WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP

England & Wales · Charity number 1162226

Details

Other names	WTRRP
Status	Registered
Legal form	Other
Registered	2015-06-16
Register	View on the Charity Commission register

Contact

Address	St. Marys Church Church Street Watford WD18 0EG
Phone	01923 252434
Email	info@wtrrp.org.uk
Website	www.wtrrp.org.uk

Activities

Objects: TO PROMOTE FOR THE BENEFIT OF THOSE GRANTED REFUGEE STATUS OR SEEKING ASYLUM AND THEIR DEPENDENTS LIVING (TEMPORARILY OR PERMANENTLY) IN THE BOROUGH OF WATFORD AND THREE RIVERS AND THE SURROUNDING AREA THE FOLLOWING:A) THE RELIEF OF FINANCIAL HARDSHIP;B) THE RELIEF OF SICKNESS AND THE PRESERVATION AND PROTECTION OF PHYSICAL AND MENTAL HEALTHC) THE ADVANCEMENT OF EDUCATION AND TRAINING SO AS TO ADVANCE THEM IN LIFE AND ASSIST THEM TO ADAPT WITHIN A NEW COMMUNITY; ANDD) THE PROVISION OF FACILITIES FOR RECREATION OR OTHER LEISURE TIME OCCUPATION WITH THE OBJECT OF IMPROVING THE CONDITIONS OF LIFE OF THOSE PERSONS WHO HAVE NEED OF SUCH FACILITIES BY REASON OF THEIR YOUTH, AGE, INFIRMITY OR DISABLEMENT, FINANCIAL HARDSHIP OR SOCIAL AND ECONOMIC CIRCUMSTANCES.E) TO ADVANCE THE EDUCATION OF THE PUBLIC IN GENERAL ABOUT THE ISSUES RELATING TO REFUGEES AND THOSE SEEKING ASYLUM.

Activities: TO PROMOTE FOR THOSE WITH REFUGEE STATUS OR SEEKING ASYLUM IN WATFORD, THREE RIVERS DISTRICT AND SURROUNDING AREA:-RELIEF OF FINANCIAL HARDSHIP;-PROTECTION OF PHYSICAL AND MENTAL HEALTH;-EDUCATION & TRAINING TO ASSIST

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THEM TO ADAPT WITHIN A NEW COMMUNITY; -PROVISION OF RECREATION FACILITIES TO IMPROVE CONDITIONS OF LIFE;-EDUCATION OF THE PUBLIC ABOUT REFUGEES & ASYLUM SEEKERS.

Classification

- **How:** Makes Grants To Individuals, Provides Services, Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Other Defined Groups

Geography

- Hertfordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£135,419	£121,890	-	-
2023-12-31	£88,401	£93,591	-	-
2022-12-31	£111,817	£94,940	-	-
2021-12-31	£96,066	£88,343	-	-
2020-12-31	£95,223	£68,174	-	-

Trustees

Name	Role	Appointed
TIM WHITTAKER	Chair	2019-03-27
Laurence Blake		2024-09-24
MARTIN HOLDEN		2024-09-09
Tinku Mitra		2024-09-23

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WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP

England & Wales - Charity number 1162226

Accounts

Watford and Three Rivers Refugee Partnership

Receipts and Payments Account for the Year Ended 31 December 2024

	Note	Unrestricted Funds	Restricted Funds	Total Funds	2023
Income					
Grants	*1*	2,460	111,230	113,690	46,328
Donations	2	17,227	2,167	19,394	42,073
Fund-raising	3	1,894	441	2,335	
Total Income		**21,581**	**113,838**	**135,419**	**88,401**
Expenditure					
Charitable activities					
Befriending	*4*	5,668	37,101	42,769	53,834
Contribution towards client fees	*5*	20,732	760	21,492	11,635
Education		-	-	-	363
		26,400	37,861	64,261	65,832
Fund-raising expenses	6	-	3,385	3,385	-
Management of the Project					
Governance costs		932	-	932	1,345
Administration expenses	*7*	6,505	46,807	53,312	26,414
		7,437	46,807	54,244	27,759
Total Payments		**33,837**	**88,053**	**121,890**	**93,591**
Excess of Receipts over Payments for the Year		**£ (12,256)**	**£ 25,785**	**£ 13,529**	**£ (5,190)**

Statement of Assets and Liabilities at 31 December 2024

		2024		2023
Cash at bank		**98,095**		**84,566**
Funds				
General fund				
Opening balance		54,034		51,686
Excess of Receipts over payments for the year		(12,256)		2,348
		41,778		54,034
Restricted funds	6			
Vouchers		20	(15,958)	
Client assistance fund		12,543	26,640	
Case worker and Office Manager		40,371	16,500	
Emergency fund		2,825	2,825	
Other restricted funds		558	525	
		56,317		30,532
		£ 98,095		**£ 84,566**

Watford and Three Rivers Refugee Partnership

Notes to the Accounts for the Year ended 31 December 2024

1	**Grants**				
	National Lottery Community Fuind	-	88,050	88,050	20,822
	Watford & Three Rivers Trust	-	3,625	3,625	7,756
	Hertfordshire Community Foundation	-	14,155	14,155	10,000
	Hertfordshire County Council	600	250	850	2,750
	Watford Borough Council	-	3,000	3,000	-
	The MBILI Charitable Foundation	-	2,000	2,000	
	Acts 435	1,860	150	2,010	
	The Hobson Charity	-		-	5,000
	Other	-	-	-	
		£ 2,460	£ 111,230	£ 113,690	£ 46,328
2	**Donations**				
	Individuals	7 11,334	50	11,384	30,331
	Faith organisation	4,568	-	4,568	9,702
	Rotary Club	-	-	-	1,000
	RTC Education Ltd	500	1,000	1,500	
	Watford Lottery	313		313	191
	University of Arts	400		400	
	Funeral donations	-	1,117	1,117	-
	Other donations	112	-	112	849
		£ 17,227	£ 2,167	£ 19,394	£ 42,073
3	**Fund-raising income**				
	Events	£ 1,482	£ 441		
	Other	412	-	£ 412	
		£ 1,894	£ 441	£ 2,335	£ -
4	**Befriending**				
	Food (inc vouchers)	510	11,087	11,597	44,962
	Food distribution	7	8,730	8,737	435
	Laptops	-	555	555	700
	Toiletries	98	888	986	1,079
	School uniforms	-	3,728	3,728	3,290
	Parties and activities	-	7,869	7,869	3,248
	Client travel expenses	260	32	292	120
	Other client expenses	4,793	4,212	9,005	-
		£ 5,668	£ 37,101	£ 42,769	£ 53,834
5	**Contribution towards client fees**				
	Legal fees	12,300	-	12,300	*4,600*
	NHS and Home Office fees	7,440	-	7,440	*1,048*
	Other	992	760	1,752	*5,987*
		£ 20,732	£ 760	£ 21,492	£ 11,635
6	**Fund-raising costs**				
	Event costs	-	270	270	-
	Marketing support	-	3,115	3,115	-
	Other	-	-	-	-
		£ -	£ 3,385	£ 3,385	£ -

Watford and Three Rivers Refugee Partnership

Notes to the Accounts for the Year ended 31 December 2024

7 Administration expenses

Salaries	2,342	31,356	33,698	14,050
Rent	880	11,479	12,359	7,194
Equipment	129	1,920	2,049	588
Insurance	596	-	596	561
Stationery and Postage	19	234	253	942
Telephone	62	654	716	171
Travel expenses	348	924	1,272	597
Training	843	234	1,077	-
Other expenses	1,286	6	1,292	2,311
	£ 6,505	£ 46,807	£ 53,312	£ 26,414

8 Restricted Funds

The Case Worker and Office Manager fund is money received from National Lottery to fund two key staff and premises for three years. The emergency fund represents money that can be used to help clients meet the cost of fees. The client assistance fund represents money that can be used to provide food, toileteries, laptops and activities for our clients.

9 Individual Donations

The income amount shown includes £2,230 receipts of gift aid from HMRC. The amount in 2023 was £1,722. At the end of the year £1,061 gift aid was still due to be claimed (£1,872 in 2023).

Tim Whittaker, Chair of Trustees
21 September 2025

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Independent Examiner's Report

Report to the trustees	Watford and Three Rivers Refugee Partnership		
On accounts for the year ended	31 December 2024	**Charity no (if any)**	1162226
Set out on pages	1 - 3		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2024.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's 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 have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:	J.R. Sills	**Date:**	21 September 2025
Name:	John Sills		
Relevant professional qualification(s) or body (if any):	FCMA		
Address:	35 Baytree Walk Watford WD17 4RX		

WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP
Annual Report for 2024

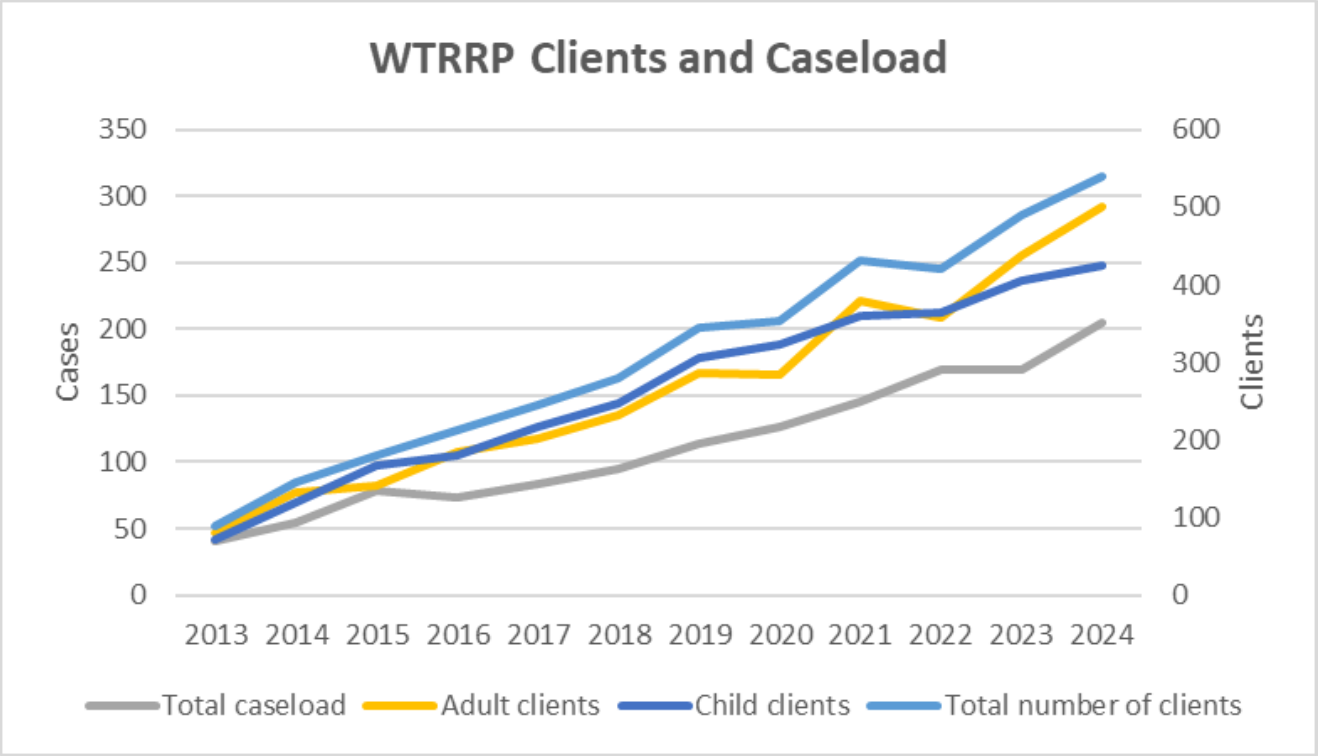
Welcome

Hello and welcome to the WTRRP's Annual Report for January – December 2024. Once again, we give all of you our heart-felt thanks for your support, which enables us to continue to assist a lot of needy people in our midst, through a range of hardships and complexities of life. We are pleased to say that over the past year WTRRP has been able to offer a variety of activities:

- Our Social Hub continues to run every Tuesday at St Mary's church from 11.30am to 1.30pm where clients can have refreshments and a chat, take part in various activities and take advantage of donations of clothing and other items.
- Our Drop-In also takes place every Tuesday (also from 11.30am to 1.30pm) where clients can meet our case workers, and take advantage of many types of advice, underpinned by our professional Casework Coordinator.
- We held other social events including a fantastic event at Edge Grove School.
- We supported our clients with food and other essentials, school uniforms, sports kit and sporting events and laptop computers.
- Our education programme has continued and grown, teaching our clients English and a range of skills required for living in the UK.
- The number of people – whom we support in many ways – continues to increase.

