



# ANNUAL REPORT

2021-2022

HARROW ASSOCIATION OF SOMALI VOLUNTARY ORGANISATIONS

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## ABSTRACT

The Covid-19 and the new cost of living & financial situations has added to the pre-existing problems of relative poverty and impoverishment in the city of London.

London is known for its high housing cost rates. According to Trust for London Charity who does a lot of research and investment on the city living costs and poverty '27% of Londoners are living in poverty after housing costs, rising to 39% of those living in non-white households and more than half -53% of single parents are living in poverty when housing costs is taken into account'.

London is also home for the richest and highest income groups in the country and has the highest inequality gap of the lower and the higher income groups. It also has the second worst levels of impoverishment for children after the North East. Average housing costs are estimated in London at £1924 a month with larger families needing more than this average.

Although Harrow is described as affluent it has nevertheless pockets of deprivation mainly in wards of South Harrow, Wealdstone and Edge ware where the majority of our service users come.

The Organisation has continued to fulfil its duties as a first line or frontline voluntary organisation in the Borough of Harrow and Neighbouring Boroughs. There was a general increase in the total number of registered members (total registered figure is now 1593 members)

The trustees are satisfied that project outcomes and organisational objectives have been successfully carried out during this period and that sound financial and organisational key policies have been observed.

There have been no major or small incidents relating to health and safety and other matters of concern or complaints recorded.

The AGM was conducted on the 3<sup>rd</sup> of November 2022 with officers elected for a further two years. (see attached introduction report of the chair).

Harrow Association of Somali Voluntary Organisations (HASVO) is a registered charity which supports Somali and Arabic Refugees in Harrow. Founded in 2004, we now have a membership of 1593 individuals and 8 groups.

HASVO's aims are to increase cohesion and volunteering, promote healthy living and prevent substance misuse, improve disadvantaged people's quality of life through advocacy, increase youth achievement, and support in training and employment.

We provide the following activities:

- Advice & Advocacy service. This includes crisis assistance, accessing welfare benefits, and help into employment.
- Support for older people. We provide outreach support, social groups, and luncheon club.
- Information sessions. We run a wide variety of different seminars on parenting, caring issues and others.
- Reduction of isolation: We support local groups such as a Women's Group and Young Deaf Refugees Group.
- Youth services: We provide a supplementary school, a mentoring project, and run events against extremism and crime.
- Prevention and awareness of ill health and promotion of healthy habits
- Help on employment and support to access skills development programmes with other mainstream bodies; organize sessions at our drop in centre to build confidence and working experience; Orientation and Integration programmes for new comers particularly Arabic and main land European migrants.

HASVO unequivocally lives by principles of equity and justice at the heart of its approach. One of our charitable objects is the promotion of equality of diversity and we achieve this through providing a variety of support, including one-to-one advice and advocacy on issues such as rights and entitlements.

We support socially excluded Somali and Arabic refugees and migrants. They face a number of issues including insecure status, unemployment which is caused by a complex new system, sometimes discrimination, lack of local knowledge and skills. Covid-19 had a terrible impact upon our clients particularly as many lived with elderly relatives in overcrowded accommodation, and this has been exacerbated by cost of living rises.

Our work aims to help improve people's lives as well as integrate them into the wider community. We are user led, with a board, staff team, and volunteers who all come from the community we support. We also run numerous consultation events and feedback sessions, which means that our services meet the needs of beneficiaries, and improves their lives in a positive way.

The people we support face a number of issues including poverty; 43% of clients in 2021/22 were unemployed, and those who were in employment had an average income of £612 per month. Overcrowded poor quality housing is a major issue, and this has had impacts such as a high death rate due to Covid19. Overcrowding and poor tenancy security has a serious setback to the live and development of the children and their school achievement.

The cost of living crisis has further exacerbated the situation like the rest of the UK with more people telling us that they are finding it hard to pay the bills, and they need help with crisis support, accessing complex welfare benefits, or help with debt particularly with utilities.

We have shown resilience and the capacity to adjust to the effects of the economic down turns that shook the nation which is impacting on our clients.

