



*Migrant Workers Sefton Community*  
Registered Charity 1155318

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**Annual General Meeting 5:00 (Zoom) Sunday 2 July 2023**  
**7 Hawkshead Street Southport PR9 9HF**

**This annual report spans the period Of Incorporated Charitable Organization (Mwsc) February 2022 - 2023**

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 69 Tulketh St PR8 1AW
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, 3<sup>rd</sup> Party Hate Crime reporting Centre & Hmrc, OISC Immigration certificate level 1 home office.

## The charity also has good working relations with

- Local Authority - Local Health services - Police & Fire Rescue Service

## The Charity has productive links with

- Reputable Recruitment Agency & Local Employers
- 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.

- The services provided include translators / interpreters in 7 languages, helpline, one to one appointment, drop – In appointments, legal referrals, letters of merit family Law. All takes place at an office which is open 5/6 days a week.
- Mwsc achieved a ‘OISC’ Level 1 Immigration Limited to EU Settlement Scheme 12 June 2019 regulation number – N201900029 will be applying for level 2 immigration advice home office
- Mwsc became a National Partner of Neighborly in the collections/delivery of fresh food to be distributed within the community supermarkets involved Aldi, Liddle, and M & S

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

## Key outcomes increased clients income

achieved include enabling clients to claim £3.8 extra income, which includes £3.1 benefits to which they were entitled and £649,000 through employment. 6 clients have successfully made home purchases.

Outcomes	Benefits £3.570.000		frequently achieved
	Employment £580.000		
	Extra Income £74 k		
	Debt Written Off £24 k		
	Volunteer Value £39.120 (min wage)		
	TOTAL £5.870.120		
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 5/6 days a week Translators/Interpreters in 7 languages Helpline Appointments Drop – In – Sessions & Appointments 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	Refugee women Probation office Talbot family (Early Help) Sefton Council departments CAB Job center Food banks Various Sefton charities Local schools & Family center's Light for Life, Sefton advocacy Sefton social care & social workers

### 2022 REPORT

The main issues clients experienced included - Un-Employment – Benefits – Debt – Housing – Brexit Pre-Settled & Settled Status applications

**Our Approach** in resolving the Immigration Pre-settled & Settled issues was to achieve a certificate in 'Immigration Advice OISC Level 1' enabling Mwsc staff to support clients completing the 'Pre-Settled & Settled Status certificates online including the facial ID process for Gov.uk, assisting clients to create Gov.uk 'Profiles'.

Process put into place during lockdown continued to work well altered were necessary with very little changes as follows

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

**Gov.UK online 'Profiles'** was an unexpected added process migrants needed to complete to access a legal code. 85% of clients were unaware of the Gov.UK 'Profile' required for Employment or interviews for employment. 90% of clients do not have the English or IT skills to complete this legally required code.

**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 issues - Furlough, Self-Employment applications and Self-Assessment, Employment & CVs. Arranging interviews with required Gov.Uk codes.

**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. Mwsc uses discretion to allocate supermarket vouchers to clients in desperate critical needs.

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

### The following is a brief snapshot of the work completed 2022

Benefits advice & applications	720 including 165 Advice, 555 successful applications including 295 universal credit applications, including housing & council tax, 15 benefit debt
Legal & Police issues	99 including 18 advice, 60 Legal & Solicitors, 4 hate crime, 16 family law
Housing issues	129 including 40 advice, 11 homeless & 69 Private Landlords, mortgage 7
Debt	110 including 19 Hmrc, 15 Benefits, 35 Utilities, negotiated into manageable payment plans, reduced or removed
Surplus food collections-deliveries	2. tons collected/sorted/delivered from local supermarkets over 208 pickups since March
Employment issues	147 including 43 advice, finding employment for 29 unemployed citizens, 35 CVs, 25 interviews
Immigration & Brexit	733 including 249 advice, 243 settled status applications, 26 naturalization, 11 citizenship, 128 Asylum/Refugees seekers, 2 leave UK

Frequency / times attended activities

### Data 2022

Clients	1224 Including 593 new clients
Children	158
Cases	2247
Extra actions	2737
Calls in	1570
Calls out	2538
Female	619
Male	605
Food pickup – Sorted – Delivered	1 Tons

Benefits	Examples
Healthier Behavior	<ul style="list-style-type: none"> <li>Reduced physical Debt Employment Stress or sub-standard housing</li> <li>A reduction in physical health problems</li> </ul>
Attitude and Self - perception	<ul style="list-style-type: none"> <li>Reduced Debt or Domestic Violence or inadequate housing, or being taken advantage of or knowing rules-regulation</li> <li>A greater feeling of self-esteem, self-worth, and value</li> </ul>
Enhanced Knowledge and Skills	<ul style="list-style-type: none"> <li>Increased Self-Confidence</li> <li>Increased knowledge of benefits, local services</li> <li>Increased communication skills</li> <li>Increased ability to budget and pay bills</li> </ul>

Improved Circumstances	<ul style="list-style-type: none"> <li>• Economically better off</li> <li>• Increased job-search skills, Service users achieve more opportunities,</li> <li>• More service users access suitable accommodation, decent employment, in-work benefits, NHS appointments</li> <li>• An ability to give something back to the community</li> <li>• Increased ability to report crime &amp; hate crime access police services</li> </ul>
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## Cases Case studies 2022-2023

### Legal, Incarceration, Deportation

#### Referral Early help team

Mr A Z is 30 a father of two young children who faced deportation due to an altercation at his X partner's home. His children informed him they received harsh treatment from his X's new partner, he approached the X and her partner to discuss the issue this led to an altercation.

