



Migrant Workers Sefton Community
Registered Charity 1155318

Office 5
Shakespeare House
37/39 Shakespeare Street
Southport
PR8 5AB
Telephone 01704 514 159
07970084298
Email mwsc@hotmail.co.uk

Annual General Meeting 3pm (by email + phone) Sunday 27-06-2021
7 Hawkshead Street Southport PR9 9HF

This annual report spans the period Of Incorporated Charitable Organization (Mwsc) February 2020 -2021

Trustees are appointed or reappointed Bi-annually at the Annual General Meeting

Trustee list

Tony Dawson (Councilor) 103 Forest Road Southport PR8 6HY
Eileen Saunders 7 Hawkshead Street Southport PR9 9HF
Krzysztof Szczecina 65 Princess Street Southport PR8 1HA
Aleksandrs Subotjalo C/O 7 Hawkshead Street Southport PR9 9HF

Public Benefit

The trustees have complied with their duty to have due regard to Charity Commission public benefit guidance when exercising any powers or duties to which the guidance is relevant

- Objectives Summary
- To advise migrant workers of their rights
- To relieve financial hardship among migrant workers and their families in Sefton and surrounding area
- To preserve and protect the health of migrant workers and their dependents
- To advance the education and training of migrant workers

Partnership and Joint Working

The Charity has formal partnership agreements with One Vision Housing Association, Sefton Council, Government departments such as Pension Credit and Child Benefit Agency, Hate Crime reporting Centre & Hmrc, Immigration certificate home office

- The charity also has good working relations with Local Authority and local Health services.
- The Charity also has productive links with the Police and Fire and Rescue Service
- The Charity also has productive links with a reputable Recruitment Agency
- The Charity also has productive links with Sefton council Education Early years
- The Charity also has productive links with Liverpool Law University and Edge Hill University
- The Charity also has productive links with various solicitors for legal signposting

Summary of Activities

Introduction

MWSC was registered in 2009 and converted into a Charitable Incorporated Organization (CIO) 2014. The charities' main objective is to support international workers and their dependents in Sefton & the surrounding areas. Clients may have been experiencing discrimination, unfair treatment, financial hardship (particularly in the fields of access to employment), housing issues, healthcare issues, welfare entitlements and financial services problems.

Services provided include translators / interpreters in 8 languages, helpline, one to one appointment, drop - In - sessions, legal referrals, letters of merit family Law. All off this takes place at an office which is open 6/7 days a week.

Our approach is to understand the client's problems, agree to a personalized action plan and support them to achieve their goal.

Key outcomes achieved include enabling clients to claim £2.101,000 extra income, which includes £1.605,000 benefits to which they were entitled and £363,000 through employment. 5 clients have successfully made home purchases.

Increased client income	
Benefits	£1.6m
Employment	£363.000
Total	£2.101m
Volunteer Value	£43,076 (min wage)

Outcomes frequently achieved

A reduction in physical health problems	Improved communication skills	Economically better off
Improved job search skills	Increased ability to budget & pay bills	Knowledge of benefits and entitlements
A greater feeling of self-esteem, self-worth, and value	An ability to give something back to the community	Increased self confidence

Positive Outcomes (Theory of change)

Health behavior;	Reduced physical debt, employment stress or sub-standard housing
Attitude and Self-perception:	Reduced debt or domestic violence or inadequate housing, or being taken advantage of or knowing rules-regulation
Knowledge and Skills:	Increased self-confidence, Increased knowledge of benefits, local services
Circumstance:	Increased job-search skills, service users achieve more opportunities, more service users access suitable accommodation, decent employment, in-work benefits, NHS appointments secured

Services

Facilities

Referrals

Office opening 6 /7days a week Translators/Interpreters in 8 languages Helpline Appointments Drop – In – Sessions Letters of merit family Law Assessments for accredited ESOL Work certificate 1 Full time, 7 part time staff 4 Volunteer staff Referral system	4 Desks 4 PC's Private interview rooms Telephone and internet access Printing facilities Helpline	Sefton Council departments CAB Job center Food banks Various Sefton charities Local schools Light for Life Sefton advocacy Sefton care Adult social care social workers Local schools & family services
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2020 REPORT Covid-19 Impact

80% of migrant workers are on 0% work contracts with 40% of workers laid off in the first week of lockdown, immediately impacting on finances, clients are unable to meet daily needs, basic foodstuffs, medications, and utilities card/key payments for daily use.