Our **Annual General Meeting** was held at St Mary's Church, Church Street, Watford WD18 0EG, on Monday 1 September at 7:30pm.

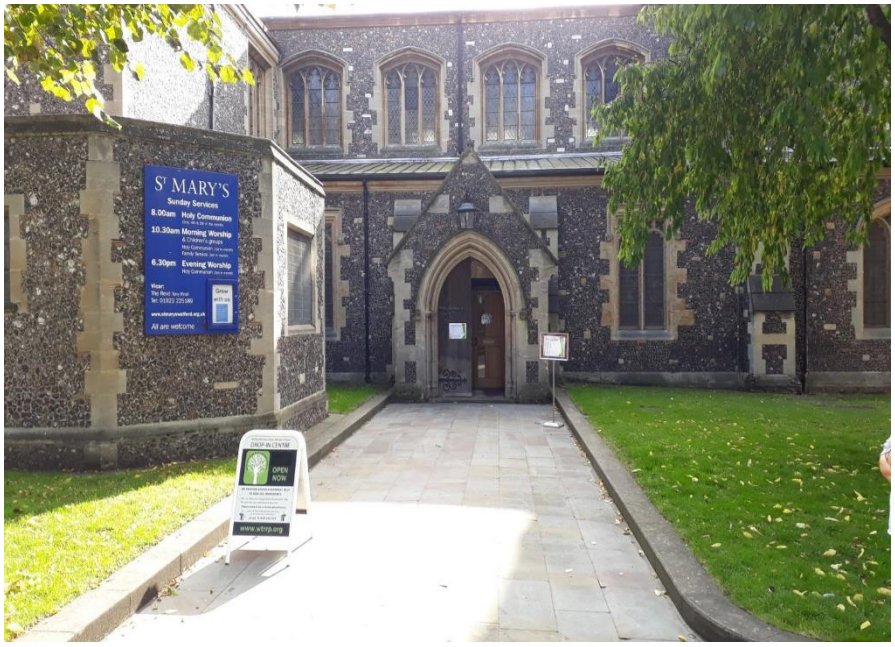
We're proud to have helped 540 people in need during the year



Drop-In Centre

Paul Tucker

The Drop-In service offers an important opportunity for refugees and others seeking 'leave to remain' to access support and guidance. We meet each Tuesday from 11.30 am to 1.30 pm at St Mary's Church, located in the heart of Watford. Our dedicated volunteers and staff provide a comprehensive range of advice and collaborate with various organisations to enhance the support we offer. On the fourth Tuesday of each month, Salma Khan, a solicitor from Pickup and Scott, conducts general advice surgeries focused on immigration matters.



A fundamental aspect of our service is to provide a compassionate listening ear, ensuring that refugees feel empowered to share their narratives and articulate their circumstances. Many individuals encounter the challenges of navigating complex bureaucracies and having a dedicated caseworker who can offer time and understanding

is invaluable. Initial concerns often evolve into more intricate issues as clients gain confidence in explaining their situations.

Specifically, we recorded 263 clients at the Drop-In, with 30% being first-time visitors and the remainder returning for additional support. A significant number seek assistance with immigration advice, including expert legal guidance (66%). This may involve asylum applications, 'leave to remain', enquiries with the Home Office, and more. The help that Salma Khan offers at the surgeries has proved invaluable and we thank her for the significant contribution she makes to this area of work.

Our approach begins with an initial conversation, followed by collecting personal details on a referral form (with their consent), which serves as the foundation for determining the most effective support strategies. This may involve making telephone calls to Government Departments or voluntary organisations, connecting clients with other parts of the Partnership (such as English language), putting them in touch with other agencies and referring them to the solicitor for subsequent appointments at the Drop-In. They are then referred to other parts of the organisation to consider longer-term support options.

The support we provide has been significantly enhanced this year with the appointment of a full-time caseworker. He brings a considerable amount of knowledge and experience, and his enthusiasm, innovative ideas, and dedication have made a significant difference for clients and volunteers.

We greatly value the opportunity to collaborate with our colleagues at the Social Hub. The ability to direct clients to the resources available there, including recreational activities and expert advice from local organisations, has significantly enhanced the issue-based assistance we provide.

We extend our gratitude to the numerous individuals and groups who have supported us. We appreciate the collaborative efforts with St Mary's Church and the warm welcome we have received from the Church Wardens, and other staff members. Furthermore, we have benefited from the expertise of various agencies, including the Citizens Advice Bureau, Watford Borough Council, Three Rivers District Council, Migrant Help, Red Cross, Social Services, New Hope, and others, all of whom have generously provided their support.

Our heartfelt thanks go to our volunteers and staff, who come from diverse backgrounds and whose dedication and professionalism continue to inspire us. If you are interested in learning more about our work, please do not hesitate to contact us.

Tuesday Social Hub *Rosalyn Baker*

The Social Hub at St Mary's church welcomes clients every Tuesday from 11.30 am to 1.30 pm.

2024 has seen a steady increase in clients and has been our busiest year to date. Our team of friendly volunteers, including some who are clients, provide a warm welcome and work hard to provide a relaxing and supportive atmosphere for our many client

guests. The Hub runs alongside the Drop-In team in the church, who help clients with immigration enquiries. We offer a friendly space while they wait and a chance to join in with activities or make new friends.

Thanks to the hard work of the grants team, the Hub was awarded a generous National Lottery grant to expand the services and activities we provide. This has enabled us to offer craft activities such as painting, crochet and jewellery making as well as drumming, dancing, singing, nail painting, games including table football and chess, and children's activities and entertainment during school holidays. We were also able to make and hand out back- to -school stationery kits for children, and hygiene supply kits for adults.

Other visitors attending the Hub over the course of the year have included Watford & Three Rivers Healthy Hub team, Flourish Mental Health support (part of the MIND network) Citizens Advice Bureau, Watford Women's Centre, Hertfordshire Police, the Job Centre and Watford Mayor, all bringing helpful advice for our clients on topics ranging from mental wellbeing, how to access support from the police to job seeking help.

We continue to be supported by regular donations of hygiene products from BGP and Nisaba, beauty products from Beauty Banks, winter warmer bags from A Small Act of Kindness, and more recently, very generous donations of warm clothing and other useful items from Goods For Good. We also keep a stock of nappies and baby wipes for clients with babies.

We now have regular donations of fresh bread and pastries for clients to take home as well offering sandwiches and hot lunches prepared at the Hub by Mei & team (NVQ Food Safety level 3). Some members of the team have also recently completed their Level 2 Food Safety qualification.

Thanks go to Mark for his regular IT (phone/laptop) client support and also to Annabel, Fatima, Georgina, Jo, John, Karolina, Mama, Meena, Penny, Paul ,Portia, Shahla and Sara.

Education *Marie-Jo Churchill*

WTRRP offers weekly English lessons (ESOL) throughout the year. Students can improve their English in small groups and meet people with similar life experiences. Due to their immigration status or sometimes lack of basic education they may be unable to attend the local college or other ESOL classes in the area. A few are happy to combine classes at the college with ours and enjoy more conversation practice. Some need to reach a good standard of English in order to find jobs in specific fields or obtain their British citizenship. We tailor our classes to their needs, with a focus on spoken practice, listening and reading. Written exercises tend to be done at home. The atmosphere is relaxed and welcoming. Our aim is to enable students to communicate effectively, develop confidence and integrate into British society.

We welcome new students throughout the year. They are assessed and placed in a group according to their level. We are mindful that many of our students have lived

through traumatic experiences and are particularly careful of any source of stress e.g. difficult financial situations, politics etc.

We have three face-to-face groups: Beginners, Pre-intermediate and Intermediate. We also have an Advanced group on Zoom. We offer one to one tuition for 'Life in the UK' and literacy when possible. We have 4 teachers (one less than last year due to long-term illness). Hilary Phillips covers all the groups when teachers are absent which enables us to run our classes throughout the year with very few gaps. Our lessons are free and the material and photocopies are provided. We are grateful to our donors and teachers who enable us to run these classes at very low cost. This year we have modified our teaching hours and class location so that students can enjoy the social hub before or after their lessons and continue to practice their English in an informal setting.

The groups at the end of 2024 were as follows:

- Beginners, 8 students. Teacher, Mary Gordon Peace.
- Pre-Intermediate, 12 students. Teacher, Annabel Foley.
- Intermediate, 10 students. Teacher, Marie-Jo Churchill.
- Advanced (by Zoom teleconference), 4 students. Teacher, Marie-Jo Churchill.
- Life in the UK, 1 student. Teacher, Marie-Jo Churchill.
- Literacy, 2 students. Teacher, Marie-Jo Churchill.
- After School English/Literacy, 2 students (they have now left the country). Teacher, Marie-Jo Churchill

This makes a total of 39 students – 1 student attends two groups. This is an increase of over 14.5% from last year. Our teachers are all experienced and qualified. Thanks to their dedication and professionalism students have made noticeable progress. We aim to continue developing our services in the coming year. At the time of writing, 4 students have now found full-time jobs, 2 have passed the 'Life in the UK' test and 2 are British Citizens. We are pleased to have played a small part towards their success and wish them the very best for the future.

Client cases and our Case Review process *Casework Coordinator*

During the last year, we have built a caseworker volunteer team to support the caseworker coordinator with clients during the drop in. Training is provided to them in order to help improve their caseworker skills. We also established a triage team that is responsible for registering the clients during the drop in, understanding their needs, the reason for them attending and preparing them to meet the caseworkers.

The Case Review Team has taken on a slightly different role as having a full time Casework Coordinator has enabled him to seek more solutions directly. However, cases relating to safeguarding and financial support are still discussed at the Case Review

meeting. Decisions at the Case Review Team are guided by a policy that was set and approved by the Committee.

