

2024-2025 REPORT Introduction

MWSC was registered in 2009 and converted into a Charitable Incorporated Organization (CIO) 2014. The charities' main objective is to integrate and 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 regularly 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 **£3.753.000** extra income, which includes £3.370.000 benefits to which they were entitled and **£200.000** through employment. 5 clients successfully made home purchases.

Income		Debt
• Benefits	£3.370.000	• £137.700
• Extra Income	£127.552	
• Employment	£200.000	
• Grand Total	£3.753.000	
• Voluntary Hours	3000	
• Volunteers Value	£45.000 (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 behaviour;	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

<p>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 Referrals 1 Full time, 5 Part-time 4 Volunteer staff</p>	<p>4 Desks 4 PC's Private interview rooms Telephone and internet access Printing facilities Helpline</p>	<p>Home for Ukrainian team Refugee women Probation office Talbot family (Early Help) Sefton Council departments CAB Job center Food banks Various Sefton charities Salvation Army Local schools & Family center's Light for Life, Sefton advocacy Sefton social care & social workers</p>
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Benefits of funded activities

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. 30% of clients do not have the IT skills to complete this legally required code.

The BRP/E-Visa will change to an UPE. 5th April 2025 Ukrainian permission to extend visa's needs to be completed online the extensions will extend by 18 months.

- Mwsc is currently engaged in studying for the level 2 'Immigration Advice OISC Level 2', level 1 achieved.
- 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 SelfAssessment, 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 2024

Benefits advice & applications	445, including 250 universal credit applications, 44 housing & council tax
Legal & Police issues	97 including, 51 Legal & Solicitors, 6 hate crime, 12 family law, 3 Small claims
Housing issues	128 including 6 homeless & 34 Private Landlords, 4 mortgage, 55 Social housing
Debt	79 including 19 Hmrc, 9 Benefits, 22 Utilities, 17 Bailiffs
Surplus food collections-deliveries	4. tons collected/sorted/delivered from local supermarkets
Employment issues	58 including, finding employment for 9 unemployed citizens, 20 CVs, 22 interviews
Immigration & Brexit	682 including 179 settled status applications, 15 naturalization, 11 citizenship, 101 Ukrainian, 9 leave UK

Data 2024

Clients	1075 Including 525 new clients including 109 Ukrainians
Children	161
Calls in	1058
Calls out	1491
Female	523
Male	542
Food pickup – Sorted – Delivered	4 Tons

Achievements: Achievements Included the engagement of the migrant community

A8 <ul style="list-style-type: none"> Czech Republic Estonia Hungary Latvia 	<ul style="list-style-type: none"> Lithuania. Poland. Slovakia. Slovenia. 	Other clients include <ul style="list-style-type: none"> Ukraine Russian African Chinese 	Asylum Seekers & Refugees <ul style="list-style-type: none"> Asian Afghanistan Iran Nepalese
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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, councillors, 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 developed by School Readiness Service Early Years providers Sefton Council> 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 £9.000	avg	x 30	£270.000
State Pension £4.000	avg	x 15	£60.000
Carer's £3.500	avg	x 3	£10.500
PIP £8.000	avg	x 23	£184.000
DLA		X 5	£25.000
Universal Credit £12.000	avg	x 250	£3.000.000
Sure start £500		X 2	£1.000
Maternity £8.000		X 4	£32.000
Child Benefit £1.200		x 20	£24.000
Housing Benefit £6.000	avg	x 18	£108.000
Attendance allowance £4.899		x 4	£19.200
Council Tax £1.500	avg	x 26	£49.000
Benefits Total		=	£3.370.000
Employment full time		X 33	£200,000
Extra Income			£127.552
TOTAL			£3.697.552

Mwsc organisational development 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. Clients also need to log into Gov.Uk to secure share codes for employments purposes
- Understaffed

Funding Grants 2024

20.03.24	P H Holts	£13.000
02.02.24	Lottery	18.720
16.05.24	Kens Emporium	£500
24.01.24	Abbingdon Global	£500
25.01.24	Mayor's fund	£570
27.09.24	Elanor Rathbone	£3.000
27.12.24	Sefton Council	£20.000
03.10.24	John Moore's foundation	£5.000
08.10.24	Financial Planning MFC	£1500
13.09.24	ACC MFC	£598

Beneficiary demographics

- Number direct beneficiaries reached face to face clients Indirect family members have not been counted.
- BAME beneficiaries 98% of clients
- Disabled beneficiaries' clients attend appointments in wheelchairs or with disabilities.