Client pleaded guilty to hitting the new partner. He is serving a custodial sentence. Mwsc was approached by Mr A Z 's family who required support to complete an 'Appeal' the appeal was completed and sent to Home office with supporting documentation from his employer and his children whom desperately wanted their daddy to stay in the UK. The outcome is still to be decided. "Family of Mr A Z, our English is very poor, we would not have been able to complete the forms our son sent to us to complete without the mwsc charity, we are very grateful" (Mr Z Family)

### Debt, Housing Issues, Employment

#### Self-referral

Mr M G needed support to control his £15,000 debt he had approached a 'debt consolidation solutions company' online and had agreed that they would sort all his debts into a payment plan. He was unaware that there was a further £2,600 cost to this agreement.

He approached mwsc office July 2022 to ask if there was anything that could be done to cancel the agreement and support him through this issue. Client owed monies to 7 creditors. Mwsc contacted the debt consolidation company to cancel the agreement, it was pointed out by mwsc that the client's English is poor, and a translator/interpreter had not been provided for the client. The company agreed to release the client. Mwsc contacted all 7 creditors with supporting documents, client authority form, income/expenses doc, covering letter to explain client was a fast-food delivery man and his transport was broken.

Client did not want to shirk his responsibilities he had got into hardship. A payment plan was agreed with all creditor's the last one to agree January 2023. Mr M G brought mwsc a thank you card tea bags, chocolates. "No more bailiffs to deal with and constant telephone calls asking for money, my life was hell, I am really grateful to mwsc I can work my way through my debts now and get back on track". (Mr M G)

### Benefits Fraud – Police - Debt

#### Referral from Early help team

Mr B father of 2 children employed but due to covid he became unemployed, 2020 he was informed by his cousin that he was entitled to furlough payments. Mr. Mrs. B English & IT skills are very poor. Client's female cousin supported client to apply for Furlough payments.

Client and his cousin attended the Job centre with passport ID and supporting documents. Cousin had added her bank details to the claim, client depend on his cousin to inform him at the interview.

Furlough went into payment and cousin sent client 3 payments of £400 from her bank account to clients and then informed the client that furlough was over.

February 2022 client was referred to Mwsc office by early help team, to help him with his benefits as he was experiencing sever debt and rent arrears, client was in low paid job.

Mwsc supported client to claim Universal Credit online to be informed that client had a live application that was being paid monthly opened in 2020.

Mwsc informed benefits that this was a fraudulent claim opened by the cousin and the application was closed. A new claim was opened for client.

Client received letter from benefits to inform him that he owed £23.000 to be paid immediately.

Mwsc reported the crime to the police and received a crime reference number.

Client contacted his cousin she was living in another country she hung up on him. Mwsc supported client with Food Vouchers for Asda also contacting Housing explaining what had happened and asking them to honour the rent and council tax payments to the landlord.

It took 3 months to sort out the benefits and get the family into payments. Eventually the family recovered with benefit payments and Dad got a new job. "I don't know what to say as I thought I could trust my family now I know that's not true. Thank you to Mwsc for all your help I don't know what would have happened to us without help (Mr B 2022)"

### **Homeless – Debt – Self Employment – Benefits**

Charity referral

Mr. J. S British national 61 years old, suffered heart failure December 2022 lost his self-employed business and his managers position in local B & B March 2023, was asked to vacate his room in the B & B as he could no longer perform his duties. Client was homeless and his application for benefits was rejected.

July 2023 client attended appointment with Mwsc part of the agreed action plan was Mwsc would contact DWP to explain in detail clients' issues, fill in a new benefits application. Client needed support with his social housing application to be allocated a priority listing as he was scheduled to have more heart surgery 2023, Mwsc supported client with benefits appointment, housing benefit & council tax applications and the "Affordability Test". Client received keys to sheltered accommodation flat on the 29<sup>th</sup> September 2023 benefits went into payment September. Mr J. S. "The system was a nightmare to navigate I could not help myself and was becoming more frustrated which affected my health, A big thank you to Mwsc I would still be couch hoping with no income Mr. J. S 2023)"

### **Homeless – Refugee – Racism - Employment**

Referral housing team

Mr Y is a Sierra national refugee he arrived in the UK 06/08/2021, he was homeless and using the 'Emergency Sit up service' in Southport. Client's English and IT skills are poor. Client was experiencing racism and feeling very low.

Client was referred to Mwsc 14-02-2023 he was waiting for his 'Refugee status' he is a barber he was offered employment in a barber shop in Liverpool if he could find somewhere to live.

Mwsc contacted Housing options, Bosco house, Leyland house, Excell, Venus's hostel supporting the client to find somewhere to live explaining client had been offered employment.

Mwsc continued to support the client making daily phone calls to agencies. Eventually client received his 'Home office status' and he was offered a room in Liverpool that would be available in 3 weeks.