A new definition of who should be treated as a client is currently being reviewed by the Committee as part of a strategic review for the charity; at the moment we accept everyone who comes to the drop in as clients. At the end of 2024 we had 205 separate cases, assisting a total of 540 people including 236 children.

Most of the client enquiries are regarding homeless applications and financial support applications. However, we have built good relations with third party charities who are qualified to do the application free of charge when permitted by the granting of a fee waiver by the Home Office.

The Committee is currently looking at befriending options and reviewing how similar organisations undertake befriending to learn about best practice and potentially change our own model, which has a lot of history!

We have had a significant increase in clients especially those attending the drop in and we are receiving more referrals from the Council, NHS and local authorities.

Beside supporting our clients, we are also focused on improving the work of the charity and for it be more professional in order to meet best practice standards. As part of this process, we intend to install a new software system that will digitise our records and hopefully makes us more efficient.

We remain committed to our main goal of supporting and empowering our clients so that they become fully integrated in to the local community

Our social programme

In 2024 we continued our social events, especially all the Tuesday hub social events described above.

Highlights of the year included a five-a-side football event in June, a family party at Edge Grove School in Aldenham, and a children's trip to Watford Football club to support the local team and choose a souvenir to take home!

Our Christmas hamper distribution to 85 clients with families continued in December, providing toys for children and edible goodies for older family members.

Once again, two churches provided significant donations:

- St Luke's church donated items for, and packed, 50 of these hampers for us to distribute: our huge thanks to the church members, with Caroline Tearle and her team of Guides and others packing.
- Stanborough Park church in their annual Toy Service donated a totally amazing selection and quantity of presents for all ages: we are likewise hugely grateful to Pat Walton and the members of the church for their generosity.

Thanks too to many volunteers who packed the remaining hampers and delivered everything by Christmas!



The packing process! Thanks to St Luke's Church for accommodating both lots of packing.

Grants and Fundraising Team *Peter Myers*

We commissioned a report from Michelle Wheeler, a fundraising professional, last year to look at the fundraising and promotional aspects of our organisation and she suggested various ideas that could be implemented by our charity.

Since that report we have been actioning the points raised, and have been implementing many of the ideas suggested over the last few months. These include the appointment to the Committee of a fundraising coordinator to be responsible for the implementation of the recommendations received.

A team of two extra people to apply for grants has been appointed and we are currently looking to add to this number.

Monthly fundraising meetings are now being held to discuss grant opportunities and fundraising ideas going forward

Our organisation has now joined the Watford Chamber of Commerce in order to publicise and promote the needs of our charity.

The website of WTRRP has been changed, and we have made it much easier for people to donate to our charity. The website is also being updated on a much more frequent basis and the visitor numbers and subsequent donations continue to increase. A 'Just Giving' page has also been set up.

We have held three fundraising events in the past year which have all been successful, and we plan more of the same in 2025.

We would like to appoint possible patrons to our charity this year. We would benefit from successful business people who have the knowledge and expertise to increase money received by hosting high end events with proceeds going to our charity



Audience enjoying the fundraising event at the Pump

Applying for grants and general fundraising are the key issues that will allow our charity to have a sustainable and successful future.

Our Office Manager and our Volunteers *Georgina McCarthy*

Our total number of volunteers is currently 75 – down slightly from last year as we assessed our volunteer list: volunteers who had not attended in a while were contacted to see if they still wanted to help WTRRP in any capacity. Some had acquired childcare duties, had started new jobs or had finished/started university, so congratulations to them!

However, many of the current volunteers are now taking on multiple roles and all have confirmed that they were happy with their time volunteering for WTRRP and if there were any other aspects of the charity they wanted to get involved with. We constantly receive new volunteer applications; with Seema, Georgie and Cat working hard to recruit new people to support all the different teams that form WTRRP. Georgie has joined us as a part-time professional Volunteer Coordinator, currently until October 2025.

Several new roles have been created so that WTRRP can continue to grow. The Welcome Desk Volunteer aids in the smooth running of the Drop-in and the Communications Volunteer will create public awareness and form a relationship with local and wider media. Richard Bunn has become our voice at the Watford Chamber of Commerce, which was recommended in Michelle Wheeler's fundraising report. A fundraising and grants team has been formed which meet regularly to fundraise and apply for money for the services provided by WTRRP.

There have been many training opportunities including Asylum Seekers & Refugees in Herts, provided by Herts County Council for the second year in a row, mental health first aid, first aid and food hygiene. Our membership with NCVO (National Council for

Voluntary Organisations) has created the opportunity to have monthly networking meetings with hundreds of other UK charities on a number of subjects such as engaging younger volunteers and how to celebrate Volunteers' Week. Their support for smaller charities and their help desk has been invaluable for volunteers to get information and advice.

Our Volunteer Support meetings every other month were great opportunities for volunteers to get together, chat, find out any updates and to hear from the committee and our Casework Coordinator.

There have been many changes to the committee over the last year. We are sad that Jane Byng, Fionnuala Smith and Vicky Shaw have left the committee – they go with our huge thanks for their considerable contributions to WTRRP. We welcomed Gabriel Umoren (treasurer), Martin Holden (case review team), Peter Myers (fundraising lead) and Jonathan Carmichael (vice-chair)

A huge amount of gratitude is given to all our volunteers. Whether you do a couple of hours a year helping with the Christmas boxes or an event, to put many hours in week in, week out, you are all so valuable to WTRRP and the clients would not have the opportunities they have without you all. THANK YOU!

Volunteering with WTRRP is incredibly rewarding and makes a real difference to people's lives – and probably your own too. If you're interested in joining us, please get in touch by emailing admin@wtrrp.org.uk – we would love to hear from you!

Our committee and trustees

These committee members served with WTRRP since 1 January 2024 unless otherwise stated, and wish to stand for re-election at the AGM:

*Seema Agnihotri *Volunteer Coordinator*	Gabriel Umoren *Treasurer (since January 2025)*
*Tinku Mitra *Committee member and data protection specialist*	*Laurence Blake *Secretary*
*Martin Holden *Casework reviewer*	Jonathan Carmichael *Vice-Chair (since January 2025)*
Peter Myers *Fundraising coordinator*	*Tim Whittaker *Chair*

Committee members marked with * are currently Trustees.

We say goodbye and heartfelt thanks to Victoria Shaw, Jane Byng, Fionnuala Smith and Maggie Bryant who have left the Committee.

Finances for 2024 *Victoria Shaw*

The finances show a bank balance of £98,094 on the 31 December 2024, a surplus of £13,529 from the start of the year.

The success of the grants team in securing multiple large grants has provided the charity with the means to improve and expand on its services. Thank you to all volunteers and employees who have worked to secure these funds.

With most management costs covered for the next 2 years by the National Lottery Reaching Communities grant and a recent £19,600 grant received from the National Lottery for Social Hub activities, it is recommended that fundraising for 2025 focuses on securing non-restricted, repeat donations.

Year	**2024**	**2023**	**2022**	**2021**
Income				
Unrestricted income	£22,417	£25,304	£25,754	£46,692
Restricted income	£113,688	£63,097	£86,063	£49,374
Total Income	**£136,105**	**£88,401**	**£111,817**	**£96,066**
Expenditure				
Charitable activities	£65,207	£65,831	£70,276	£68,569
Management of the Partnership	£57,369	£27,760	£24,664	£19,774
Total Expenditure	**£122,576**	**£93,592**	**£94,940**	**£88,343**
Surplus/(Deficit) for Year	**£13,529**	**-£5,190**	**£16,877**	**£7,723**

Income

The income for the year of £136,105 is an increase of £47,704 (53.96%) on the previous year's figure of £88,401.

Restricted funds represent funds received by the charity that can only be used for the purpose agreed with the donor. This year the charity received grants from 8 different organisations, all of which are listed in the statutory accounts.

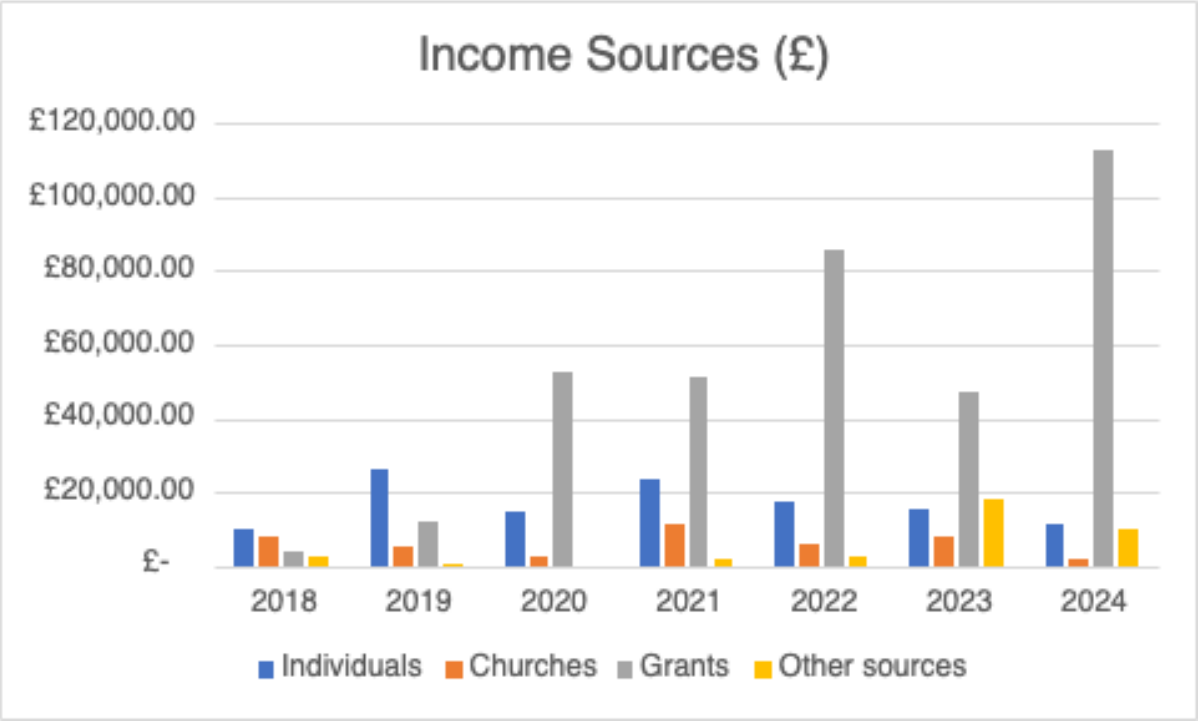
The figures show an 80.18% increase in restricted funds income compared with the previous year. The National Lottery Reaching Communities grant has provided £70,900 of income in 2024 which has provided the funds for the charity to employ a full-time caseworker and covered other management expenses such as rent and salary for the part-time administrator.

Unrestricted income has fallen by 11.41% compared to 2023 with individual, church and other donation sources all down. This does not impose an immediate threat to charity

operations as the restricted fund income streams cover a wide range of both management costs and funds for charitable activities. It is recommended that focus is given to building the general fund pot over the next 2 years to ensure the charity can continue to afford the same level of management spend once the National Lottery grant ends. Failure to build sufficient general funds may result in a forced reduction in charity activities.

We would like to thank all organisations and individuals that continue to support the Partnership, all donations big and small are greatly appreciated and are vital to maintain the ongoing work of the charity.