Government indicates that at least 30% of businesses will have to close altogether predicting more unemployment.

Clients reacted to Covid-19 in a state of panic impacted by poor English skills, poor IT skills, inability to access service providers, lack of knowledge. Clients who are ill or vulnerable are isolated and have no ability to provide basic needs for themselves or family members day to day.

Covid-19 information calls are dealt with immediately with practical advice and information, or sign-posting clients to 'NHS Guidance', 'Doctors of the world information in Languages.'

Benefits & Settled Status clients proved to be more difficult to deal with by telephone as clients needed to log into Government online services completing facial ID and uploading documentation. 80% of clients struggled to complete applications due to poor English and IT skills.

Employment advice includes HMRC Furlough, Self-Employment applications and Self-Assessment, Employment & CVs.

Debt issues are resolved by negotiations with creditors process includes authorities from client combined with income and expenditure sheet for creditor agreeing affordable payment plans, creating workable budgets.

Food vouchers and referrals to local food banks provided to clients who are struggling along with food deliveries.

Legal & police issues are dealt with on the day by referral or reporting.

Our Approach in resolving the issues included returning to the office on 13th April following government guidelines on Covid-19 following safety process for staff and clients. Inviting clients with priority critical issues to enter the MWSC office with all documentation needed in completing applications online including the facial ID process for Gov.uk.

Our Approach to Covid-19

Closed the office March 23 redirected the telephone to staff members to continue to advise clients received an average of 15 calls a day. The calls varied from Covid-19 information – benefits – employment and debt. Reopened the office Reopened the office 6 April as clients unable to access services, unable to claim benefits.

The following is a brief snapshot of the work completed 2020

Benefits advice & applications	680 including 179 universal credit applications
Legal & Police issues	124 including 23 police/hate crime, 25 family law/domestic violence cases
Housing issues	108 including 3 homeless & 14 social housing applications
Debt	72 including 19 Hmrc, 19 benefits negotiated into manageable payment plans
Surplus food collections-deliveries	3.732 tonnes collected/sorted/delivered from local supermarkets over 250 pickups since March

Employment issues	155 including finding employment for 20 unemployed citizens
Immigration & Brexit	419 including 237 settled status applications
Covid-19 advice	93 including 23 referrals
30 Employment & Road accidents	£24,000 being the largest pay-out
6 Benefit appeals	Benefit - ESA - reinstated secured for 3 years with 10-month backpay Total £31,200 also entitled to Housing Benefit and Council Tax reduction

Data 2020

Clients	995
Children	156
New cases	1899
Extra actions	2059
Calls in	2405
Calls out	2326
Volunteer hours	4,940
Referrals from agencies	23

Benefits	Examples
Healthier Behavior	<ul style="list-style-type: none"> Reduced physical Debt Employment Stress or sub-standard housing A reduction in physical health problems
Attitude and Self-perception	<ul style="list-style-type: none"> Reduced Debt or Domestic Violence or inadequate housing, or being taken advantage of or knowing rules-regulation A greater feeling of self-esteem, self-worth, and value
Enhanced Knowledge and Skills	<ul style="list-style-type: none"> Increased Self-Confidence Increased knowledge of benefits, local services Increased communication skills Increased ability to budget and pay bills
Improved Circumstances	<ul style="list-style-type: none"> Economically better off Increased job-search skills, Service users achieve more opportunities, More service users access suitable accommodation, decent employment, in-work benefits, NHS appointments An ability to give something back to the community Increased ability to report crime & hate crime access police services

Case Studies

Benefits & Debt Mrs. K K Poor English-IT-Skills

Client unable to work due to accident, 2 operations were unsuccessful waiting for 3rd operation. 12 months unable to secure benefits struggling with debt and teenager son. 2019 Supported client to secure benefits through 5 negative decisions. Late 2019 declared fit to work benefits stopped, represented client at tribunal February 2020 benefits reinstated decision awarded for 3 years. Mwsc negotiated debts with

creditors, supplied client with food-vouchers- essentials. Enrolled client online ESOL class.