Fortunately, there have been significant improvements to our income and fund raising during the last two years. We received funding from the NHS Northwest London CCG; Trust for London; The Henry Smith Foundation; Tudor Trust and Harrow Council. Their generosity gave us access to additional resources to deal with the increased demand and complexity of issues presented.

The resources from these organisations helped HASVO to undertake and continue providing our comprehensive services to new and old refugees and Migrants in Harrow and neighbouring Boroughs in west London.

Strengthening communities requires resources, and in particular a clear focus on putting in place individuals and teams whose primary job is to foster integration. Through designated funding, councils and major charitable groups like these can close the gap between the areas where strong social capital is already in place and those where it is not. This is likely to bring wider dividends as people within communities become more resilient, trusting, optimistic and open.

Small and medium organisations like HASVO play an imaginable role that others can't reach. The coronavirus pandemic has accelerated and emphasised challenges for public trust. But it is likely these feelings of detachment could be exacerbated as the economic impact takes hold. To rebuild trust, it is essential that communities are given a voice, using approaches that support community engagement, enabling empowerment and ownership.

Further resources are expected to come from the Refugee Action –Migrant Justice fund and the John Lyon charities for our youth work and immigration outreach support.

During this reporting period, we successfully renewed our Matrix Quality Mark and continued to increase the training and skills of our staff and volunteers to cope with the changes in the needs of our clients and meet the demands for service level agreement standards and policies. We are working in partnership with a large number of agencies in Harrow and Northwest London. We work hard to form referral pathways and joint work with numerous groups, and as such we are seen as a key delivery organisation by many of our local partners. These partners include statutory agencies such as Harrow Council, Harrow CCG, Harrow Police; Voluntary sector groups such as Afghan Association Paiwand, Harrow Carers, the Citizens Advice Bureau, Mencap, Young Harrow Foundation, EACH Counselling, Harrow Law Centre, IGNITE, Harrow Success solutions, Harrow Central Mosque and Carama, Harrow Mind, Harrow Together and Harrow Voluntary Action also work closely with us.

Our partnership with these agencies has been positive and contributes positively to the wellbeing and development of the community. They recognise the critical role we play in providing access to justice for people facing the greatest impacts from austerity and Covid-19.

Next year, HASVO will aim to become FCA registered to provide debt advice and registered with the OISC to become a regulated immigration advice centre, two areas with high demands from our clients.

1. OVERALL NUMBER OF CLIENTS SUPPORTED BY PROJECTS DURING THE YEAR:

ACTIVITIES	NUMBER OF CLIENTS SUPPORTED	COMMENTS
ADVICE INCLUDING OUTREACH	1648	These are mainly supported through our drop-in sessions on Benefits; filling forms; sign posting; one to one advice; employment and debt relief.
INFORMATION ON HEALTHY LIVING/PARENTING FRIDAYS. SATURDAYS AND SUNDAYS FOR SOCIAL NETWORKING AND PREVENTION OF ISOLATION & LONELINESS	572	38 sessions were delivered
HOUSING SUPPORT AND PREVENTION OF HOMELESSNESS	306	Weekly average attendance per session is approximately 30, 10 and 14 persons over 52 weeks
YOUTH ACTIVITIES	361	
	235	Weekly school term tuition support, the provision of extracurricular activities; visits to important local sites and holiday excursions. These are for children aged 5-18 year olds.
<b>TOTAL</b>	<b>3122</b>	



## 2. IMPROVING LIVES AND PREVENTION OF CRISIS AT THE FAMILY, INDIVIDUAL AND COMMUNITY LEVELS

We work in a holistic way and support people through different interventions. We resolve issues from school, benefit, employment, health and create positive environment for community progress through our advice, advocacy and outreach support. Community empowerment and development is attempted through our biweekly, weekly, monthly and annual big events as well as our informal comprehensive assessment of the individual and house hold needs during the drop-in sessions.

This year we have opened three out lets to ease the loneliness and improve mental wellbeing of our women. The Harrow central Mosque has provided with a space for thirty women for four hours every Saturday and two small groups use the HASVO centre for Sunday and Fridays.