Below is a graph that shows the charity's income streams since 2018.



Expenditure

Total expenditure for the year was £122,576 compared with £93,591 in 2023. An increase in spending of 30.97%.

Compared with 2023, this year shows a reduction in spend on befriending activities and a notable increase in administrative/management costs. This reflects the employment of the full-time caseworker which has allowed the charity to improve and increase its client services. Rent costs have also increased considerably over the past year. Attempts have been made to negotiate these costs, or move charity activities to another venue, however the new rent rate seems to be in-line with the rest of the market.

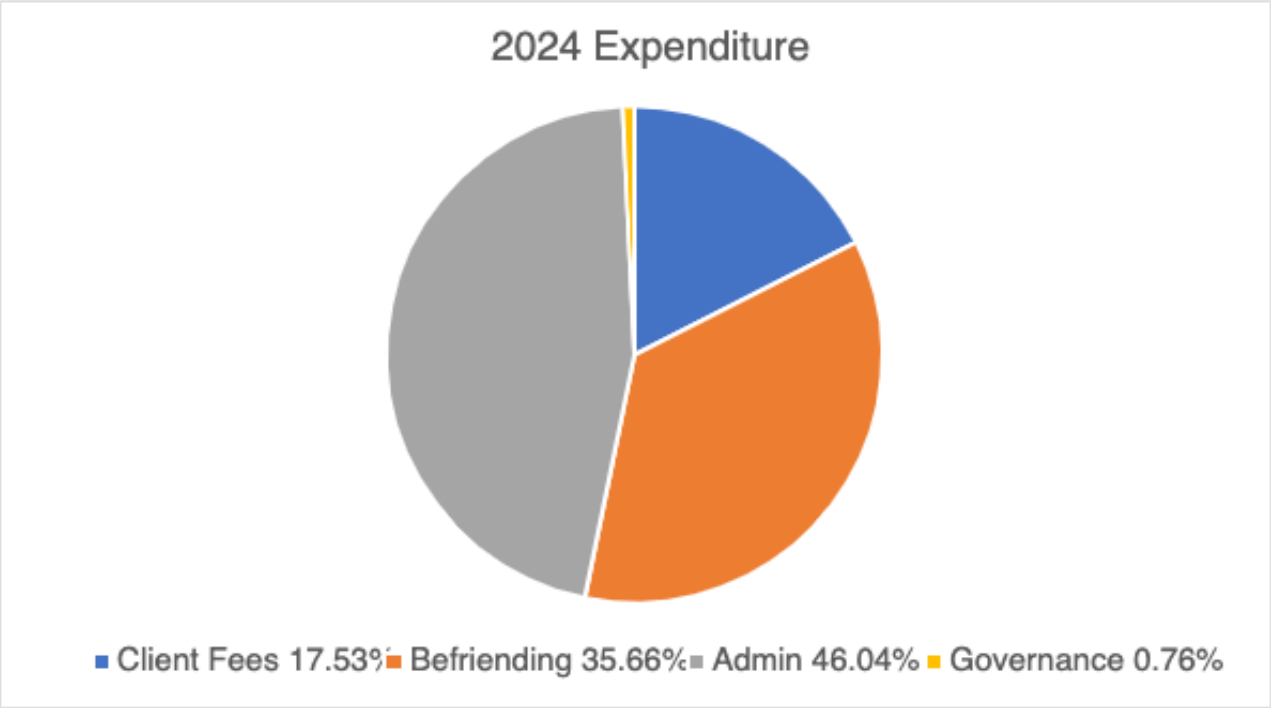
As the pie-chart shows, 35.66% of charity expenditure was spent on befriending activities which includes the provision of food and toiletries, food vouchers, laptops to help children with their education, the provision of school uniforms, providing parties and activities for clients and help with travel and other costs. 17.53% of expenditure was spent on contributions towards legal costs, NHS and Home Office fees. 46.04% of

expenditure paid for administration expenses including the salaries for the 2 employees and rent costs. 0.76% of funds were spent on governance items including mandatory DBS checks for all volunteers to ensure safety of volunteers and clients.

2023 percentages for comparison:

Befriending 58%, Client fees 12.4%, Admin 28.2%, Governance 1.4%

A more detailed breakdown of our expenditure is provided in the statutory accounts.



What's next? *Tim Whittaker*

Enormous thanks are due to our supporters, volunteers and staff, that we have been able to help so many people – a total of 540 people in 205 separate cases.

We have been fortunate in recruiting our full-time professional Casework Coordinator, and this has allowed WTRRP to become significantly more effective in the help that it can provide: we have been able to build relationships with a range of other charities and organisations, who are able to increase the scope of what we can offer. He has also been training a number of our volunteers in casework as well as streamlining our Drop-In organisation, further increasing our effectiveness. A big thank-you to everyone who supports and participates in this.

Our social activities add human comfort to the necessarily procedure-driven casework, and the weekly Social Hub has become an important activity to many of our clients. In addition, a programme of parties and activities like Christmas hampers and occasional gift voucher distribution has – we believe – made life a bit more fun for many of those we seek to help. Thank you too to our Hub and social event organisers and volunteers!

Life continues to be risky and difficult for anyone with uncertain status in this country, with new legislation and other government activity. We continue to hope that changes in the law and promised improvements in Home Office processes will make life a bit easier for so many people.

WTRRP continues to try to mitigate these miseries by assisting affected individuals and families with support, vital items and social events. To do this, we always need more volunteers for all activities, including befriending, helping with casework, helping to raise funds, helping with the support and entertainment of our clients in many ways – please see next page.

Thank you! See you at the AGM on 1 September – we promise you an interesting evening!

Trustee Approval

The Trustees approved this Annual Report at a meeting on 23 June 2025, and it was signed on their behalf by Tim Whittaker as Chair.

We continue to need these Volunteers

If you are interested in any of the activities mentioned in this report, or in the following roles – or if you know someone who might be interested – please get in touch with one of the WTRRP coordinators or committee members. Alternatively, our office manager Cat will be able to help you – please contact her at admin@wtrrp.org.uk

Fundraisers

Our fundraising team would very much appreciate more people, to help with both grant applications and public fundraising campaigns. We have had considerable success in both, but need to continue the process, as well as wanting to increase amounts raised so that we can assist our clients more.

Fundraising Events Lead

We are always needing funds, and arranging and participating in special events is an enjoyable and rewarding way of doing this.

Communications and Marketing
Social media
Videographer / Photographer

All these roles help us to make WTRRP known in the area, and support us hugely in finding funds and volunteers. Our communication, both traditional and social media, is crucial to our operation and we would are keen to have more people involved, including someone to manage our comms.

Client Events Lead

Putting on special events for the people we help and their families is a key part of what we do, and adds a bit of fun to lives which can otherwise be a grind.

Literacy teacher

Our education programme would benefit enormously from an experienced teacher of literacy skills, to support a number of our clients.

Caseworkers

This role is for people who already have some previous experience in people facing roles. We are looking for people who have empathy, are good listeners and are non-judgemental. You will be supporting a small number of clients who have more complex needs and require extra support to get through difficult situations. We are looking for people who have two to four hours a week to spare. You will be offered training and support in this role by the Partnership.

Drop-In Centre Volunteers

Volunteering at the Drop-in Centre provides an opportunity for you to help our refugee clients with any issues they might have. We meet (currently) every Tuesday between 11.30 and 1.30pm at St Mary's church in the High Street, Watford, and we generally help with

- The welcome desk

- Helping with casework
- Access to the charity's other services, such as regular food parcels and free English classes.
- Close working with our Casework Coordinator in all these activities

HR Lead

As we grow, experience and expertise in sympathetic and supportive management of our own employees and volunteers is of huge value to us.

Committee Members and Trustees

If your forte is helping to lead and develop organizations, we are always looking for expertise and enthusiasm in our committee, and among our Trustees.

If you are able to support us financially, please visit https://wtrrp.org.uk/donate and follow the links, or contact us directly for more details. Thank you!

Supported by the National Lottery

If you received this Annual Report by post, and can help us save money and carbon by receiving it by email, please let us know by emailing us at admin@wtrrp.org.uk

Please also let us know if we have sent it in error, or if you wish to stop receiving it

You can also find this Annual Report online at www.wtrrp.org.uk

WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP

England & Wales - Charity number 1162226

Accounts

Watford and Three Rivers Refugee Partnership

Income and Expenditure Account for the Year Ended 31 December 2023

	Note	Unrestricted Funds	Restricted Funds	Total Funds	2022
Income					
Grants	*1*	-	46,328	46,328	86,063
Donations	2	25,304	16,769	42,073	25,754
Total Income		**25,304**	**63,097**	**88,401**	**111,817**
Expenditure					
Charitable activities					
Befriending	*3*	774	53,060	53,834	49,079
Contribution towards client fees	*4*	11,485	150	11,635	21,197
Education		238	125	363	-
		12,497	53,335	65,832	70,276
Management of the Project					
Governance costs		1,345	-	1,345	264
Administration expenses	*5*	9,114	17,300	26,414	24,400
		10,459	17,300	27,759	24,664
Total Payments		**22,956**	**70,635**	**93,591**	**94,940**
Excess of Receipts over Payments for the Year		**£ 2,348**	**£ (7,538)**	**£ (5,190)**	**£ 16,877**

Statement of Assets and Liabilities at 31 December 2023

			2023		2022
Current Assets					
Debtors	*8*	-		1,712	
Cash at bank		84,566		92,033	
			84,566		93,745
Current Liabilities					
Creditors			-		3,989
			£ 84,566		**£ 89,756**
Funds					
General fund					
Opening balance			51,686		56,582
Excess of Receipts over payments for the year			2,348		(4,896)
			54,034		51,686
Restricted funds	*6*				
Administrator fund		-		4,451	
NL Christmas voucher appeal		(15,958)		-	
Client assistance fund		26,640		13,396	
Case worker fund		16,500		16,500	
Emergency fund		2,825		2,825	
Other restricted funds		525		898	
		-	30,532		38,070
			£ 84,566		**£ 89,756**

Watford and Three Rivers Refugee Partnership

Notes to the Accounts for the Year ended 31 December 2023

1 Grants	Unrestricted	Restricted	Total	2022
National Lottery Community Fund	-	20,822	20,822	17,202
Watford & Three Rivers Trust	-	7,756	7,756	11,020
Hertfordshire Community Foundation	-	10,000	10,000	20,000
County and District Councillors	-	2,750	2,750	3,200
The Hobson Charity	-	5,000	5,000	-
Society of the Holy Child Jesus	-	-	-	15,000
Watford Foodbank	-	-	-	5,000
Allen Lane Foundation	-	-	-	4,500
The MBILI Charitable Foundation	-	-	-	2,000
Co-Op Local Community Fund	-	-	-	1,836
Souter Charitable Trust	-	-		2,000
Tesco	-	-	-	1,500
ASDA	-	-	-	1,250
Other	-	-	-	1,555
	£ -	£ 46,328	£ 46,328	£ 86,063

2 Donations					
Individuals	*7*	17,596	15,775	33,371	17,516
Churches		6,708	994	7,702	5,754
Edge Grove School		-	-	-	1,324
Rotary Club of West Watford		1,000	-	1,000	1,000
Other donations		-	-	-	160
		£ 25,304	£ 16,769	£ 42,073	£ 25,754