Ages	Percentage
0-17	6.7%
18-24	5%
25-64	73.9%
65	8.40%
EU CLIENTS	72.3%
OTHER WORLD CLIENTS	27.7%

Case studies 2024-2025

Mr A Z X offender received a deportation letter a month before release from a 12-month prison sentence. Client had no income or savings and was unable to engage a solicitor. Clients' family made an appointment with Mwsc to discuss the situation and make an appointment for the client the week of his release.

Client needed to lodge an appeal within three days of his release or face deportation. Appeal included evidenced documentation from his X partner, family members and employers that he had supported his three children with time and child maintenance also being a trusted member in his employment.

If the client was to be deported the family would be in financial difficulty and the children would be deprived of a father who they loved and spent time with them every week.

Client was collecting his children for the weekend when he observed his X Partner being abused by her new boyfriend upsetting his children. The altercation became fraught, and the police were called to the scene.

As time was so short Mwsc launched the appeal information on account, as the home-office did not have the information that our client had three children born in the UK and he was supporting his children, we supported all the evidence we collected. Explaining that we were not legally trained and would locate a solicitor asap who would write to them with a complete appeal. Home office accepted the Mwsc letter.

Mwsc made 15 + calls contacting immigration solicitors asking them if they would accept at least 4 staggered payments to clear the bill as his employer had saved his job and he would start work immediately. A solicitor was contacted and found in Preston.

In 2025 client's deportation order was overturned.

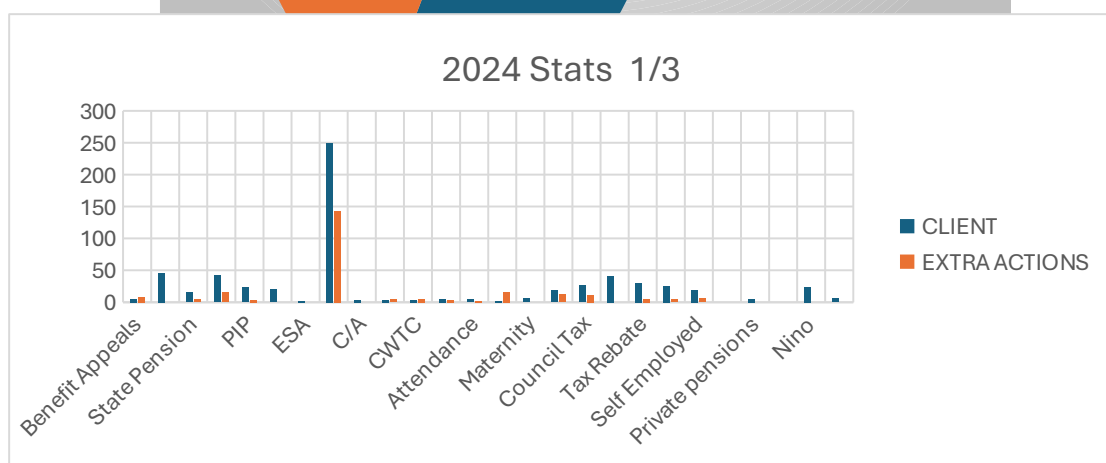
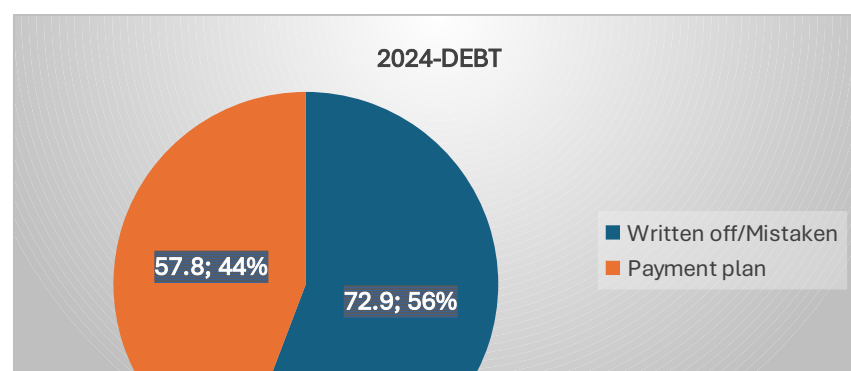
"Client returned to the Mwsc with his letter and a bag of coffee-tea and sweets for the office to say thank yo. "(Mr A Z 2025)

