

21 NOV 2024



**SHPRESA PROGRAMME
FINANCIAL STATEMENTS
31 MARCH 2024**

Company Registration Number: 4692860
Charity Number: 1110688

Prime Chartered Accounts
Corner Oak
1 Homer Road
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**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
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BANKERS:	HSBC Bank Plc 118 High Street North East Ham London E6 2HX
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INDEPENDENT EXAMINER:	Jeremy Kitson Prime Chartered Accountants Corner Oak 1 Homer Road Solihull West Midlands B913QG
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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, comprises 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.

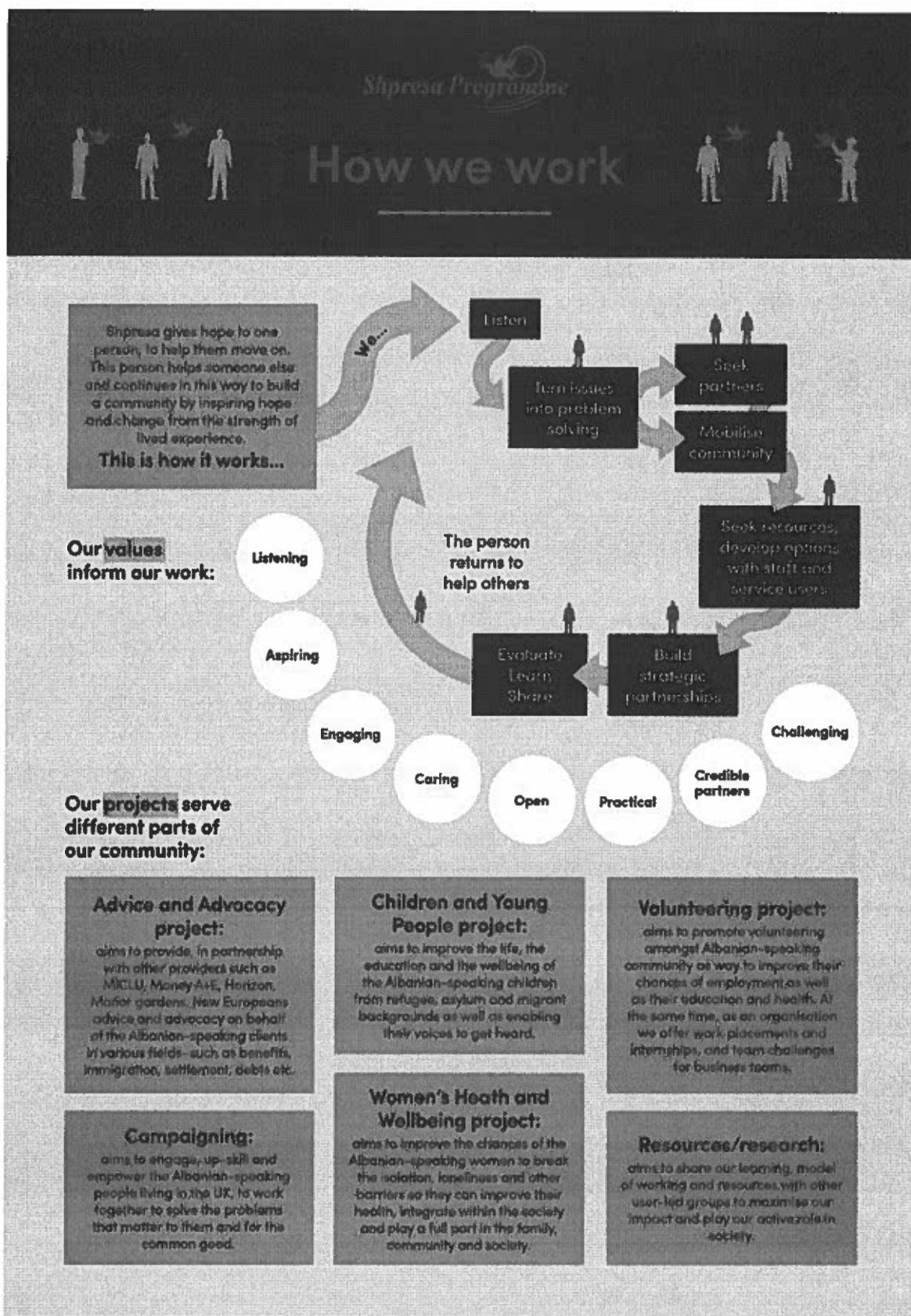
At the heart of Shpresa is its leadership development programme, a flagship initiative that taps into the lived experiences of its community. This programme, drawing from social entrepreneurship and community organising, has been supported by longstanding mentors of Shpresa who continue to help nurture 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.