3 Befriending				
Food vouchers	237	44,725	44,962	36,237
Food distribution	-	435	435	422
Laptops	-	700	700	2,165
Toiletries	-	1,079	1,079	967
School uniforms	-	3,290	3,290	3,990
Driving Lessons	-	-	-	1,600
Parties and activities	417	2,831	3,248	3,178
Client travel expenses	120	-	120	322
Other client expenses	-	-	-	198
	£ 774	£ 53,060	£ 53,834	£ 49,079

4 Contribution towards client fees				
Legal fees	4,600	-	4,600	*6,259*
NHS and Home Office fees	1,048	-	1,048	*6,388*
Other	5,837	150	5,987	*8,550*
	£ 11,485	£ 150	£ 11,635	£ 21,197

5 Administration expenses				
Salaries	3,746	10,303	14,050	12,726
Rent	2,590	4,604	7,194	8,280
Equipment	80	508	588	650
Insurance	-	561	561	245
Stationery & Postage	178	764	942	161
Telephone	47	125	171	231
Travel expenses	592	5	597	615
Training	-	-	-	650
Other expenses	1,881	430	2,311	842
	£ 9,114	£ 17,300	£ 26,414	£ 24,400

Watford and Three Rivers Refugee Partnership

Notes to the Accounts for the Year ended 31 December 2023

6 Restricted Funds

Although the National Lottery had confirmed that they would fund the Christmas food voucher appeal, the cash was not received until shortly after year-end. As the income was assured (and subsequently has been received), the net cost of this project has been retained as a negative value restricted fund.
The appeal fund and emergency fund represents money that can be used to help clients meet the cost of fees.
The client assistance fund represents money that can be used to provide food, toileteries, laptops and activities for our clients.

7 Individual Donations

The income amount shown includes the element that we are able to claim back as a charitable organisation as gift aid. In 2023 this was £1722. The 2022 amount was £1,878.

8 Debtors

Since January 2023, gift aid receovery has been administered by Charities Aid Foundation. Claims are now submitted on receipt and so there is no longer a debtor representing gift aids receivable on the year's income.

Victoria Shaw, 21.06.24.

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of	Watford and Three Rivers Refugee Partnership		
On accounts for the year ended	31 December 2023	**Charity no (if any)**	1162226
Set out on pages	17-19		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2023.

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:	J R. Sills	**Date:**	28 June 2024
Name:	John Sills		
Relevant professional qualification(s) or body (if any):	FCMA		
Address:	35 Baytree Walk Watford WD17 4RX		

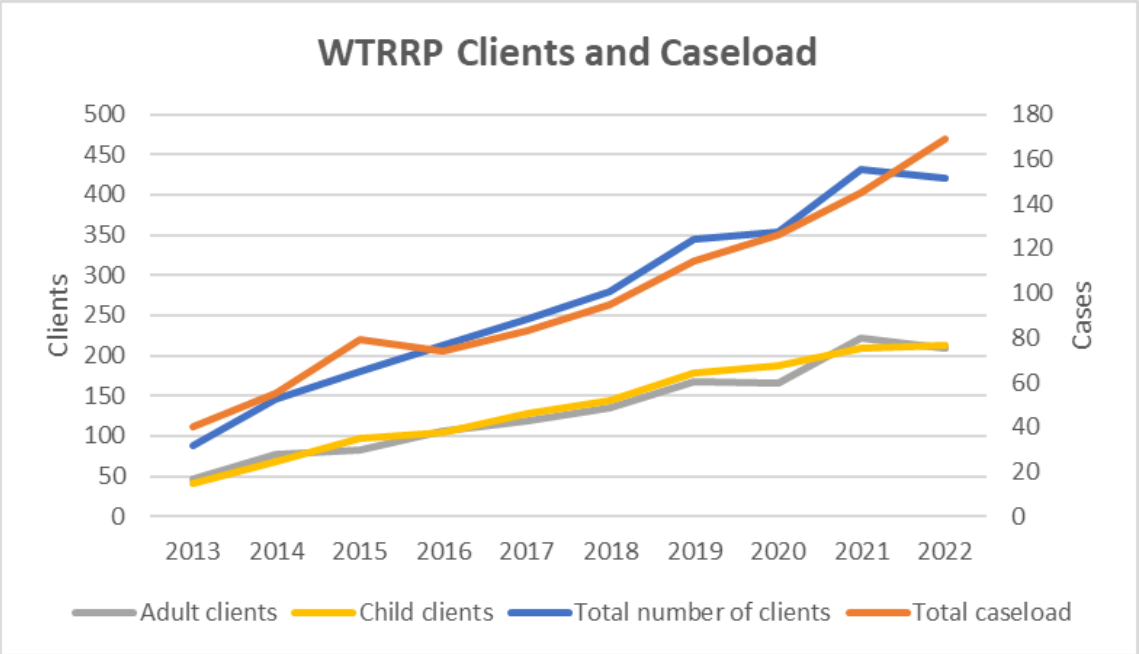
WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP
Annual Report for 2023

Welcome

Hello and welcome to the WTRRP's Annual Report for January – December 2023. Once again, we give all of you our heart-felt thanks for your support, which enables us to continue to assist a lot of needy people in our midst, through a range of hardships and complexities of life. We are pleased to say that over the past year WTRRP has been able to offer a variety of activities:

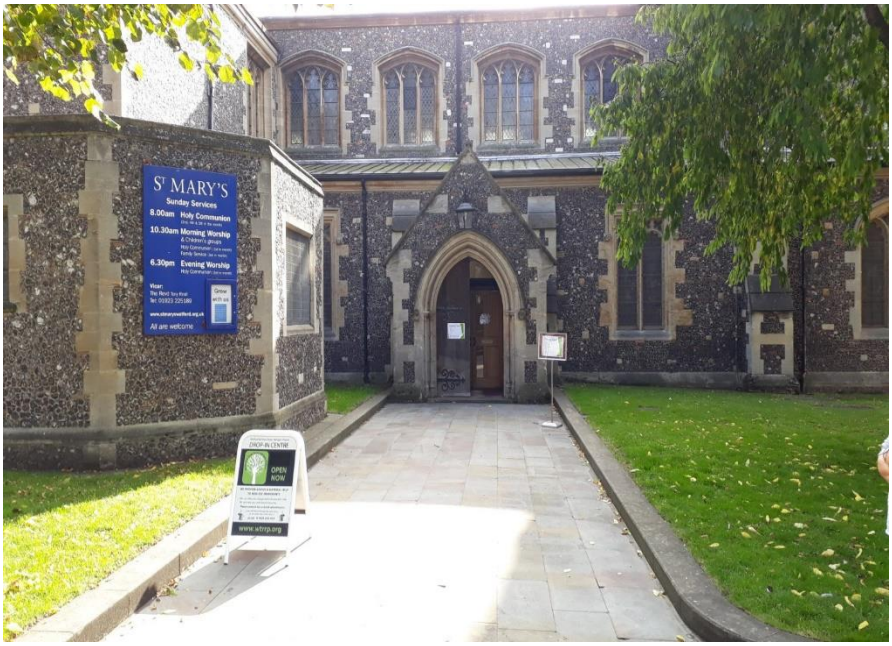
- Our Social Hub runs every Tuesday at St Mary's church from 11.30am to 1.30pm where clients can have refreshments and a chat, take part in various activities and take advantage of donations of clothing and other items.
- Our Drop-In also takes place every Tuesday (from 11am to 1pm) where clients can take advantage of legal advice and meet case workers.
- We held other social events including two parties for our clients.
- We supported our clients with food and other essentials, school uniforms, sports kit and sporting events and laptop computers.
- Our education programme has continued and grown.
- The number of people – whom we support in many ways – continues to increase.

We're proud to have helped 491 people in need during the year



Drop-In Centre *Paul Tucker*

Our Drop-In service provides an opportunity for refugees to come and receive support and advice. We now meet weekly between 11am and 1pm at St Mary's Church in the centre of Watford. Our volunteers provide a wide range of advice and liaise with other organisations to supplement this. On the fourth Tuesday Salma Khan, a solicitor from Pickup and Scott, holds general advice surgeries covering immigration issues.



A key part of our service is to provide a listening ear and a sympathetic approach so that, whatever their circumstances, refugees have the confidence to share their story and explain their situation. Many struggle with the complex bureaucracies that they have to deal with and having someone with time and understanding can be invaluable for them.

On the specifics, we recorded 289 clients seen at the Drop-In**,** with 22% of those being seen for the first time and the balance repeat visitors. A large proportion come for help with immigration advice, including expert legal guidance (67%). This can entail asylum applications, leave to remain, queries with the Home Office and much more! They may also need help with their benefit entitlement, housing issues, English language (we provide ESOL lessons - see elsewhere in the report) and where to obtain free food. For

many the initial issue can then evolve into others as the conversation moves on to wider concerns and their confidence in sharing their situation grows.

Our approach is to have an initial conversation and then take personal details on a referral form (with their consent) and this is used as the basis for considering how best they can be helped. This might mean a telephone call to a Government Department or voluntary body, linking up with another part of the Partnership (English language and food), referring to the solicitor for her next appointment at the Drop-In, and eventually to the Case Review Team to consider what longer term support can be provided.

We have very much appreciated the opportunity to work alongside our colleagues in the Social Hub. Being able to signpost clients to what is provided there by way of games and expert advice from local organisations has complemented the issue-based help we give.

We are grateful for the assistance we are given by a number of individuals and different groups. Salma Khan, our solicitor from Pickup and Scott, has provided an invaluable service on legal issues relating to immigration. We are also appreciative of joint working with St Mary's Church and the help and welcome we have received from Revd. Tony Rindl, the Church Wardens and other staff who have been so supportive. Beyond this we have been assisted by different agencies: Citizens Advice Bureau, Watford Borough Council, Three Rivers District Council, Migrant Help, Red Cross, Social Services, New Hope and more, all of whom have given their expert support willingly and we are very grateful to them.

Tuesday Social Hub *Rosalyn Baker*

The Social Hub at St Mary's church continues to welcome clients every Tuesday from 11.30-1.30. We now have a team of regular volunteers, a list of frequent visitors and a range of items to hand out, providing a relaxing, fun and supportive atmosphere for our many client visitors. The Hub overlaps with the Drop-In session in the church enabling us to direct clients with immigration enquiries, and likewise we are able to offer friendly respite to clients who are waiting or have had an appointment with the Drop In team.

Although 2023 saw the end of our funding for supermarket vouchers to hand out, thanks to the hard work of the grants team, the hub was awarded a generous National Lottery grant to expand the services and activities we provide at The Hub. This has enabled us to include craft, drumming, dancing, singing, nail painting and children's activities providers as well as the purchase of a full size table tennis table, a table football and a music player. Among the Hub highlights from 2023 were a visit to Watford Museum and a Christmas party.

Other visitors have included Watford & Three Rivers Healthy Hub team, Herts Community NHS Trust, Herts Mind Network, Credit Union, Citizens Advice Bureau, Natwest Bank, Hertfordshire Police, Watford and Three Rivers Housing Department, and Homestart, all bringing a wealth of knowledge and helpful advice for our clients on topics ranging from infant feeding, to keeping children safe from gangs, to energy bills and housing.