"Without my case-workers I have no idea what we would do or if we would be on the streets by now" (Ms. K, 2021).

Employment Mrs. M Qualified midwife with a Polish Master's degree in nursing unable to continue practicing in UK due to a time gap

Client tried to secure employment in midwifery for 5 years unsuccessfully. Mwsc accompanied client to Preston University midwifery department eventually securing client on 'ACAS' 'Return to Practice' course completed September 2020. Supported client to write to hospitals for 'Clinical Placement'. Wigan hospital offered place and further offered full time job upon completion of placement. Mwsc supported client to write out assessments and reports on completion of placement.

"I would never have been able to access this opportunity without the help and support of Mwsc case-workers" (Mrs., 2021).

Domestic Violence Mrs. N L poor English-IT skills

A Russian client married to a British man who were both physically and financially abusive, believed that if she complained she would be deported with her child. The husband received all the benefits into his bank account. He was partially disabled, and he would spend the money on alcohol. The client had no bank account. The husband ended up in hospital due to alcohol poisoning. He refused support offered to tackle his addiction, stating that he had to look after 'his young daughter.' Social services were informed and became involved. The client broke down and told them the whole story. Social services contacted Mwsc making an appointment with the translator case worker agreeing a plan of action. This included applying for the correct 'Indefinite leave' certificate through special circumstances i.e. 'Domestic Violence', securing a 2-bedroom apartment, securing benefits paid into the clients' new bank account and securing a part time job.

"I believed that I had to stay in this abusive marriage and put up with the violence. I am grateful every day that I was wrong and that I have escaped that life with my child. Mwsc is now supporting me to complete my 'Citizenship' application." (Mrs. NL, 2021)

Racism, employment & homeless, benefits issues

In April 2020, Mwsc received a referral from an organisation in Liverpool about a man who was living in a hostel for 12 months. He was unable to find work and was not entitled to benefits. We organised a telephone interview with him to understand his issues, paid for a return train ticket enabling us to interview him and agree a plan. He eventually relocated to the Bold Hotel, Southport. During his stay, he was diagnosed with Covid-19, became ill and self-isolated for two weeks.

We managed to secure him a full-time job prior to his Covid-19 diagnosis. We liaised with his employer to keep his job open until he completed isolation. We supplied him with work clothes, shoes, a coat, and food vouchers as all his personal items had been stolen. Mwsc supported the client to achieve his health & safety certificates and secured and paid his first month's deposit on a studio flat (MWSC paid out of emergency fund on the proviso that the client would pay monies back

£20 month). The client signed his new lease address, Knowsley Road, Southport, and he moved in on the 18th of May. We organised bedding, utensils, food parcels, vouchers, and essential necessities as he would not be paid for four weeks. The client has gone onto a permanent contract and loves his new flat. He is now working 40 + hours a week and is still employed by the nursing home as of today 28-01-2021. He is also interested in volunteering in Mwsc.

“My life has been restored to me through this charity” (Mr. Chandry, 2021)

Pensioners; Pension Credit Housing Benefit Council Tax & Debt Poor English and IT skills

Mwsc dealt with two separate cases of pensioners who did not work and have been without income since the first lockdown in March 2020. They needed pension credit plus housing benefit. They applied for benefits in April and received them in August 2020 having had no income for 5 months. Their debts included: rent, council tax and utilities. Mwsc supplied the clients with food vouchers, surplus foods, food pantry access and volunteers' good will e.g., supplies essentials. Both clients received pension credit, housing benefit and a council tax reduction in August 2020. Case workers negotiated with creditors, benefits departments and the private landlords inviting the landlords to our office to discuss and update.