Mwsc supported client to secure a 3-week emergency accommodation in Southport from a contact until he could go into Liverpool and collect keys to his new accommodation. "I was giving up hope in humanity, I lost everything in my life, thank you mwsc (Mr Y 2022)"

### **Homeless - Lithuanian man aged 53**

#### **Referral Housing Options**

Mr D employed lives with a flat mate and paid rent for the past 10 years. Flat mate passed away August 2023, Mr D was informed by the landlord that the tenancy agreement was not in his name, and he had a month to move out under an eviction notice, as landlord would be increasing the rent.

Sefton Housing options referred Client to Mwsc as client could not access Settled Status share code, he had lost his ID, his passwords telephone number and email address, without this information client could not access emergency accommodation or find a new place to live.

Mwsc was asked to work with client to discover if he had pre-settled status as he had lost all paperwork passwords and codes, as it turned out Mwsc had completed the application 2 years previously and was able to eventually track and log into shared codes.

Housing options was able to upgrade clients' options to hotel until accommodation could be found. Three days later housing options referred Mwsc to complete Universal Credit application for client.

### **2023 Mwsc has Growing concerns for clients experiencing Online Fraud**

Mwsc is in partnership with Hmrc Unique office number "OINF/106873528 We are supporting clients with all aspects of hmrc.

Hmrc Emerging issue in 2023 clients reported they were being fined by Hmrc for Self-Employment & Self-Assessment accounts.

Mwsc contacted Hmrc to discuss the growing number of clients experiencing serious issues clients are being sent huge unpaid penalties and charges for Self-Assessment, Self-Employment accounts even though clients had never opened Self-Employment, Self-Assessment accounts.

Mwsc contacted Hmrc to discuss our concerns, we were told that more and more migrants accounts are being Targeted and Compromised.

During the conversation I asked how this was possible, clients National insurance numbers were being used and if that was happening then the same practise could be used to open benefit fraud online and bank fraud online.

I have selected 2 cases of online Hmrc fraud as case-study.

### **Online Fraud, Debt, Hmrc high tax code earning's removed from wages.**

#### **Word of mouth Referral**

Mr V. C. Romanian national arrived in the UK 2014 employed by agricultural factory locally since 2014 poor IT & English skills, client is married with two children.

Received Hmrc letter 22-11-2022 demanding payment of £26,912 in taxes and penalties.

Client arrived in Mwsc office February 2023 extremely agitated as his wages had been reduced up to 90% over a 3-month period his employer was instructed by Hmrc to apply an emergency tax code to take payments for Hmrc until the debt was recovered.

Client experienced financial hardship as he could not pay rent buy fuel to go to work or groceries to feed his family. Client tried to call Hmrc to explain that he had never been Self-Employed and there had been a mistake, unfortunately he was not able to explain himself and nothing changed.

Mwsc contacted employer as a starting point to see if it was an error they may have created.

Next step was to become an agent for the client by filling in a '64-8'. Mwsc called Hmrc with the clients' employment history since 2014 and was informed that Self-Assessments had been opened for the following years, 2016 – 2017, 2017 – 2018, 2018 – 2019. 2019 – 2020, 2020 – 2021, 2021 -2022, 2022 – 2023. Each of the years had to be closed separately. 2022 – 2023 needed to be closed by filling in 'SA832'.

11-04-2023 Mwsc wrote to Hmrc requesting repayment of tax overpayments totalling £5000 as soon as possible.

"I did not have anywhere to go to find help, my employer could not help me, Hmrc could not help I was desperate, I could not pay for rent or even school meals for my children I was totally lost, I will recommend Mwsc to my colleagues I trust them they saved my family and me" (Mr. C. V. 2023)

### **Hmrc Online Fraud – Debt – Self Employment**

#### **Self-Referral**

Mrs A D brought a letter she received from HMRC asking for £20,000 as unpaid tax through Self-employment. Mwsc called Hmrc to inform them that my client was never self employed and only ever had one employment we provided all of the P60's and bank statements, I explained that this was happening to a number of our clients over the past 10 months, The officer was happy to close down the case and close all outstanding debt, once again Hmrc reaffirmed that there was an unexplained amount of migrants that was experiencing this issue. "I did not know how to sort out this problem I was scared to death to think I owed £20.000 with a limited time to repay, I was unable to sleep, thank you to the case-workers in Mwsc charity I have my life back without stress" (Mrs A. D 2023) Settled Status information.

#### **Settled Status information**

Original deadline to apply for Pre - Settled Status 1<sup>st</sup> January 2021 this was extended to 1<sup>st</sup> July 2021, Mwsc continued completing application's up to 8<sup>th</sup> August 2023 for family members.



Clients who received pre-settled status will be entitled to Settled status certificates up to 7<sup>th</sup> August 2028.

The rules around the Settled Status are complicated and need careful consideration when supporting clients, Mwsc holds level 1 immigration certificate with Home-Office and is studying for level 2.

Ukrainians who have entered the UK on Sponsored Visa's are now in their own right Sponsoring family members to the UK.

Dependant family members can apply for Settled Status with proof of financial documents, NHS letters, or in the case of family member who is sick in native country all medical evidence translated into English by Notary.

Children are entitled to Settled Status.

## 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 & employment law solicitors, Service providers.

## Overview Southport Migrants

There is a large population of Migrant workers in Sefton. The charity has seen an explosion of growth, today there are around 8,000-10,000 Nationals alone, in Southport.