We continue to be supported by regular donations of hygiene products from BGP and Nisaba, beauty products from Beauty Banks, winter warmer bags from A Small Act of

Kindness, and infant toothbrushing kits from Leavesden Family Centre. We also keep a stock of nappies and wipes for clients with babies.

By now our clients have become familiar with our regular team of volunteers who have worked hard to welcome clients, by serving tasty snacks and drinks, playing games and engaging in various craft activities, whilst offering friendship, a chat and a cuppa! Thanks go to Mark for his regular IT (phone/laptop) client support and also to Annabel, Christine, Georgina, Grethe, Jo, John, Karolina, Kibatu, Mama, Mary, Meena, Penny, Peter, Philip. Portia, Shahla and Vivian.

Education — Marie-Jo Churchill

WTRRP offers English for Speakers of Other Languages (ESOL) throughout the year. Students can register at any time. Most of our clients are unable to access classes at local colleges due to their immigration status or special circumstances. WTRRP's ESOL lessons are free; material and photocopies are provided.

Our aim is to develop fluency and confidence in the language, offer practical help tailored to refugees (such as help with CV, job applications, visiting public services, an understanding of the UK culture and practical support with citizenship tests). We are constantly offering new services and make every effort to answer the variety of learning needs our students have.

Students are assessed and placed in a group according to their level. Many of our students have lived through traumatic experiences and we are mindful that we are dealing with vulnerable people. Groups are important as students can work together and share common experiences.

We had 3 face-to-face groups in 2023 and we have recently added home tuition for adult students who have mobility issues. We are happy to welcome a new teacher to our team, Mary Gorton, who is happy to offer this service. We also offer face to face literacy and after school support on an individual basis when possible. We have 5 teachers dedicated to helping students with English and cover for each other during holiday periods.

The groups at the end of 2023 were as follows:

- Beginner, 3 students with Hilary Phillips. Since then the intake has doubled and we now have 6 students attending this group.
- Pre-Intermediate I, 10 students, with Annabel Foley (face to face)
- Pre-Intermediate II, 8 students, with Marie-Jo Churchill (face to face)
- Advanced, 4 students, with Marie-Jo Churchill (on Zoom)
- One-to-one Adult Literacy, 2 students, with Marie-Jo Churchill (face to face)
- After School English/Literacy, 2 students with Marie-Jo Churchill (face to face / home tuition)
- Life in the UK, 3 students with Marie-Jo Churchill (face to face), 2 have now passed the test

- Home tuition, 2 adult students (ESOL/Life in the UK) with Mary Gorton. 2 more students are due to start for B1 practice (oral test needed to obtain British Citizenship)

This makes a total of 34 students – 2 students attend two groups. This is a steady increase of 9.5% from last year. We are continually assessing new students, adapting our services and are expecting figures for 2024 to be higher. In order to answer demand, we need another teacher with experience in adult literacy.

Thanks to the dedication and professionalism of our teachers, many students have been able to take crucial steps towards rebuilding their lives in 2023, find jobs and pass tests.

Client cases and our Case Review process *Sue Ellison*

Our Case Review Team continued to meet six times a year to review our caseload and any new clients referred from the Drop-In Centre. The team collects updates from all the befrienders, and after discussion, makes recommendations to the Committee where financial or other material help is required from the Charity.

Interim crisis management and decisions around safeguarding are made by consensus in the time between Case Review Meetings, as needs arise.

The Case Review Team comprised Trustee Tony Rindl (Chair), Sue Ellison (Casework Coordinator), John Gray, Anette Corbach and legal specialist Paulene Gandhi.

In the year up to December 2023 there were 170 active cases (in 2022 we reported on 169 active cases). During the year we welcomed 67 new clients and discharged 68 clients. We have helped 255 adults and 236 children. This includes offspring over 18 living with their parents. So, in total we helped 491 people.

There are at least 38 different nationalities represented amongst our clients. The overall make-up of the client group has not changed but unexpectedly we saw an increase in the small proportion of South Americans fleeing persecution due to their political beliefs or mistrust in the state to keep them safe from violent crime; and some clients fleeing persecution of Christians in China.

The team meets to share information, discuss, and where possible, resolve problems that clients are encountering. We prioritise the requirements of those newly referred from the Drop-In Centre, and those we know to be in particular difficulty. However we make sure everyone is discussed at every second meeting. Thus, we aim to discuss around 70 cases in each meeting.

Most clients need financial support, and we offer help with Leave to Remain applications. The most commonly sought visa increased in cost by just under 20% during the course of the year. Where applicable we make recommendations to WTRRP's Committee to make financial contributions for Home Office application and NHS fees. (An applicant for Leave to Remain had to pay at the start of the year a fee of £1,560 in total for possible NHS use – the so called 'Immigration Health Surcharge' – for typically 2½ years, in addition to the Home Office application fee – £1,000 in most cases. They also have to pay their own

solicitor's fees, commonly £1,500, increased to £1,600 during 2023 and possibly also the cost for fingerprinting and photos, costing up to £300 or more.)

The Case Review Team considers the resources that we can provide and what else may be needed. Alongside talking about the housing and Leave to Remain crises that our clients face in an increasingly hostile environment, we review whether they are reliant on charity for food and clothes, or attending the ESOL classes, or accessing the support of the Social Hub or of an individual Befriender. We make sure we follow up with those who have not been in touch. It may be for example that a client needs a laptop to manage their Home Office application or improve their employability; or a time limited subsistence fund to cover food or rent; or help with moving home to avoid removals costs; or help with acquiring essential white goods for the first time or help with purchasing school uniform. We have helped with the cost of professional translations of medical and witness statements. Through our advocacy work we have brought about extensions to court dates for clients and the allocation of special accommodation for clients with disabilities. We have provided patients with small items of equipment and medication not covered by the NHS.

Our end goal for all our clients is to become independent of our support, usually when they have either gained Indefinite Leave to Remain in the UK, or found work and increased their income such that they can support themselves and their family, or overcome social isolation and health issues. Clients are discharged from our books in these cases, and also when they move out of our area, when we try to signpost them to similar organisations local to them.

Alternatively, it may be that the Case Review Team can advise or signpost the befriender or caseworker or offer moral support to the volunteer who is closest to the client.

In addition to WTRRP's own resources, we work with, and refer clients to, other organisations in the area who can help with particular needs, including New Hope, Stanborough Welfare Centre, Citizens' Advice, debt counselling organisations, as well as the Social Services and other statutory organisations.

We remain aware that a problem brought by a client can often be just the tip of the iceberg, and that clients may be fearful and need to feel they can trust us in order to be open about the extent of their needs. A common problem is with landlords, making our clients fearful that they will be made homeless. Others have complicated financial or family difficulties and need the expertise of our caseworkers and befrienders who can see a way out and direct them to the appropriate organisation. Many of our clients have received notification of liability to be detained or deported and have come to us as a last resort, having had poor or no advice in the past. So, we aim always to be responsive and work alongside clients at their own pace, supporting each client individually, with compassion and fairness.

Each week at least one or two new clients have come to us, adding to our caseload. The numbers have reached a point where our human resources are stretched way beyond capacity, and it is time to move to employing at least one full time caseworker.

In addition, as always we are on the lookout for more volunteers to act as befrienders and caseworkers whereby we can be more attentive to the on-going needs of our clients.

Our social programme

In 2023 we continued our social events, especially the Tuesday hub social events described above.

In June we held a party in Cassiobury Park for our clients, organised by Musarut Mukadam and Sophie Edwards. Around 45 clients with their families were able to join us, and the weather held up quite well!

We were able to make and distribute Christmas hampers to **84 families** in December. Musarut Mukadam, Sophie Edwards and Tim Whittaker led this activity.

The hampers contained Christmas crackers and decorations, edible treats and presents for each family member, appropriate to age and gender. These were provided by the generosity of a number of organisations:

St Luke's church donated items for, and packed, 50 of these hampers for us to distribute: our huge thanks to Caroline Tearle and her team of Guides and others.

Stanborough Park church in their annual Toy Service donated a totally amazing selection and quantity of presents for all ages: we are likewise hugely grateful to Pat Walton and the members of the church for their generosity.



St Mary's church kindly loaned premises, and around 18 volunteers arranged and packed the balance of the hampers (see picture), with a similar number delivering to our clients.

Grants Team *Peter Howard*

In 2023, the grants team (Sarah Myers, Peter Myers, Mick Hayter and Peter Howard) secured grants and project specific donations for the charity totalling £295,611. Fundraising consultant Michele Wheeler, whose fees were paid with the help of a grant from Watford & Three Rivers Trust, provided invaluable help with the National Lottery Reaching Communities grant application.

On behalf of WTRRP, thank-you to all our generous donors, without whom we would not be able to provide many of the services we offer.

The grants team are making every effort to ensure that in 2024 WTRRP has enough money from grants to provide supermarket vouchers at least twice a year, school uniforms, sports kit and subscriptions, laptops, period products, nappies, training, driving lessons, activities and outings, and for the social hub and the activities that happen there.

Grants in 2023 were very generously provided by the following: Super market vouchers:

Watford & Three Rivers Trust	£7,756
HCF Herts Household Support Grant	£14,115
National Lottery Cost of Living Fund	£17,150
Hobson Charity	£5,000

School uniforms and sports kit & subscriptions

Hertfordshire County Councillors Mark Watkin, Asif Khan, Nigel Bell, Steve Cavinder and Tim Williams	£2,750
Ruth Rabin donation	£5,000

Social Hub

National Lottery Awards for All	£8,715

Casework coordinator, Office Manager, Fundraising Consultant

National Lottery Reaching Communities (plus £3,400 increase to existing grant)	£221,725

Additional Ruth Rabin donation of £10,000 to be spent on direct help for clients, not overheads.

Here are some testimonials about the difference these grants have made:

Food vouchers:

'Good morning Tim, thank you very much for all you're doing. I benefitted from the food voucher thrice and it was a huge relief for my son and I. I pray sometime soon, I will also be able to give back when I get a good job and well settled. God bless the amazing team.'

Laptops/Chromebooks:

'I use the laptop to do my monthly assessment for my work in a care home. I really enjoy You-tube for learning and entertainment for myself and my daughter. I use it to make

connections using email and social media, for shopping on-line and to search for better housing. It is very important to me.'

School uniforms:

'The uniform support money helps me a lot with my kids. I really appreciate it. It makes a lot of difference because the cost of living has gone up so much. We are really happy that this helps us and other children. L has sickle cell trace and this fund has supported us much with clothing underneath her uniform and with the warm hat, gloves and thermal tights she needs to go to school.'

Football club kit and subscriptions:

'We enjoyed playing football, we learnt new football skills and new communication skills and we also expanded our friend groups because we got to know more people.'

Our Office Manager and our Volunteers *Jane Byng / Georgina McCarthy*

WTRRP's volunteer base continues to grow with a total of 96 volunteers at the end of 2023. A survey of all who volunteer was conducted and the findings showed that over 38% of volunteers spend more than 5 hours a week on WTRRP, over 60% of volunteers were highly satisfied or above with their experiences and what they would like, above all, is more training.