We believe these interactions are a positive contribution for peer learning and prevents isolation thus improving mental wellbeing.

During this year the number of Arabic speakers and mainland Europeans have reached to 20% of the total beneficiaries. As a result of the increased issues of immigration brought on by this new influx.

Our projects have saved both money and time and contributed to the mental wellbeing of families and individuals who without this level of service be in further difficulties and debt.

Moreover, Mental health is a serious issue in this community partly because of the traumatic historic experiences and the relative poverty and difficulties faced here. We try to contribute to their positive thinking and elimination of burning issues. Our activities are often praised for the soothing and relief of stress from issues of debt, schooling; housing and benefits. Our solutions though at primary level, have their advantages over the complexity of formalities, cultural and language barriers and waiting times that people go through in mainstream agencies.





### 3. PROMOTION OF HEALTHY LIVING & REDUCTION OF HEALTH GAPS AMONG THE BAME COMMUNITY.



There are more than 10,000 Somalis and seven thousand Arabic speakers in the borough who came here as a result of civil wars and have been through a traumatic exile process. Moreover, two thirds of the adults have very low literacy levels and experience cultural and linguistic barriers to access health services. Such factors and others associated with their health literacy, living standards and endemic health conditions are an indication of the gaps of health needs between this new community and the mainstream host population.

Our Health and wellbeing is influenced by factors beyond the reach of the health and social care institutions such as hospitals, GPs and district Nurses. The gaps in health indicators of today are linked to our levels of deprivation and poverty, incomes; access to information and health literacy at community, household and individual levels as well as the existence of dietary and cultural harmful taboos.

Although Harrow is inhabited by one of the most affluent and highest income groups in London, there are however pockets of deprivations with high concentrations in the mainly southern wards of Roxeth, Wealdstone and central wards. These marked gaps in incomes and affluence are apparent from the health indicator charts.

The NHS and Harrow CCG have put forward plans to address this disparity through culturally appropriate services and to work in partnership with voluntary sector groups such as HASVO. The prevalence of hypertension, stroke, coronary heart disease, diabetes and mental illnesses are greater among the BME and new arrivals from the Middle East and Africa and form the biggest part of the health gaps between the population groups in Harrow.

The holistic nature of the determinants of health and ill health require that we address the underlying factors that impact on our health from an individual, household and community levels.



The project's information and networking with the mainstream teams such as GPs, hospitals, mental health & housing will contribute towards a more equitable health care by improving the access to information and coverage of preventive medicine & care for the BME community in Harrow. HASVO remains one of the key partners of the CCG and granted a bid funding to provide the new community (mainly made up of refugees) services to reduce ill health, improve social isolation, prevent unnecessary A&E overuse; raise health illiteracy and improve service uptake.

#### 4. DROP IN SESSIONS AND OUTREACH WORK (ADVICE, ADVOCACY & INFORMATION)

Clients receive an unhindered advice and sign posting sessions for five days a week (Monday to Fridays between 10:00 to 16:00).

The following is a summary of the outcomes of this service:

- Clients are supported on housing issues; benefits; appointments, interpretation, filling forms for GP and letter reading; explain medicines and treatment regimens including attendance of postoperative rehabilitation programmes.
- Clients are directed, advised and sign posted to health and social clubs, appropriate gym and exercise venues, drug compliance and to other service providers.
- Supporting and ensuring that elderly people with difficulties receive the optimal care and services without hindrance by providing them with qualified interpreters, outreach services and linking them with next of kin or social friends for a sustained network.
- Engagement with public health team. Networking with the Harrow Council, the public health team and other local agencies to help them conduct focus groups and special information sessions.
- Sharing information and service networks, supporting access to services maximizing choice and control and making sure services and activities can be accessed by all.
- Helping people with poor and overcrowded accommodations and prevention of homelessness.



## 5. PREVENTION OF ISOLATION AND LONELINESS AND CREATION OF A WARM HUB

Many refugees have difficulty to express themselves and seek advice without the help of others. This group are often old pensioners and live in residential compounds or self-contained rooms. HASVO organises support through the project's volunteers to help them on independent living and to access medical and social care.