Many migrants struggle to communicate in English, they do not know about UK laws on overcrowding, disrepair, or harassment.

In some cases, the employer also provides their accommodation or has links with the landlord, migrants are at risk from exploitative or unscrupulous landlords and employers.

Transience in employment and housing makes finding out about rights and options difficult. Migrants may fail to comply with the law, accidentally due to cultural differences. Many are afraid of contact with anyone they see as representing 'the authorities' due to cultural difference.

Migrants may also rely for information and guidance on people who have an interest in keeping them uninformed about their rights and options in the UK or on people who simply do not know.

Migrants may be subject to discrimination in many areas of their lives, including exploitation, racial harassment, and attacks.

While there are currently Statutory service providers for advice, migrants find it hard to engage with these agencies as 80% have little or no command of English. Translators/Interpreters are not always available to service providers mainly due to the costs involved.

Mwsc is staffed by both English and migrant sessional/volunteer workers, who have used the service, a mix which has proved very effective as it allows the case worker to speak with the client in their native language.

The charity secured premises in 2015 paying a yearly rent.

## Significant Outcomes

- Community cohesion positively impacted upon, as various citizens mixed from a range of cultures
- 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.

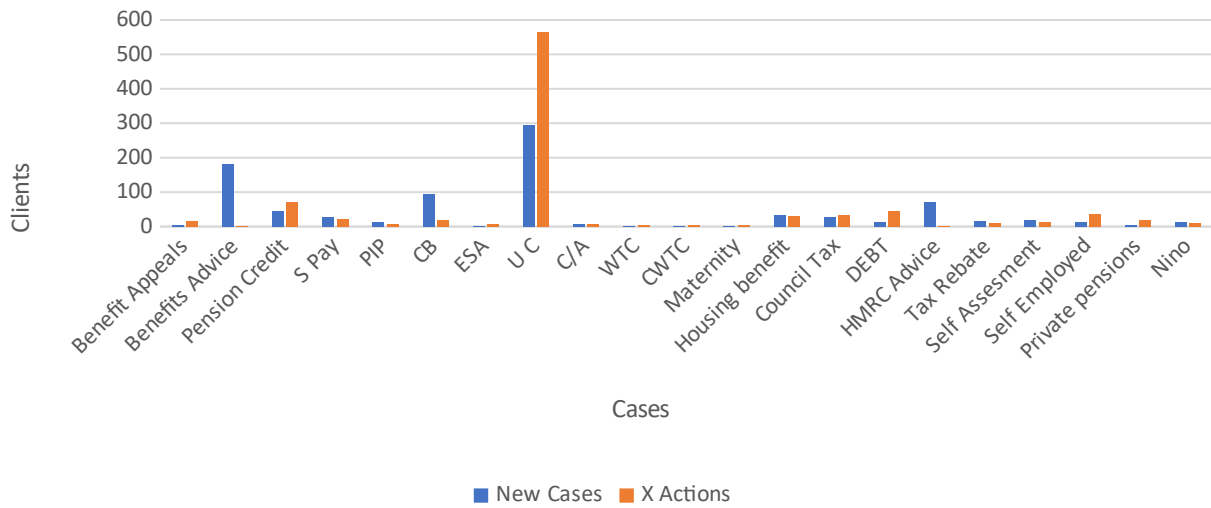
Where appropriate the charity signposts or refers clients to other agencies, both in the statutory, legal & voluntary sectors.

The charity is extremely grateful to its volunteers without whom it could not carry out its activities.

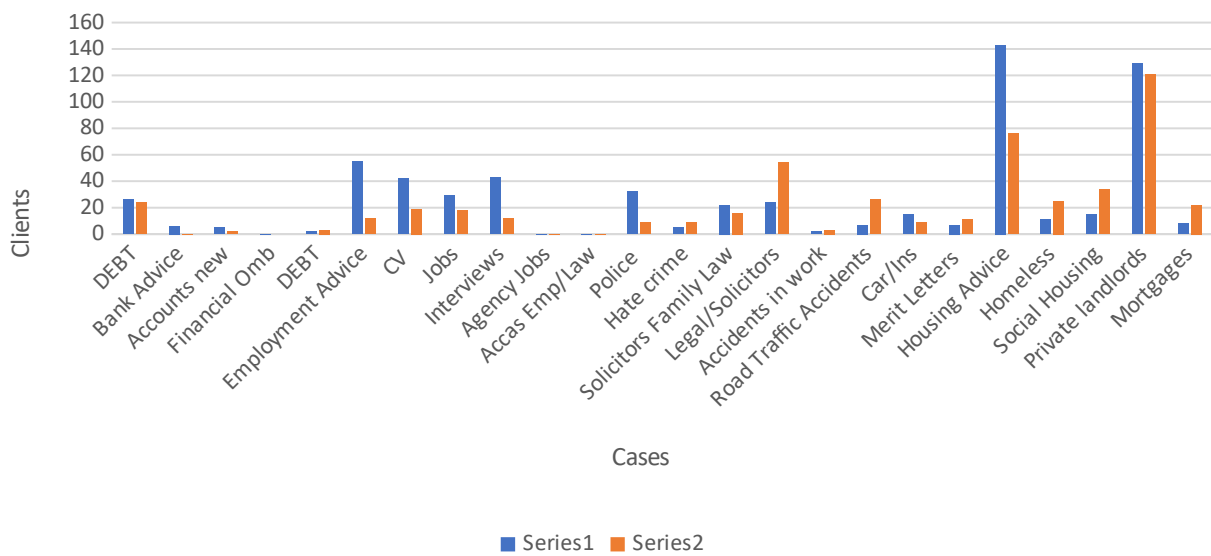
### Benefits & employment income breakdown