“I was facing homelessness and starvation; I did not know who to turn to I was desperate.” “I go to the charity with all of my problems, and they help me to sort them out.” (Mr Duleba, 2020)

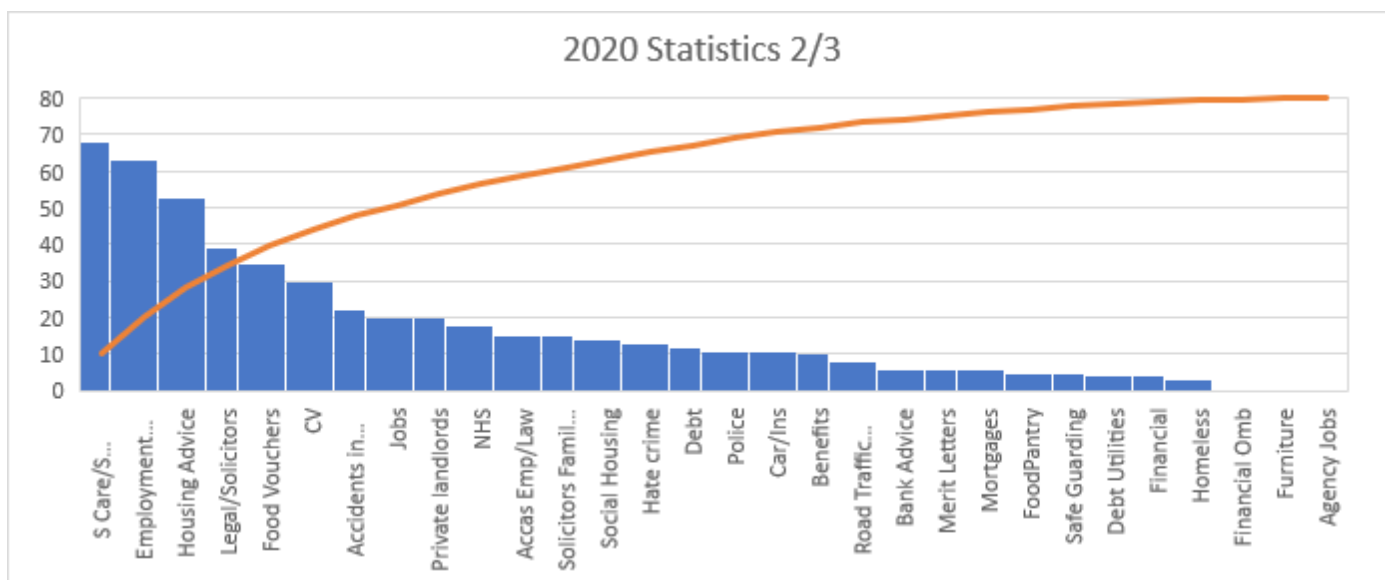
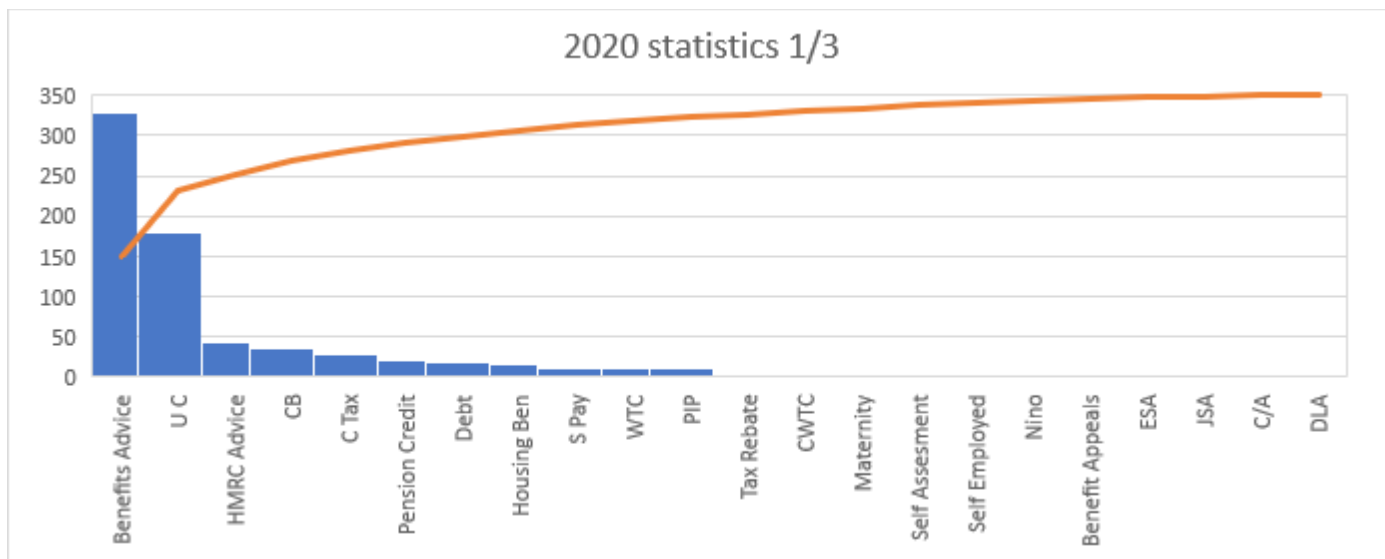
Conclusion