- We have started an elderly weekend hub for Somali and Arabic speaker's ladies. Over 54 participants benefit from three different days in two outlets. These are on Fridays between 17:00-19:00; Saturday at Harrow Central Mosque between 16:00-20:00 and Sundays between 14:00 -18:00. These are an informal gatherings aimed to improve social networking for Women and the lone elderly to access and interact with others in order to increase wellbeing and mental health.
- It also gives them a warm hub for people with low incomes. Again, volunteers introduce public health messages on cancer screening, diabetes management and vaccinations.
- We continually follow and monitor their situation particularly on housing maintenance, fixtures of enabling tools, prescriptions, appointment with GPs', hospital discharges and specialist procedures and other benefits.



## 6. FINANCIAL REPORT:

There was an improved capacity of the charity to undertake more activities from last year. Thanks to Trust for London; The Tudor Trust; The Henry Smith Foundation Charity; The Northwest London CCG for their continued support to improve the lives of the Londoners and new migrants.

We are expecting two more project funds to be available during the next few months from the John Lyon which replaces the London Mayoral Youth support and Refugee Action which will enable us to organise more youth and Immigration outreach specialist services.

The Annual Account:

### **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF YEAR ENDED 31 MARCH 2022**

#### **Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required. It is my responsibility to:

- Examine the accounts under Section 145 of the 2011 Act to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and
- State whether matters have come to my attention.

#### **Basis of the independent examiner's report**

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records.

It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statements below.

#### **Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

- (1) Which gives me reasonable cause to believe that, in any material respect, the requirements to keep accounting records in accordance with Section 130 of the 2011 Act; and to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act have not been met; or
- (2) To which, in my opinion, attention should be drawn to enable a proper understanding of the accounts to be reached. The trustees present their report and the financial statements for the year ended 31 March 2022.

Abdirahman Amin.....

Licensed Association of Accounting Technician

BA (Hons) Accounting and Finance

17/10/2022



**Statement of Financial Activities for the Year Ended 31 March 2022.**

<b>Description</b>	<b>General Funds</b>	<b>Restricted Funds</b>	<b>2021/22 Total</b>	<b>2020/2021 Total</b>
	£	£	£	£
<b>Grant and Donations</b>	12,043	135,605	147,648	237,235
Other Incoming Recourses	-	-	-	-
<b>Total Incoming Recourses</b>	<u>12,043</u>	<u>135,605</u>	<u>147,648</u>	<u>237,235</u>
 <b>Recourses Expended</b>				
Office Administration and equipment	11,191	15,066	26,257	39,580
Estates facilities Cost	-	8,528	8,528	8,179
Charitable Activities	-	121,029	121,029	130,329
Accountants and Governance	511.0	-	511.0	1101
<b>Total Resources Expended</b>	<u>11,702</u>	<u>144,623</u>	<u>156,325</u>	<u>179,189</u>
 Incoming Outgoing Recourses Before Transfer	341	(9,018)	(8,677)	58,046
Funds Brought Forward on 31 March 2021	16,224	95,011	111,273	53,227
<b>Total Funds C/F on 31 March 2022</b>	<u><u>16,565</u></u>	<u><u>85,993</u></u>	<u><u>102,596</u></u>	<u><u>111,273</u></u>

### Statement of Balance Sheet for the Year Ended 31 March 2022.

Description	General Funds	Restricted Funds	2021/22 Total	2020/21 Total
<b>Fixed Assets</b>	£	£	£	£
Equipment	-	4845	4,845.0	7,251
Other Fixed Assets	-	-	-	-
<b>Total Fixed Assets</b>	-	4845	4,845.0	7,251
<b>Current Assets</b>				
<b>Debtors</b>	-	-	-	-
Cash at bank and in hand	15,565	86,993	102,558	111,273
<b>Total Current Assets</b>	<u>15,565</u>	<u>86,993</u>	<u>102,558</u>	<u>111,273</u>
Creditors Amounts Falling due within one year	(282)	(2,947)	(3,229)	(5,541)
Net Current Assets (Liability)	<u>15,283</u>	<u>84,046</u>	<u>99,329</u>	<u>105,732</u>
<b>Total Assets less (Current Liability)</b>	<u>15,283</u>	<u>88,891</u>	<u>104,174</u>	<u>112,983</u>
Creditors Amounts falling due after one year	(103)	(1475)	(1578)	(1,710)
<b>Net Assets</b>	<u><u>15,180</u></u>	<u><u>87,416</u></u>	<u><u>102,596</u></u>	<u><u>111,273</u></u>