There have been many training opportunities including Asylum Seekers & Refugees in Herts, provided by Herts County Council, talks from the Job Centre, housing and other local services and No Recourse to Public Funds training. These have increased volunteers' understanding and knowledge, creating further routes that clients can be helped in living a fulfilling life in the local area. A membership with NCVO has commenced which will provide a plethora of new training prospects for the different roles involved in the charity.

There are several volunteer caseworkers who will be starting in Spring 2024 who will be supporting our new full-time caseworker, alongside our current dedicated volunteer caseworkers.

Some more volunteers who have been previous clients have started at the Social Hub and more may be starting to help at the Drop In. The Social Hub continues to grow, and two new roles have been created – Social Hub Team Leader and Social Hub Events Organiser. Ros has taken on the new Team Leader role and a massive thank you to Grethe for getting the ball rolling for the new Events Organiser.

There were 2 volunteer social gatherings that were highly attended and enjoyed. Volunteer support meetings every other month were great opportunities for volunteers to get together, chat, find out any updates and get to meet emotional support counsellor, Marsha Myers. Marsha has offered her help to all volunteers and they are able to email her at any time for support and guidance! She will carry on sessions at the meetings throughout 2024.

The Volunteer Handbook has been edited and added to significantly which will increase the ease of a volunteer's experience at WTRRP. There is a new Befriending Guide

available that will support many of the roles at WTRRP, not just befrienders, and a new recruitment process and induction programme that will help settle in new volunteers to the team.

Seema has stepped down from her role as Volunteer Coordinator and remains on the committee. Thank you to her for all the time and work she has put in over the years to support the volunteers at WTRRP! Jane Byng (also on the committee) and Georgie McCarthy have been sharing the role of Volunteer Coordinator since the end of 2023 and are dedicated in creating an enjoyable experience for all new and current volunteers.

Fionnuala Smith has joined the Partnership as the Safeguarding lead, Vicky has taken on the extra role as Treasurer and Laurence has become the new Secretary, all of whom have become members of the committee.

Peter Howard is stepping down from his role as Grants Lead and Peter Molloy will be taking on his role as well as Peter Myers taking over as Fundraising Lead. We'd like to sincerely thank Peter H for all he has done in helping to secure the Lottery funding. We wouldn't be able to grow as a charity the way we are without all the work you did!

Ultimately, thank you to all the long-standing and new volunteers who have made this charity and all the services we run possible. We couldn't do it without you!

Volunteering with WTRRP is incredibly rewarding and makes a real difference to people's lives – and probably your own too. If you're interested in joining us, please get in touch by emailing admin@wtrrp.org.uk – we would love to hear from you!

Our committee and trustees

These committee members served with WTRRP since 1 January 2023 unless otherwise stated, and wish to stand for re-election at the AGM:

Jane Byng *Volunteer Coordinator (since October 2023)*	Victoria Shaw *Treasurer (since August 2023)*
*Seema Agnihotri *Volunteer Coordinator*	Laurence Blake *Secretary*
Tinku Mitra	Fionnuala Smith *Safeguarding Coordinator (since April 2023)*
Martin Holden *(just joined)*	*Tim Whittaker *Chair*

Committee members marked with * are currently Trustees.

We say goodbye and heartfelt thanks to outgoing Deputy Chair Tony Rindl and Treasurer Paul Shaw who resign from the committee and as trustees. Tony leaves St Mary's Church in Watford and moves to Birmingham.

Finances for 2024 *Victoria Shaw*

The finances showed a deficit of £5,190.47 on the 31 December 2023. However, this deficit was a result of a significant spend of on food vouchers for the 2023 Christmas Hampers in anticipation of funding of £17,150 from the National Lottery, which was confirmed, but had not hit the account at the end of the year.

The figures show a decrease in income compared to the previous 3 years which, as a result, has reduced the amount spent on charitable activities compared to 2022. Rises in wages, rents and administrative services has resulted in an increase in management costs. These figures seem emblematic of the cost-of-living increase which has perhaps limited the amount of donations received.

Looking forward to 2024 and beyond the grants team have secured a very healthy National Lottery grant of £221,725 split over the next 3 years. This money will enable the charity to employ a full-time caseworker to enhance the support we can give to clients. This fund will also contribute to the administrator wages and rent costs, freeing up other income to be used for charitable activities.

The committee are aware that in order to secure the future of the charity it is vital that regular, unrestricted donations are increased. As such, the services of a fundraising consultant have been employed to help the charity explore and maximise the income opportunities available from the community.

Year	**2023**	**2022**	**2021**	**2020**
Income				
Unrestricted income	£25,304	25,754	46,692	46,789
Restricted income	£63,097	86,063	49,374	48,434
Total Income	£88,401	**111,817**	**96,066**	**95,223**
Expenditure				
Charitable activities	£65,831	70,276	68,569	59,666
Management of the Partnership	£27,760	24,664	19,774	8,508
Total Expenditure	£93,591	**94,940**	**88,343**	**68,174**
Surplus/(Deficit) for Year	**-£5,190**	**£16,877**	**£7,723**	**£27,049**

Income

The income for the year of £88,401.03 is a decrease of £23,415.07 (-20.9%) on the previous year's figure of £111,817.

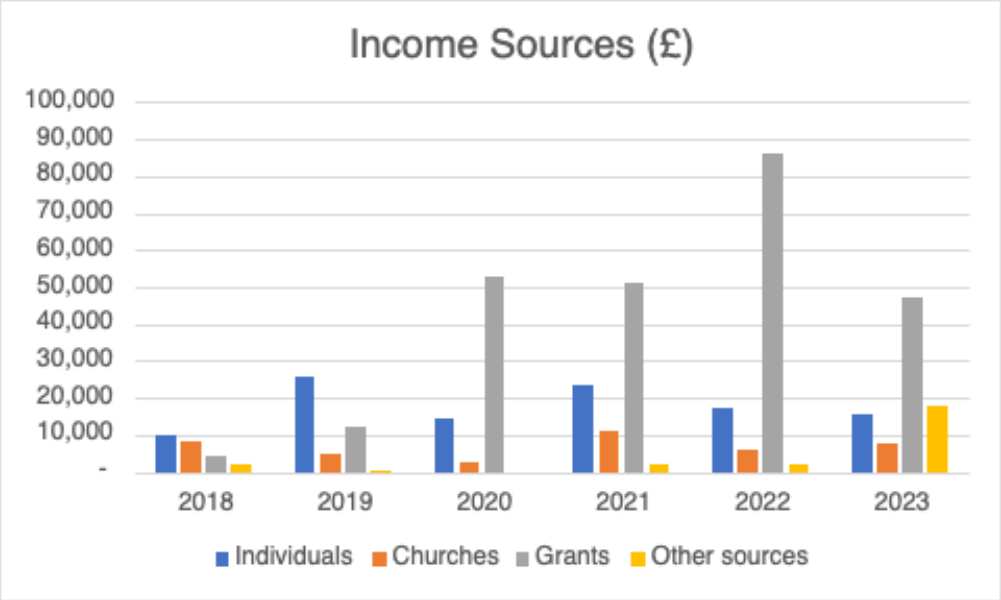
Restricted funds represent funds received by the Charity that can only be used for the purpose agreed with the donor. This year we received grants from 8 different organisations, and these are listed in the statutory accounts as well as in the report from the grants team.

The unrestricted income of £25,303.63 was £450.37 lower than the previous year's figure of £25,754. Individual donations were down by £2184.63 from 2022, likely due to the rise in cost of living meaning people are less able to donate. Income from churches showed

an increase from the previous year of £1948.27.

We would like to thank the individual donors (particularly those who have continued to make donations by standing order) and the various local churches that continue to support the Partnership despite the ongoing difficult financial situation.

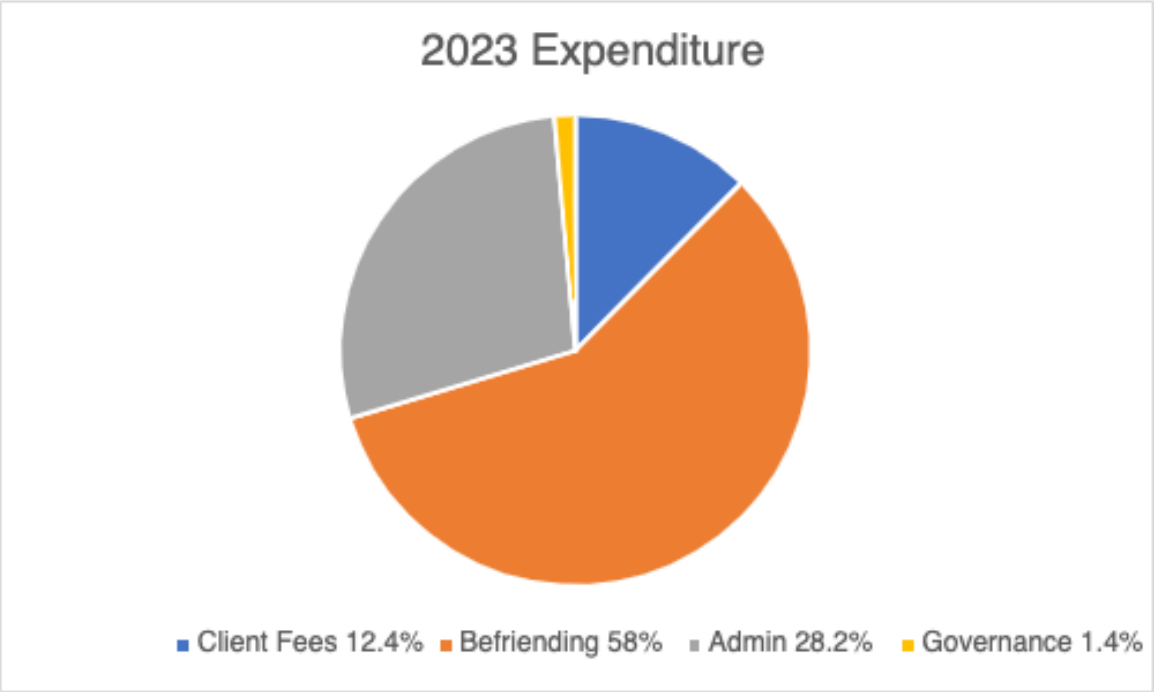
Below is a graph that shows our sources of income since 2018.



Expenditure

Total expenditure for the year was £93,591.50 compared with £94,940. A decrease of 1.42 percent resulting from the decrease in income.

As the pie-chart below shows, 58% of our expenditure was on befriending which includes the provision of food and toiletries/food vouchers, laptops to help children with their education, the provision of school uniforms, help with driving lessons, providing parties and activities for clients and help with travel and other costs. 12.4% on contributions towards legal costs and NHS and Home Office fees. 28.2% of the 2023 expenditure paid for administration expenses which includes the cost of our administrator and 1.4% of funds towards governance which includes mandatory DBS checks for all volunteers to ensure safety of volunteers and clients.



2022 percentages for comparison:

- Befriending 51.7%
- Client fees 22.3%
- Admin 25.7%
- Governance 0.3%

What's next? Tim Whittaker

We are very pleased that WTRRP has been able to help more people without status, or in progress of moving toward getting leave to remain, over 2023. The scope of our Tuesday Hub and the activities provided have increased substantially, and we thank both our own volunteers and many visitors who have led a wide range of activities.