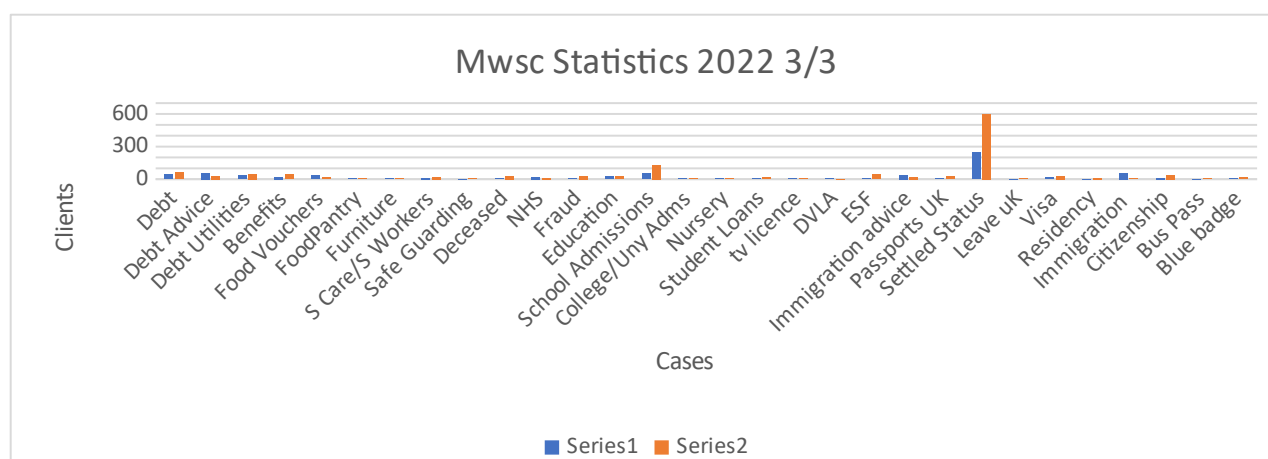
Benefit	Clients	Amount
Pension Credit £600 avg	x 45	£324.000
State Pension £200 avg	x 27	£64.800
Carer's £250 avg	x 7	£21.000
PIP £400 avg	x 15	£72.000
Universal Credit £750 avg	x 295	£2.655.000
Working tax C £600 avg	x 3	£21.600
Child Tax C = £600 avg	x 3	£21.000
Child Benefit £95	x 95	£108.000
Housing Benefit £500 avg	x 34	£204.000
Attendance allowance £250	x 4	£12.000
Council Tax £120 avg	x 11	£15.800
Benefits Total		£3.570.000
Employment full time	X 29	£580.000
TOTAL		£4.150.000

### Mwsc Statistics 2022 1/3



### Mwsc Statistics 2022 2/3





### 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
- Understaffed

### Ratio

Male	52%
Female	48%

### Achievements Included the engagement of the migrant community

A8	EU	Other clients include	Asylum Seekers & Refugees
<ul style="list-style-type: none"> <li>• Czech Republic</li> <li>• Estonia</li> <li>• Hungary</li> <li>• Latvia</li> </ul>	<ul style="list-style-type: none"> <li>• Lithuania.</li> <li>• Poland.</li> <li>• Slovakia.</li> <li>• Slovenia.</li> </ul>	<ul style="list-style-type: none"> <li>• Ukraine</li> <li>• Russian</li> <li>• African</li> </ul>	<ul style="list-style-type: none"> <li>• Asian</li> <li>• Afghanistan</li> <li>• Iran</li> </ul>

- 2019 Achieved 'Immigration Advice OISC Level 1'
- 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
- Working in collaboration with Merseyside Community Foundation providing clients for the magazine article in Vital Signs 2019-20 Community Foundation for Merseyside invited Year Third Sector Trends Study. Study shows how the structure and dynamics of the third sector responds to political, social, and economic change.

### Significant Outcomes

- Community cohesion positively impacted upon, as various citizens mixed from a range of cultures
- 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.

### Funding grants

- High Sheriffs Trust
- Community Champions Fund
- The FPC Foundation
- ESF Workers Education
- P H. Holts Foundation
- Sefton Council
- Global Abingdon
- Mayors Fund
- Albert Hunt
- Eleanor Rathbone
- Lottory
- John Moores Foundation
- CF 23 Foundation
- Community foundation investment fund
- Masonic Charitable foundation
- Open Philanthropy