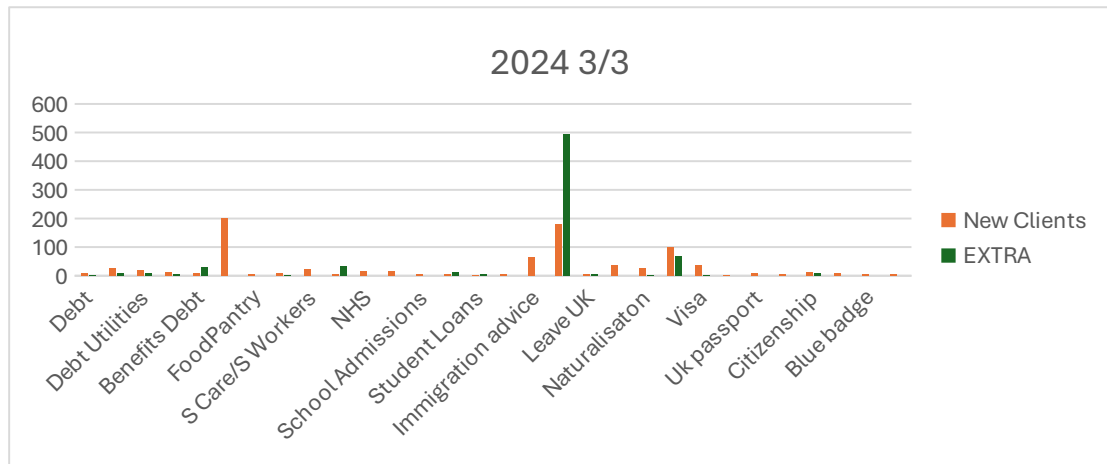
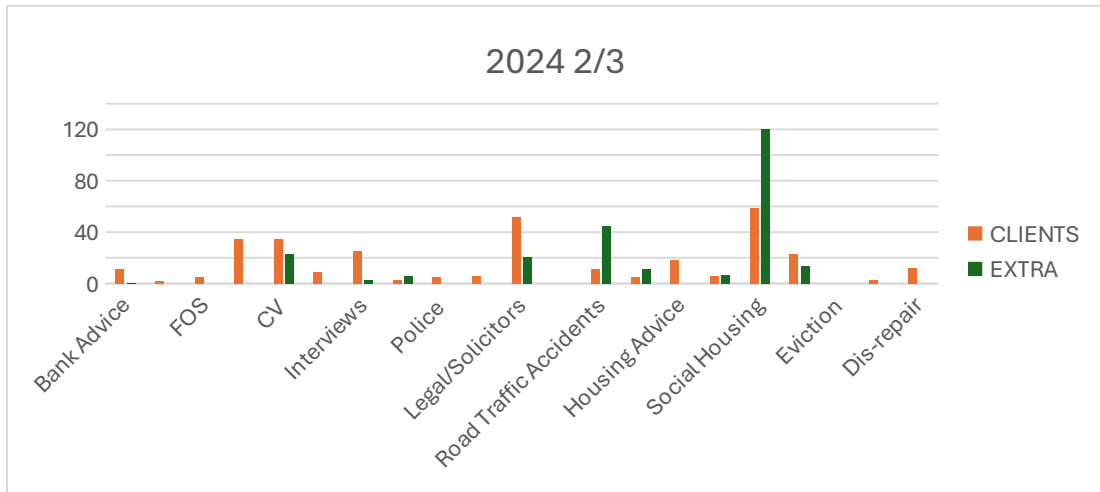
Settled Status information

The BRP/E-Visa will change to an UPE. 5th April 2025 Ukrainian permission to extend visa's needs to be completed online the extensions will extend by 18 months.