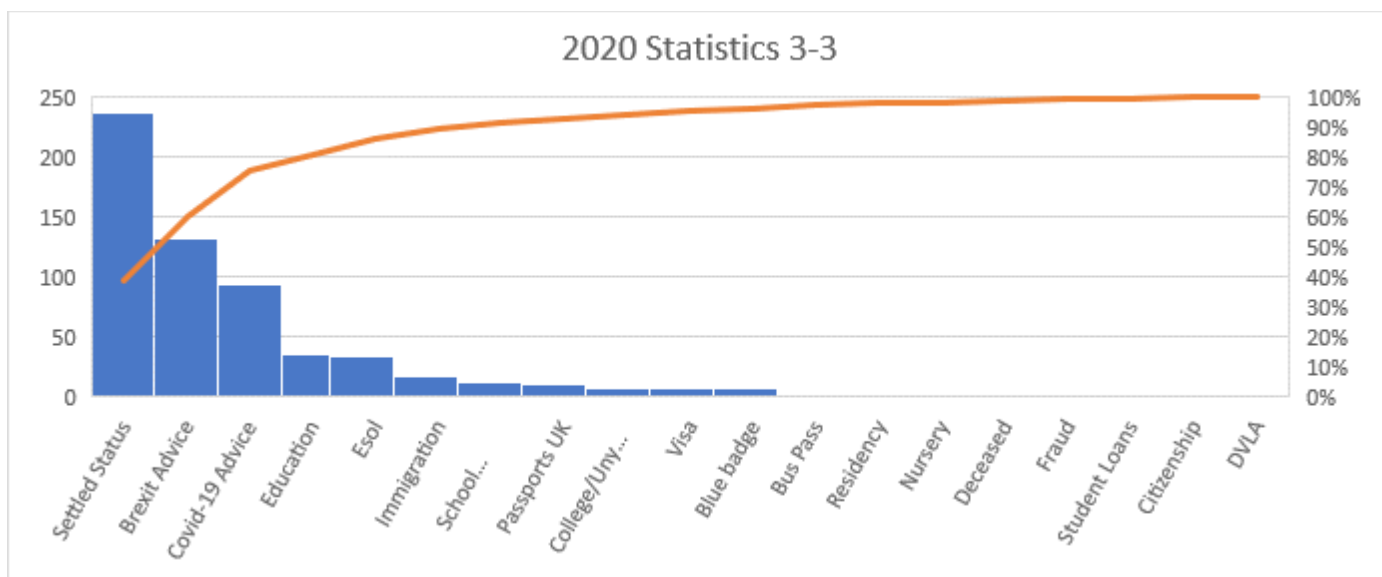
It is difficult for people who have no English or IT skills to be able to access service providers for basic help that is needed day to day, especially in times of Covid-19. However, with the help and support that we can offer to our clients through translation, interpretation, completing applications or applying to service providers on their behalf. They know that they have a safe place to turn to for all the help that they need.