**Charity Number: 1155318**

**Migrant Workers Sefton Community**

**Unaudited Accounts**

**For The Period Ended 28th February 2023**

**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 2023.

**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: 9/10/23

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2,022 £
<b>Receipts</b>				
John Moores Foundation	-	5,000	5,000	-
The FPC Foundation	-	-	-	2,500
Sefton CVS	-	-	-	2,499
High Sheriffs Trust	-	-	-	2,500
Barrow Cadbury Grant	-	-	-	200
Sefton MBC	-	10,000	10,000	17,000
Workers Education Association	-	8,000	8,000	18,125
Community Foundation 23 Foundation	2,500	-	2,500	-
Community Foundation Investment Fund	-	825	825	-
Big Lottery Fund	-	10,000	10,000	10,000
Sefton Carers Centre	-	-	-	4,368
The Albert Hunt Trust	-	2,000	2,000	-
Abbingdon Global	500	-	500	-
Agbobli Atayi AZ FPC	200	-	200	-
PH Holt Foundation	-	13,000	13,000	13,000
Elizabeth Rathbone Trust	-	3,000	3,000	-
Masonic Charitable Foundation (CM)	-	10,000	10,000	-
Mayor of Sefton Fund	957	-	957	-
<b>Total Receipts</b>	<b>4,157</b>	<b>61,825</b>	<b>65,982</b>	<b>70,192</b>
<b>Payments</b>				
Rent payable	2,400	-	2,400	-
Social care agreements	-	-	-	-
Sessional fees	6,281	49,534	55,815	72,821
Sefton Carers Centre	-	-	-	3,432
Salaries	-	-	-	3,945
Pension contributions	-	-	-	-
Food Vouchers	-	757	757	300
Training	-	-	-	260
Travel	450	-	450	397
Computer expenses	10	272	282	632
Repairs and maintenance	-	-	-	6
Furniture	-	33	33	213
IT software	-	-	-	96
Accountancy	125	-	125	125
Payroll processing	-	-	-	-
Insurance	-	202	202	202
Cleaning	-	75	75	85
Postage	32	10	42	33
Stationery	42	238	280	249
Telephone and Internet	144	469	613	461
Refreshments	45	172	217	148
Volunteer gifts	-	-	-	90
rounding	-	-	-	(2)
<b>Total Payments</b>	<b>9,529</b>	<b>51,762</b>	<b>61,291</b>	<b>83,493</b>
<b>Net Receipts For Period</b>	<b>(5,372)</b>	<b>10,063</b>	<b>4,691</b>	<b>(13,301)</b>
<b>Net Cash Funds B/F</b>	<b>17,930</b>	<b>8,340</b>	<b>26,270</b>	<b>39,571</b>
<b>Net Cash Funds C/F</b>	<b>12,555</b>	<b>18,403</b>	<b>30,961</b>	<b>26,270</b>



	Total 2023 £	Total 2022 £
<b>Monetary Assets</b>		
Cash at Bank	30,453	27,620
Cash in hand	508	(1,350)
	<u>30,961</u>	<u>26,270</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	12,555
Barrow Cadbury Grant	1
Sefton MBC	299
Community Foundation Investment Fund	68
PH Holt Foundation	2,164
LCR 4	1
Main Grants	5,034
High Sheriffs Trust	1
FPC	0
Masonic Charitable Foundation (CM)	10,000
The Albert Hunt Trust	838
	<u>30,961</u>

Chair of Trustees:

Date:

Signed: Eileen Saunders

9/10/23

## JMF - Feedback Form

### Person completing the form

- Name Eileen Saunders
- Position held Trustee Manager
- Contact telephone number 07970084298
- Contact email address [Eileen.bennett2@live.co.uk](mailto:Eileen.bennett2@live.co.uk)

### Financial summary

- Total project cost £5000
- Total JMF contribution £5000
- Amount spent £5000

### Monitoring feedback

- What did you hope to do with the grant?

Offer regular weekly drop-in sessions to refugees-migrants-asylum seekers enabling them to attend a safe place where they can get support to access statutory services including HMRC, Benefits, Housing, Home office, NHS, Police.

Supporting clients with employment issues including CVs and preparing them for work interviews

- 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 7 languages, helpline, one to one appointment, drop – In – sessions, legal referrals, letters of merit family Law. The work takes place in Mwsc office which is open 5/6 days a week. Case workers will escort vulnerable clients to appointments.

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 £3.8 extra income, which includes £3.1 benefits to which they were entitled and £649,000 through employment. 6 clients have successfully made home purchases.

Increased income		Debts	
Benefits	£3.1 m	Written off debt	£24 k
Extra Income	£74 k	Debt payment plan	£115.000
Employment	£649.000		
Grand Total	£3.8 m		
Volunteers Value	£39.120 (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 5/6 days a week Translators/Interpreters in 7 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	Refugee women Probation office Talbot family (Early Help) Sefton Council departments CAB Job center Food banks Various Sefton charities Local schools & Family center's Light for Life, Sefton advocacy Sefton social care & social workers
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## Benefits of funded activities / project for the people involved

### Our Approach

- in resolving the Immigration Pre-settled & Settled issues was to achieve a certificate in 'Immigration Advice OISC Level 1' enabling Mwsc staff to support clients completing the 'Pre-Settled & Settled Status certificates online including the facial ID process for Gov.uk, assisting clients to create Gov.uk 'Profiles' enabling clients to view the legal codes. **Gov.UK online 'Profiles'** was an unexpected added process migrants needed to complete to access a legal code. 85% of clients were unaware of the Gov.UK 'Profile' required for Employment or interviews for employment. 80% of clients do not have the IT skills to complete this legally required code.
- Mwsc is currently engaged in studying for the level 2 'Immigration Advice OISC Level 2' the cost of the study course & exams
- 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 issues - Self-Employment applications completing Self-Assessment, Employment & CVs. Arranging interviews with required Gov.Uk codes.