### Funds Available for the next six Months

Funds Available for next year	2021/22	2020/21
Employee Liability. Contingency	15,200	15,200
Rent and Council Tax	14,723	14,723
Project Manager Salary	10,020	10,020
General Funds	15,180	16,263
Other Ongoing Projects	47,473	55,067
<b>Total Funds</b>	<u><u>102,596</u></u>	<u><u>111,273</u></u>

## AUDIT EXCEMPTTION STATEMENT

For the year ending 31 March 2022, the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies. The members have not required the company to obtain an audit for its accounts in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the act with respect to accounting records and for the preparation of records.

- a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- b) preparing financial statements which give a true and fair view of the of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.
- c) These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Board of Trustees.

20/09/2022

Trustees

Director: Cabdulqaadir A Mohamed.....

Trustee: Ahmed Yusuf.....

Date 20/09/2022



## **Notes to the financial statements for the year ended 31 March 2022**

### **1. Accounting policies**

#### **1.1 Basis of Preparation of the Financial Statements**

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and the Statement of Recommended Practice: Accounting and Reporting by Charities issued in March 2005.

**1.2 Incoming resources** Donations, legacies and other forms of voluntary income are recognised as incoming resources when receivable, except insofar as they are incapable of financial measurement. All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to categories of income: Voluntary income and donations are included in incoming resources when they are receivable, except when the donors specify that they must be used in future accounting periods or certain conditions have not been fulfilled, then the income is deferred. Grants where entitlement is not conditional on the delivery of a specific performance by the charity are recognised when the charity becomes unconditionally entitled to the grant.

#### **1.3 Resources expended**

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the Independent Examiner's fee and costs linked to the strategic management of the charity. All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource.

#### **1.4 Grants**

Grants are credited to the Statement of Financial Activities on the earlier date of when they are received or when they are receivable unless it is specified that they are for a future accounting period, in which case they are included on the balance sheet as deferred income to be recognised in those future accounting periods.

**1.4.2 Unrestricted funds** are the funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for areas of the charity's work or for specific projects being undertaken by the charity.

**1.5 Tangible Fixed Assets and Depreciation,** Tangible Fixed Assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less the estimated residual value of each asset over their expected useful life, as follows: Fixtures fittings and equipment: 20% Straight Line Basis

**1.6 Financial review: Reserves Policy :** Harrow Association of Somali Voluntary Organisations Limited holds funds from its reserves. The current financial risk is low

however the trust has a policy to hold a reserve of £30,000 to cover six month's operating costs.

## 2. Tangible Fixed assets

### **Tangible Fixed Assets**

<b>Cost</b>	£
Cost as at 1 April 2016	3,457
Additions	8,575.0
Revaluation	-
Disposal	-3457
Cost as at 31 March 2021	<u>8,575</u>
<b>Depreciation</b>	
Depreciation as at 1 April 2021	4,781
Charges for the period	2406
On Disposal	-3457
Total depreciation at 31 March 2022	<u>3,730</u>
<b>Net Book Value at 31 March 2022</b>	<u>4,845</u>
<b>Net Book Value at 31 March 2021</b>	<u>7,251</u>

## 7. APPENDIX:

### INTRODUCTION OF THE NEW MANAGEMENT FOR THE HARROW ASSOCIATION OF SOMALI VOLUNTARY ORGANISATIONS (HASVO)

It's my pleasure to introduce to you here the new members of Management Committee for the Harrow Association of Somali Voluntary Organisations.

The new team was elected during our AGM held at the HASVO centre on the 3<sup>rd</sup> of November 2022.