Mwsc signpost, make appointments and accompany clients to other professional bodies when needed, including, family law solicitors Moorcroft's', Accidents in work solicitors DDE Law' and employment law solicitors ACSL.

- Mwsc is a 3rd party hate crime reporting centre for Merseyside Police.
- In 2017, the charity, Mwsc, achieved 'The Star Standard' local quality mark. This is recognised by statutory partners in Sefton which indicates that a VCF organisation is commission ready.
- In 2017, the charity was awarded a 'Highly commended Award for Loan shark Project' from the 'Illegal Money Lending Team' Loan shark video <https://vimeo.com/161895506>

2020 Statistics Graph





Mwsc Challenges included

- completing registration forms for telephone clients
- Counting indirect clients and children
- When clients have received 'Settled Status' certificates they falsely believe that they do not have to take any further actions, which is incorrect. The 'Settled Status' certificates must be updated each time the client renews passports or ID. This process involves relogging into Gov.Uk, facial scanning and inserting new information. Failure to do this, will result in clients not being able to reenter the UK in the future. Clients need to be informed of this additional process that has been added to the UK systems.
- 33 Assessed Esol students were to begin Esol accredited courses in March, however this had to be postponed indefinitely with the assessments to be arranged and organized through Mwsc office.

Ratio

Male	36%
Female	64%
Southport PR8	34%
Southport PR9	38%
Kirkham PR4-PR1	3%
Chorley PR7	1%
Liverpool L4-L20-L37	17%
Wigan WN5	2%
Wigan WN8	2%
Manchester	1%
Leeds	2%

Achievements: The main achievement was the engagement of such a large sector of the varied migrant community in Southport, with distinct nationalities from EU A8 full list.

- Czech Republic.
- Estonia.
- Hungary.
- Latvia.
- Lithuania.
- Poland.
- Slovakia.
- Slovenia.

Attending as clients or volunteers working together.

Community cohesion therefore was positively impacted upon, as the various citizens mixed with others from a range of backgrounds, which does not always happen easily in the migrant community, where groups tend to stay within their own communities.

Social support was very evident as clients and volunteers work together in positive ways.

The charity does not advertise its service, mostly people hear of the service through word-of-mouth recommendation and referrals from statutory and voluntary agencies.

Where appropriate the charity signposts or refers clients to other agencies, both in the statutory, legal & voluntary sectors.

The charity is extremely grateful to its volunteers without whom it could not carry out its activities. The volunteers give freely of their time and expertise at the outreach sessions and engage in specialist training. Volunteers are given bite size training sessions before each outreach surgery and are supported by two trustees during the surgeries and follow up work.

Significant Outcomes

- World cake integration day event took place on the 29th of April 2017 at the Salvation Army Centre this was attended by 350 attendees (volunteers, migrants, the MP, the Mayor, councilors, and representatives of various organizations). The event was in

collaboration with Edgehill Media University department and Sefton Council.

- Completion of key words into 5 languages, supporting children Early Years Project Sefton education department
- January 2017 The charity achieved the Star Standard, a quality assurance scheme for the voluntary sector on Merseyside.
- March 2017 awarded a 'Highly Commended status' Illegal money lending team
- Mwsc is a 3rd party reporting center for Merseyside police
- Members of Sefton operation's town hall committee
- Loan shark video in partnership with Sefton Council
<https://vimeo.com/161895506>
- June 2017 Included in the publication 'Guidance booklet offering support to practitioners about ways to promote their practice' developed by School Readiness Service in collaboration with other professionals and Ofsted registered Early Years providers Sefton Council>The charity translated 'Key Words' needed for this project in 4 languages, the project target was Sefton and will be rolled throughout Merseyside if proved successful

Charity Number: 1155318

Migrant Workers Sefton Community

Unaudited Accounts

**For The Period Ended 28th February
2021**

**INDEPENDENT EXAMINERS REPORT
To Migrant Workers Sefton Community**

I report to the trustees on my examination of the accounts of Migrant Workers Sefton Community for the year ended 28th February 2021.