Our Theory of 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



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

Are less isolated and have more support networks

Shpresa is trusted, respected, and listened to by providers, policy makers, funders, commissioners

and outcomes for Shpresa

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

17, MAN IN THE VOLUNTEERS/EX-SERVICE USERS - ADULTS FOCUS GROUP

Friendship here is very important

14, 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

11, WOMAN IN EARLY 20s, VOLUNTEERS FOCUS GROUP

If families can't afford to go home, the Shpresa Programme can replicate the experience

16, 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

11, 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

12, 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

11, MAN 60s, SERVICE USERS FOCUS GROUP

Progressive Steps

Participants continue to take on progressive challenges to fill their stages 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

11, 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 programme's 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 helped service users of all ages to understand and feel comfortable with British culture.

The Shpresa Programme helps you with English culture

17, TEENAGE MALE, CHILDREN & YOUNG PEOPLE'S FOCUS GROUP

Shpresa Programme
inspire 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, Refugee 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 Refugee 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 disproportionately 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 it 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 bubble 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 peers 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 it 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 refugees and seeking to build new partnerships.

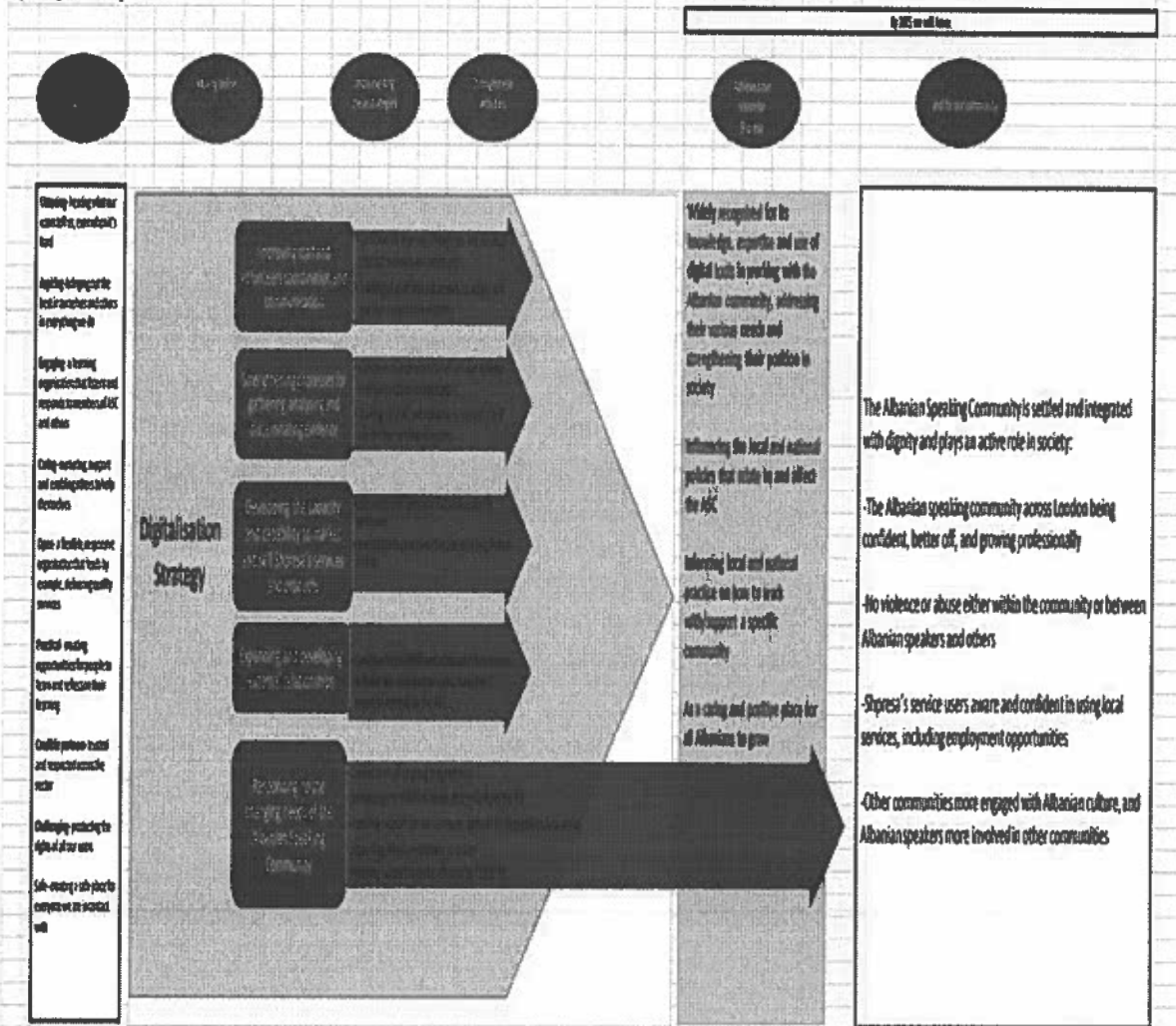
Quality Assurances

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 Programme: Strategic Framework 2021-2025