**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. Mwsc uses discretion to allocate supermarket vouchers to clients in desperate critical needs.
- **Legal & police** issues are dealt with on the day by referral or reporting.

### The following is a brief snapshot of the work completed 2022

Benefits advice & applications	720 including 165 Advice, 555 successful applications including 295 universal credit applications, including housing & council tax, 15 benefit debt
Legal & Police issues	99 including 18 advice, 60 Legal & Solicitors, 4 hate crime, 16 family law
Housing issues	129 including 40 advice, 11 homeless & 69 Private Landlords, mortgage 7
Debt	110 including 19 Hmrc, 15 Benefits, 35 Utilities, negotiated into manageable payment plans, reduced or removed
Surplus food collections-deliveries	2. tons collected/sorted/delivered from local supermarkets over 208 pickups since March
Employment issues	147 including 43 advice, finding employment for 29 unemployed citizens, 35 CVs, 25 interviews
Immigration & Brexit	733 including 249 advice, 243 settled status applications, 26 naturalization, 11 citizenship, 128 Asylum/Refugees seekers, 2 leave UK

Frequency / times attended activities

### Data 2022

Clients	1224 Including 593 new clients
Children	158
Cases	2247
Extra actions	2737
Calls in	1570
Calls out	2538
Female	619
Male	605
Food pickup – Sorted – Delivered	1 Tons

How did you measure the benefits?

### Ratio

Male	52%
Female	48%

### Achievements:

Achievements Included the engagement of the migrant community

<b>A8</b> <ul style="list-style-type: none"> <li>• Czech Republic</li> <li>• Estonia</li> </ul>	<b>EU</b> <ul style="list-style-type: none"> <li>• Lithuania.</li> <li>• Poland.</li> </ul>	<b>Other clients include</b> <ul style="list-style-type: none"> <li>• Ukraine</li> <li>• Russian</li> </ul>	<b>Asylum Seekers &amp; Refugees</b> <ul style="list-style-type: none"> <li>• Asian</li> <li>• Afghanistan</li> </ul>
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<ul style="list-style-type: none"> <li>• Hungary</li> <li>• Latvia</li> </ul>	<ul style="list-style-type: none"> <li>• Slovakia.</li> <li>• Slovenia.</li> </ul>	<ul style="list-style-type: none"> <li>• African</li> </ul>	<ul style="list-style-type: none"> <li>• Iran</li> </ul>
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- 2019 Achieved 'Immigration Advice OISC Level 1'
- 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.
- 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.
- Working in collaboration with Merseyside Community Foundation providing clients for the magazine article in Vital Signs 2019-20 Community Foundation for Merseyside invited Year Third Sector Trends Study. Study shows how the structure and dynamics of the third sector responds to political, social and economic change.

### Significant Outcomes

- Community cohesion positively impacted upon, as various citizens mixed from a range of cultures
- 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.

### Benefits & employment income breakdown

#### Benefit Clients Amount

Pension Credit £600 avg	x 45	£324.000
State Pension £200 avg	x 27	£64.800
Carer's £250 avg	x 7	£21.000
PIP £400 avg	x 15	£72.000
Universal Credit £750 avg	x 295	£2.655.000
Working tax C £600 avg	x 3	£21.600
Child Tax C = £600 avg	x 3	£21.000
Child Benefit £95	x 95	£108.000
Housing Benefit £500 avg	x 34	£204.000
Attendance allowance £250	x 4	£12.000

Council Tax £120 avg	x 11	£15.800
Benefits Total		£3.570.000
Employment full time	X 29	£580.000
TOTAL		£4.150.000

Organisational development challenges [Mwsc Challenges](#) included

- completing registration forms for telephone clients due to language barriers
- 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.
- Understaffed

#### [Funding Grants 2022](#)

P H Holts	£13.000
Sefton Council	£10.000
Global Abingdon	£500.00
Mayor's fund	£957
Albert Hunt	£2.000
Elanor Rathbone	£3.000
Lottery	£10.000
John Moores foundation	£5.000
CF 23 Foundation	£2.500
Workers Education	£8,000
Community foundation investment fund	£825
Masonic Charitable foundation	£10.000

- How will the work continue?

Mwsc will continue to apply for funding grants as long as there is a need for projects to support BAME clients and family members.

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### Beneficiary demographics

- Number direct beneficiaries reached face to face clients 158 children Indirect family members have not been counted.
- BAME beneficiaries 98% of clients
- LGBTQ beneficiaries clients are not asked about persuasion
- Disabled beneficiaries clients attend appointments in wheel chairs or with disabilities
- Other disadvantaged minority I am unsure of this question

### Expenditure breakdown

- Item cost vs actual cost breakdown

Item	Amount £
Sessional fees £13 x 28 hours weekly	£364
!0% running costs	£473
Total	
	£5205

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### Case Studies

- Please provide one or two case studies highlight how your services / activities have benefitted people that you support/work with

Case studies 2022-2023

#### Legal, incarceration, deportation

Mr A Z is 30 a father of two young children who faced deportation due to an altercation at his X partners home. His children informed him they received harsh treatment from his X's new partner, he approached the X and her partner to discuss the issue this led to an altercation.