Responsibilities and Basis of Report

As the charities trustees of Migrant Workers Sefton Community accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's Statement

I am a member of the AAT and I am bound by the code of ethics issued by FRC's Revised Ethical Standard 2016.

Accounts preparation services were provided by Sefton CVS, my employer, and I as examiner have applied the ethical standard to my work.

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

1. Accounting records were not kept in respect of Migrant Worker Sefton Community as required by section 130 of the Act; or
2. The accounts do not accord with those records

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 reached.

Anthony Deegan MAAT, MICB, Pm.Dip
Finance Manager
Sefton Council for Voluntary Service
3rd Floor, Suite 3b, Burlington House, Crosby Road North,
Waterloo, Liverpool, L22 0LG

Signed: 

Date: 15/6/21

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Receipts				
John Moores Foundation	-	4,000	4,000	4,000
Mayor of Sefton Charity Fund	-	-	-	702
Hesketh Round Table	-	-	-	500
Wirral Citizens Advice	-	-	-	250
Barrow Cadbury Grant	-	12,800	12,800	-
Sefton MBC	17,289	-	17,289	15,791
Workers Education Association	-	9,187	9,187	-
Community Foundation (LCR 1 and LCR3)	-	9,436	9,436	5,000
Big Lottery Fund	-	-	-	-
Sefton Carers Centre	12,168	-	12,168	11,232
Donations receivable	-	-	-	444
Groundwork	1,000	-	1,000	-
Neighbourhood Community Fund	400	-	400	-
PH Holt Foundation	-	-	-	13,000
Refunds	390	-	390	-
LCR 2	-	8,923	8,923	-
LCR 4	-	9,152	9,152	-
Total Receipts	31,247	53,498	84,745	50,919

Payments

Rent payable	4,800	-	4,800	3,000
Social care agreements	12,168	-	12,168	12,158
Sessional fees	- 76	39,179	39,103	13,245
DBS checks	-	-	-	23
Salaries	-	23,833	23,833	9,457
Pension contributions	-	1,715	1,715	336
Covid food vouchers	856	-	856	-
Training	-	-	-	20
Travel	421	41	462	435
Computer expenses	19	450	469	115
Repairs and maintenance	38	-	38	49
Furniture	-	-	-	37
IT software	96	-	96	100
Accountancy	-	125	125	250
Payroll processing	-	68	68	11
Insurance	-	202	202	195
Cleaning	22	-	22	20
Postage	23	-	23	19
Stationery	140	-	140	97
Telephone and internet	-	398	398	371
Refreshments	20	-	20	-
Volunteer gifts	-	-	-	120

Total Payments

18,527	66,011	84,538	40,058
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Net Receipts For Period

12,720 -	12,513	207	10,861
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Net Cash Funds B/F

8,414	30,950	39,364	28,503
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Net Cash Funds C/F

21,134	18,437	39,571	39,364
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	Total 2021 £	Total 2020 £
Monetary Assets		
Cash at Bank	39,569	39,364
Cash in hand	2	0
	<u>39,571</u>	<u>39,364</u>

The accounts have been prepared under the Receipts and Payments basis.

These financial statements have been approved by the Trustees and signed on their behalf by:

Cash in bank is represented by:

Unrestricted funds	21,131
John Moores Foundation	1,018
Barrow Cadbury Grant	2,819
Sefton MBC	5,335
Workers Education Association	347
Community Foundation (LCR 1 and LCR3)	2,032
LCR 2	3,307
LCR 4	3,582
	<u>39,571</u>

Chair of Trustees. Eileen Saunders Date: 6-06-2021

Signed: E Saunders.

Charity Number: 1155318

Migrant Workers Sefton Community

Unaudited Accounts

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