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 catastrophe.
- 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



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

		<u>Year ended 31 March 2024</u>			<u>Year ended 31 March 2023</u>		
	Notes	<u>Restricted Funds</u> £	<u>Unrestricted Funds</u> £	<u>Total</u> £	<u>Restricted Funds</u> £	<u>Unrestricted Funds</u> £	<u>Total</u> £
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		<u>618,451</u>	<u>41,080</u>	<u>659,531</u>	<u>561,089</u>	<u>112,807</u>	<u>673,896</u>
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		<u>541,423</u>	<u>12,600</u>	<u>554,023</u>	<u>480,038</u>	<u>20,937</u>	<u>500,975</u>
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	<u>246,815</u>	<u>422,630</u>	<u>669,445</u>	<u>185,953</u>	<u>377,984</u>	<u>563,937</u>

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.

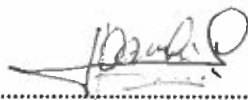
The Trustees acknowledge their responsibilities for:

- (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

	<u>2024</u> £	<u>2023</u> £
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: -

- Unrestricted general funds – these are funds without specified purpose and are available as general funds.
- Designated funds - these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
- 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		
	<u>Restricted</u> <u>Funds</u> £	<u>Unrestricted</u> <u>Funds</u> £	<u>Total</u> £	<u>Restricted</u> <u>Funds</u> £	<u>Unrestricted</u> <u>Funds</u> £	<u>Total</u> £
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		
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>
	<u>Funds</u>	<u>Funds</u>		<u>Funds</u>	<u>Funds</u>	
	£	£	£	£	£	£
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	29,997	-	29,997	-	-	-
VAWG	-	-	-	-	-	-
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		
	<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>
	<u>Funds</u>	<u>Funds</u>		<u>Funds</u>	<u>Funds</u>	
	£	£	£	£	£	£
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:	Restricted	Unrestricted	Total	Restricted	Unrestricted	Total
Unless stated allocated on a usage basis	Funds	Funds		Funds	Funds	
	£	£	£	£	£	£
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	11,656	-	11,656	10,511	-	10,511
Costs						
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	-	-	-
Impactt 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)

	<u>2024</u> £	<u>2023</u> £
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

	<u>2024</u> £	<u>2023</u> £
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

	<u>Land & Building</u> £	<u>Computer Equipment</u> £	<u>Total</u> £
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

	<u>2024</u> £	<u>2023</u> £
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:	<u>2024</u> £	<u>2023</u> £
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:	<u>2024</u> £	<u>2023</u> £
Bank loans	613,288	-
	=====	=====

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

13. ANALYSIS OF ASSETS

	<u>Fixed Assets</u>	<u>Current Assets</u>	<u>Current Liabilities</u>	<u>Non-Current Liabilities</u>	<u>Total</u>
	£	£	£	£	£
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

	<u>At 1 Apr 2023</u>	<u>Incoming Resources</u>	<u>Outgoing Resources</u>	<u>Transfers</u>	<u>At 31 Mar 2024</u>
	£	£	£	£	£
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 area 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.

	<u>At 1 Apr</u> <u>2022</u> £	<u>Incoming</u> <u>Resources</u> £	<u>Outgoing</u> <u>Resources</u> £	<u>Transfers</u> £	<u>At 31 Mar</u> <u>2023</u> £
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	-	6,883	6,883	-	-
Outreach Project	-	-	-	-	-
East End Community Fund	-	6,000	1,875	-	4,125
GLA - Intergenerational / Walking and	(446)	2,000	1,554	-	-
Cycling Programme	-	-	-	-	-
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	2,805	53,045	56,314	464	-
Futures Programme	-	-	-	-	-
Total Restricted Funds	<u>88,736</u> =====	<u>561,089</u> =====	<u>480,038</u> =====	<u>16,166</u> =====	<u>185,953</u> =====
Unrestricted Funds:					
Designated Funds:					
Working Capital	150,000	-	-	-	150,000
General Funds	<u>152,280</u>	<u>112,807</u>	<u>20,937</u>	<u>(16,166)</u>	<u>227,984</u>
Total Unrestricted Funds	<u>302,280</u>	<u>112,807</u>	<u>20,937</u>	<u>(16,166)</u>	<u>377,984</u>
Total Funds	<u>391,016</u> =====	<u>673,896</u> =====	<u>500,975</u> =====	<u>-</u> =====	<u>563,937</u> =====