This committee will remain in office for a term of two years  
Hasvo will continue to forge partnership with the voluntary and statutory organisations in order to achieve durable solutions for the multidimensional problems of this new community.

**The list of the newly elected Management committee members are:**

Name	Position
Abdulqadir Mohamed Afey	Chair
Ayaan Ismail	Secretary
Ahmed Yussuf	Treasurer
Omar Noor	Member
Samira Hassan	Member

HASVO's main aims are summarised as follows:

- Provide a voice for Somali Community in the London Borough of Harrow in discussions and negotiations with statutory and voluntary agencies as well as other relevant bodies.
- Encourage, train, build and strengthen the capacity of its member organisations and volunteers so that their services become more appropriate to the needs of the Somali community.
- Provide a network for the dissemination of information, good practice and the sharing of skills in order to develop services for the community.
- Actively promote the valuable contributions, which the Somali community members make to the wider community as a whole.
- Enter into partnerships with appropriate agencies to further the aims of its members and produce tangible benefits for the Somali Community in Harrow.
- Provide a channel for raising issues of concern to the Somali Community and campaign for the rights of the Community.
- Initiate and publish research on the needs of the Somali Community members in Harrow and identify ways of meeting those needs.



- Provide education, training and raising awareness on the practical issues affecting the Somali Community in the Borough.

**Our Core Values are:**

- **Social Justice:** enabling the Somali Community members to claim their human rights, meet their needs and have greater control over the decision-making processes which affect their lives.
- **Participation:** facilitating democratic involvement of the Somali Community in the issues which affect their lives based on full citizenship, autonomy, and shared power, skills, knowledge and experience etc.
- **Equality:** challenging the attitude of individuals and the practices of institutions and society which discriminate against our marginalized & deprived community in Harrow and beyond.
- **Learning:** recognising the skills, knowledge and expertise that the Somali Community members can contribute in Harrow and develop ways of taking action to tackle social, economic and political exclusion. **Co-operation:** promoting joint-working with statutory agencies to identify and implement action to meet the needs of the Somali Community in the Borough.

## AGM Public Questions and Feedback from Attendees:

During the Meeting, the Chair of the trustees gave a summary of the annual report and the Treasurers account was approved.

The Treasurer shared the participants on the progress of financial situation of the organization. He thanked the new funding organizations for their ongoing support (Henry Smith Foundation, Trust for London; Tudor Trust; the John Leyon/Mayor Office and the North west London NHS CCG and Harrow Council.

Both leaders stated that there have been remarkable improvements made in the areas of healthy living, employment and access to basic rights for the new arrivals who are mainly Arabic speakers and the old migrants.

The Coordinator have highlighted the important role this organization fulfills for the borough wide service delivery, community cohesion, and bridging of gaps in equality and integration of new groups.

The youth coordinator shared slides of the hidden issues that the community needs to combat together and air their voices as a community for the common issues that affect us all.

The leaders have noted the increasing number of non-Somali beneficiaries especially from the Mediterranean and the east European countries and EU citizens. Some of these groups are presenting circumstances/situations that Somali community have dealt ten to fifteen years ago. This certainly presents the demand for more resources and resilience from the volunteers and organisation to adjust to meeting such needs as a public body.

### Public feedback:

- The overall support provided by HASVO to the wider community was recognised by members has it continues to reach other communities such as the Arabic speakers
- Another client stated that although Somalis are not used to praise each other, its nevertheless time to say the reality about the outcomes and benefits of your contributions for the community.
- We have are grateful to have this organisation, volunteers and staff in Harrow.
- Ms K said that on a desperate time she came with thousands of pound in debt and suspension of her housing benefits. She was happy that thought the support of HASVO she gained moral support as well as support to resolve her issues.
- Mr R. A pensioner with early signs of forgetfulness and fear from council officers. Shared how HASVO case worker has sorted out many of his issues after a long struggle.
- Ms M. A., has nine children and faced frequent problems from school exclusions and suspensions, she shared how HASVO youth worker had tirelessly worked with her and the school(s) to find workable solutions. She says despite having four children with difficulties in school(s) HASVO has been by my side all through. I can't thank them enough.