-isolating/sick asylum seekers.
Trust for London (via the application to The London Community Response Fund)	In response to the Covid19 emergency, has provided funding towards the purchase of relevant equipment and professional advice to secure and upgrade the digital client support platform to establish a permanent interactive client facing online service.
The London Community Response Fund wave 2 and 3	Has provided funding as result of Covid19 crisis to support our work and a partnership project to provide urgently needed holistic social welfare advice for people tackling the social, health and economic fallout from Covid-19, and online money management workshops for looked after children.

In the opinion of the Trustees, there are sufficient resources held to enable each fund to be applied in accordance with the restrictions imposed by the donor.

A transfer of £10,000 was made from general funds to the working capital designated fund during the year.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2021

15. RELATED PARTY DISCLOSURES

During the year, the company paid £2,192 (2020: £1,695) to Andre Demushi, the son of a board member, for training provided to sessional staff.

16. CAPITAL

The company has no share capital being limited by guarantee. There are 4 members of the company each of whom has undertaken to contribute up to £1 in the event of the company being wound up.

SHPRESA PROGRAMME

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR TO 31 MARCH 2021

17. COMPARATIVES for FUND MOVEMENTS

These show fund movements in the year to 31 March 2020.

	At 1 Apr 2019 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 Mar 2020 £
Restricted Funds:					
Albanian earthquake	-	7,259	-	-	7,259
Barking and Dagenham	-	20,000	19,180	-	820
BBC Children in Need	4,751	27,788	34,989	-	(2,450)
BBC Small grant	-	6,838	6,838	-	-
Big Lottery Fund Reaching Communities (Make it Happen)	7,031	17,023	24,054	-	-
Big Lottery Fund Reaching Communities (Still changing our futures)	180	61,889	57,972	-	4,097
City Bridge	-	15,167	13,928	-	1,239
Croydon Council	-	20,000	20,000	-	-
Croydon Summer Programme	-	1,700	1,700	-	-
GLA - Intergenerational Programme	-	8,000	2,314	-	5,686
GLA - Walking and Cycling	-	5,000	1,191	-	3,809
GLA - Young Londoners Funds	3,349	45,093	49,090	-	(648)
Government Equalities Office	-	64,004	64,004	-	-
Languages Campaign	64,891	-	162	-	64,729
Lloyds Banking Group	-	25,000	25,000	-	-
London Youth	2,000	5,900	7,900	-	-
Paul Hamlyn Foundation Covid-19	-	4,777	4,777	-	-
Paul Hamlyn Foundation MiCLU	-	17,986	17,986	-	-
School visit administrator	-	600	600	-	-
Tampon Tax	-	5,500	3,325	-	2,175
The Jack Petchey Foundation	1,060	7,000	8,060	-	-
Trust for London	-	28,891	28,511	-	380
Tudor Trust	3,000	8,750	11,750	-	-
Total Restricted Funds	86,262	404,165	403,331	-	87,096
Unrestricted Funds:					
Designated Funds:					
Working Capital	120,000	-	-	20,000	140,000
General Funds	65,240	41,493	15,177	(20,000)	71,556
Total Unrestricted Funds	185,240	41,493	15,177	-	211,556
Total Funds	271,502	445,658	418,508	-	295,652