Client pleaded guilty to hitting the new partner. He is serving a custodial sentence. Mwsc was approached by Mr A Z 's family who required support to complete an 'Appeal' the appeal was completed and sent to Home office with supporting documentation from his employer and his children whom desperately wanted their daddy to stay in the UK. The outcome is still to be

decided. "Family of Mr A Z, our English is very poor, we would not have been able to complete the forms our son sent to us to complete without the mwsc charity, we are very grateful" (Mr Z & Family 2022)

### **Debt, housing issues, Employment**

Mr M G needed support to control his £15,000 debt he had approached a 'debt consolidation solutions company' online and had agreed that they would sort all of his debts into a payment plan. He was unaware that there was a further £2,600 cost to this agreement. He approached mwsc office July 2022 to ask if there was anything that could be done to cancel the agreement and support him through this issue. Client owed monies to 7 creditors. Mwsc contacted the debt consolidation company to cancel the agreement, it was pointed out that the client's English is poor and a translator/interpreter had not been provided for the client. The company agreed to release the client. Mwsc contacted all 7 creditors with supporting documents, client authority form, income/expenses doc, covering letter to explain client was a fast food delivery man and his transport was broken.

Client did not want to shirk his responsibilities he had got into hardship. A payment plan was agreed with all creditor's the last one to agree January 2023. Mr M G brought mwsc a thank you card tea bags, chocolates. "No more bailiffs to deal with and constant telephone calls asking for money, my life was hell, I am really grateful to mwsc I can work my way through my debts now and get back on track". (Mr M G 2022)

### **Benefits Fraud-Police**

Referral from Early help team

Mr B father of 2 children employed but due to covid he became unemployed, 2020 he was informed by his cousin that he was entitled to furlough payments. Mr. Mrs. B English & IT skills are very poor. Client's female cousin supported client to apply for Furlough payments.

Client and his cousin attended the Job centre with passport ID and supporting documents. Cousin had added her bank details to the claim.

Furlough went into payment and cousin sent client 3 payments of £400 from her bank account to clients and then informed the client that furlough was over.

February 2022 client was referred to Mwsc office to help him with his benefits as he was experiencing sever debt and rent arrears.

Mwsc supported client to claim Universal Credit online to be informed that client had a live application that was being paid monthly opened in 2020.

Mwsc informed benefits that this was a fraudulent claim opened by the cousin and the application was closed. A new claim was opened for client.

Client received letter from benefits to inform him that he owed £23.000.

Mwsc reported the crime to the police and received a crime reference number.

Client contacted his cousin she was living in another country she hung up on him. Mwsc supported client with Food Vouchers for Asda also contacting Housing explaining what had happened and asking them to honour the rent and council tax payments to the landlord.



It took 3 months to sort out the benefits and get the family into payments. Eventually the family recovered with benefit payments and Dad got a new job. "I don't know what to say as I thought I could trust my family now I know that's not true. Thank you to Mwsc for all your help I don't know what would have happened to us without help (Mr B 2022)".

### Referral housing team

Mr Y is a Sierra national refugee he arrived in the UK 06/08/2021, he was homeless and using the 'Emergency Sit up service' in Southport. Client's English and IT skills are poor. Client was experiencing racism and feeling very low.

Client was referred to Mwsc 14-02-2023 he was waiting for his 'Refugee status' he is a barber he was offered employment in a barber shop in Liverpool if he could find somewhere to live.

Mwsc contacted Housing options, Bosco house, Leyland house, Excell, Venus hostel supporting the client to find somewhere to live explaining client had been offered employment.

Mwsc continued to support the client making daily phone calls to agencies. Eventually client received his 'Home office status' and he was offered a room in Liverpool that would be available in 3 weeks.

Mwsc supported client to secure a 3-week emergency accommodation in Southport from a contact until he could go into Liverpool and collect keys to his new accommodation. "I was giving up hope in humanity, I lost everything in my life, thank you mwsc" (Mr Y 2022)

- If you'd like to upload photos please do so under the 'files' tab
- Do you give your consent to JMF to use case study examples? NB *Info is not often used publicly*. YES

## HOUSING REPORT UPDATE



Shakespeare House,  
37-39 Shakespeare Street,  
Southport, Merseyside. PR8 5AB.  
Email: [admin@propertypanda.co.uk](mailto:admin@propertypanda.co.uk)  
[www.propertypanda.co.uk](http://www.propertypanda.co.uk)

MWSC,  
Suite 5, Shakespeare House,  
37-39 Shakespeare Street,  
Southport,  
Merseyside,  
PR8 5AB

### Report on Housing Issues in the Sefton Migrant Community

For the past 2-years, demand for housing has outstripped the supply of property stock available. As migrants have little in the way of previous references and must comply with UK migrant rules, properties advertised by agencies, tend to demand higher rents from migrants for less decent accommodation due to the need for housing from this community.

Such ethics within the residential letting sector has left many migrants vulnerable, resulting in them paying overpriced rents and dependent on unfit homes. It is also in my opinion that many migrants are not aware of their rights under the Housing Act 1988, and therefore do not exercise their rights, or complain to landlords and agencies for fear they will be evicted.

Kind Regards,

Madalena Penny  
Director