- Original deadline to apply for Pre - Settled Status 1st January 2021 this was extended to 1st July 2021, Mwsc continued completing application's up to 8th August 2023 for family members.
- Clients who received pre-settled status will be entitled to Settled status certificates up to 7th 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.

Mwsc Clients Debt 2024 pie chart







HOUSING REPORT UPDATE



Merseyside, PR8
5AB

Email: admin@propertypanda.co.uk www.propertypanda.co.uk

MWSC,
Suite 5, Shakespeare House,
37-39 Shakespeare Street,
Southport,

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.

Ukrainians do not have the necessary references and are charged a higher premium for deposits, month in advance and rents.

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

Charity Number: 1155318

Migrant Workers Sefton Community

Unaudited Accounts

For The Year Ended 28th February 2025

**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 2025.

Responsibilities and Basis of Report

As the charities trustees of Migrant Workers Sefton Community you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the Migrant Workers Sefton Community accounts as carried out under section 145 of the 2011 Act. 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 Institute of Chartered Accountants in England and Wales and I am bound by the ICAEW Code of Ethics.

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.

Ian Wright FCA
Community Accountant
Sefton Council for Voluntary Service
3rd Floor, Suite 3b, Burlington House, Crosby Road North,
Waterloo, Liverpool, L22 0LG

Signed: 9 W right

Date: 21st October 2025

Migrant Workers Sefton Community	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Receipts				
John Moores Foundation	-	5,000	5,000	5,000
Open Philanthropy	-	-	-	10,000
Sefton MBC	-	20,000	20,000	20,000
Community Foundation Investment Fund	-	2,098	2,098	-
Big Lottery Fund	-	21,147	21,147	18,720
Donations receivable	500	-	500	-
Abbingdon Global	-	-	-	500
PH Holt Foundation	-	23,000	23,000	13,000
Elizabeth Rathbone Trust	-	3,000	3,000	3,000
Mayor of Sefton Fund	-	570	570	-
Total Receipts	500	74,815	75,315	70,220
Payments				
Rent payable	-	2,510	2,510	2,400
Sessional fees	2,418	46,421	48,839	55,348
Food Vouchers	-	1,262	1,262	300
Gifts	-	139	139	-
Travel	380	126	506	488
Computer expenses	120	490	610	138
Fitness Project	100	-	100	-
Accountancy	156	-	156	156
Insurance	202	-	202	203
Cleaning	31	7	38	44
Postage	8	21	29	4
Stationery	105	54	159	164
Telephone and internet	-	627	627	639
Refreshments	4	63	67	82
Total Payments	3,525	51,720	55,245	59,966
Net Receipts For Period	(3,025)	23,095	20,070	10,255
Net Cash Funds B/F	8,632	32,578	41,216	30,961
Net Cash Funds C/F	5,604	55,673	61,286	41,216

Migrant Workers Sefton Community

Total 2025 £	Total 2024 £
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Monetary Assets

Cash at Bank	61,630	40,369
Cash in hand	(344)	847
	<u>61,286</u>	<u>41,216</u>

Cash in bank is represented by:

Unrestricted funds	5,598
Sefton MBC	18,595
PH Holt Foundation	12,228
John Moores Foundation	1,628
Main Grants	23,237
Eleanor Rathbone	0
	<u>61,286</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:

Chair of Trustees: EILEEN SAUNDERS

Date: 21.10.2025

Signed: E Saunders

Charity Number: 1155318

Migrant Workers Sefton Community

Unaudited Accounts

For The Year Ended 28th February 2025

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