We interviewed for a part-time casework coordinator and failed to appoint during 2023. Through the generosity of the National Lottery Trust, we now have funding to cover a full-time appointment, and this has allowed us during 2024 to interview candidates and to appoint our new staff casework coordinator. And we are now all set to move forward with a modern database system to keep our records: this will happen in the third quarter of 2024.

We have seen a range of legislation come into being over the last year, all intended to reduce migration into the UK, but sadly almost all actually having the effect of increasing the misery of many less fortunate people. Most recently, this has included a 66% increase in the 'NHS contribution' that anyone applying to remain in this country has to pay for notional medical care during their period of leave to remain. We have also seen Rwanda deemed a safe destination for applicants, but as yet, no-one yet sent there.

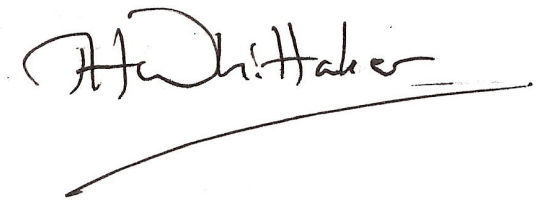
As ever, WTRRP aims to mitigate these miseries by assisting affected individuals and families with support, vital items and fees. To do this, we always need more volunteers for all activities, including befriending, helping with casework, helping to raise funds, helping with the support and entertainment of our clients in many ways – please see next

page. So please continue to bear us in mind if you have any time or other assets that might help us.

Thank you! See you at the AGM on 1 July – we promise you an interesting evening!

Trustee Approval

The Trustees approved this Annual Report at a meeting on 18 June 2024, and it was signed on their behalf by Tim Whittaker as Chair.



We continue to need these Volunteers

If you are interested in one of the activities mentioned in this report, or in the following roles – or if you know someone who might be interested – please get in touch with one of the WTRRP coordinators or committee members. Alternatively, Cat will also be able to help you: admin@wtrrp.org.uk

Caseworkers

This role is for people who already have some previous experience in people facing roles. We are looking for people who have empathy, are good listeners and are non-judgemental. You will be supporting a small number of clients who have more complex needs and require extra support to get through difficult situations. We are looking for people who have two to four hours a week to spare. You will be offered support in this role by the Partnership. Examples of casework include:

- Providing moral support in meetings and making sure the client understands.
- Making phone calls or supporting a client to make calls.
- Helping with form filling and letter writing
- Working with clients on solutions to more complex issues e.g. debt.

Drop-In Centre Volunteers

Volunteering at the Drop-in Centre provides an opportunity for you to help our refugee clients with any issues they might have. We have two sessions a month (on the second and fourth Tuesdays) between 11.00 and 1.00pm at St Mary's church in the High Street, Watford, and we generally help with

- Filling in forms and interpreting official document
- Assistance with finding appropriate housing
- Access to the charity's other services, such as regular food parcels and free English classes.

Befrienders

Befrienders offer friendship and practical support to clients who can be isolated or new to the area of Watford and Three Rivers. You will need to have an hour or two a week to spare

Some Key Responsibilities Include:

- Keeping in touch regularly and maybe going for a coffee or a walk.
- Helping clients to understand everyday letters e.g. utility bills
- Helping to make appointments for free food/clothing/GP.

Fundraisers

Our fundraising team would very much appreciate more people, to help with both grant applications and public fundraising campaigns. We have had considerable success in both, and would like to increase amounts raised so that we can assist our clients more.

If you are able to support us financially, please visit https://wtrrp.org.uk/donate and follow the links, or contact us directly for more details. Thank you!

If you received this Annual Report by post, and can help us save money and carbon by receiving it by email, please let us know by emailing us at admin@wtrrp.org.uk

Please also let us know if we have sent it in error, or if you wish to stop receiving it

You can also find this Annual Report online at www.wtrrp.org.uk

WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP

England & Wales - Charity number 1162226

Accounts

WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP
Annual Report for 2022

Welcome

Hello and welcome to the WTRRP's Annual Report for January – December 2022. Once again, we give all of you our heart-felt thanks for your support, which enables us to continue to assist a lot of needy people in our midst, through a range of hardships and complexities of life. After two years in which many of our activities were curtailed or had to change, 2022 saw a return to normality. In particular:

- Our Social Hub now runs every Tuesday at St Mary's church from 11am to 1pm where clients can have refreshments and a chat and take advantage of donations of clothing and other items.
- Our Drop-In runs every second and fourth Tuesday (at the same time and place as the social hub), where clients can take advantage of legal advice and meet case workers.
- We resumed social events with two parties for our clients.
- We supported our clients with food and other essentials, school uniforms, sports kit and sporting events and laptop computers.
- Our education programme has continued and grown.
- The number of cases which we support in many ways continues to increase.

Please join us at our **Annual General Meeting at 7pm on Wednesday 28th June 2022**, at St Mary's Church, Church St, Watford WD18 0EG. Our guest speaker is Brian Cunningham from the Bedfordshire Refugee Asylum Seeker Support (BRASS). BRASS is our neighbouring organisation and they provide asylum seekers and refugees support and advice on a range of issues, they also provide English Language tuition and social activities.

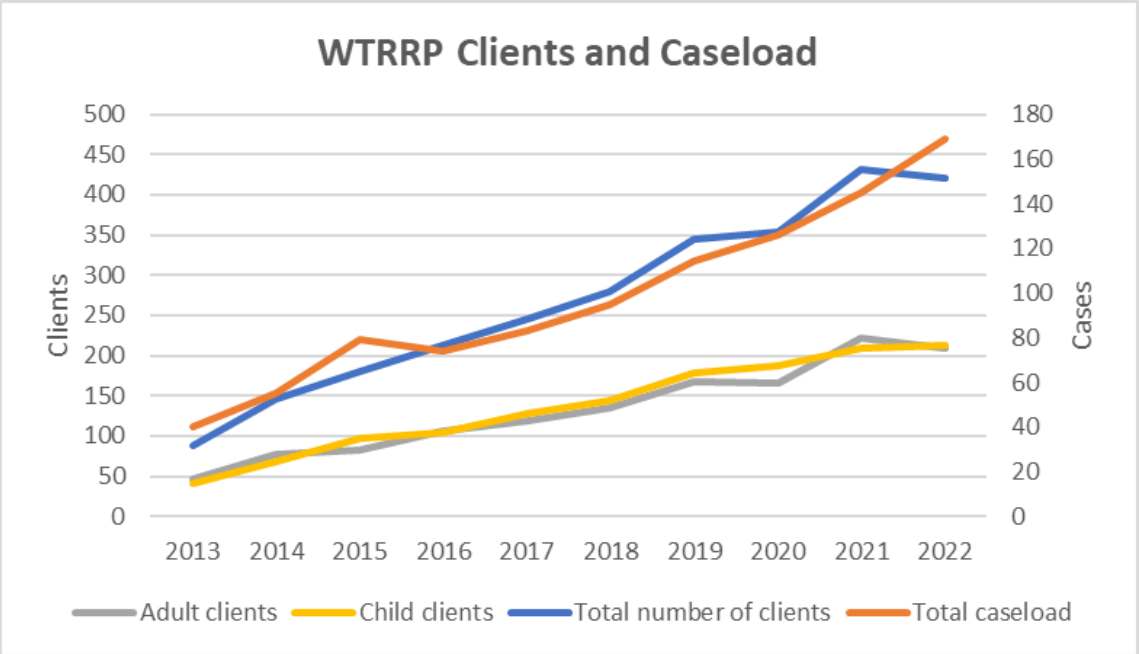


Brian Cunningham is their full-time caseworker and has been working for BRASS for 15 years. BRASS also now employs seven part time workers alongside Brian and a pool of volunteers to support the local asylum community. Brian will be giving us a presentation for half an hour about BRASS and what services they offer. Brian will then do a Q&A session for 15 minutes after the presentation.

For more information about BRASS please look at their website http://www.brassbedford.co.uk

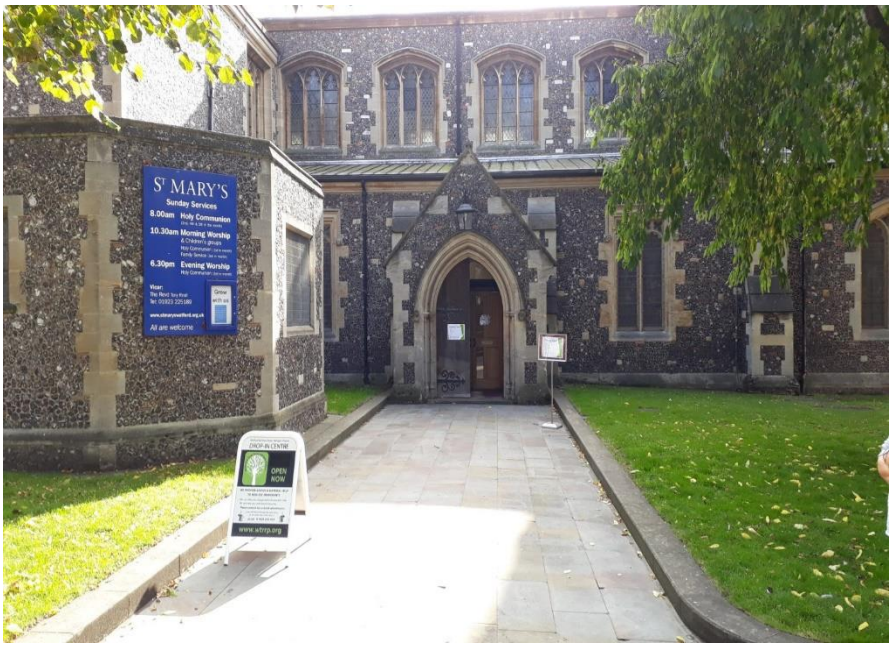
If you are unable to attend but would like to ask Brian a question, please send this to Laurence at laurence.blake.online@gmail.com

We're proud to have helped 421 people in need during the year



Drop-In Centre *Paul Tucker*

Our Drop-In service provides an opportunity for refugees to come and receive support and advice. We meet twice a month on the second and fourth Tuesdays between 11 am and 1.00pm at St Mary's church in the centre of Watford. Our volunteers provide a wide range of advice and liaise with other organisations to supplement this. On the fourth Tuesday Salma Khan, a solicitor from Pickup and Scott, holds general advice surgeries covering immigration issues.



We are also grateful to Sue Ellison, and other volunteers, who have supported clients on other Tuesdays and taken referrals enabling us to see many more than last year.

A key part of our service is to provide a listening ear and a sympathetic approach so that, whatever their circumstances, refugees have the confidence to share their story and explain their situation. Many struggle with the complex bureaucracies that they have to deal with and having someone with time and understanding can be invaluable for them. On the specifics, a large proportion come for help with immigration advice, including expert legal guidance (67%). This can entail leave to remain, visas, bringing a relative from abroad and queries with the Home Office and much more! They may also need help

with their benefit entitlement, English language (we provide ESOL lessons - see elsewhere in the report), where to obtain free food and to discuss housing difficulties. For many the initial issue can then evolve into others as the conversation moves on to wider concerns and their confidence in sharing their situation grows.

Our approach is to have an initial conversation and then take personal details on a referral form (with their consent) and this is used as the basis for considering how best they can be helped. This might mean a telephone call to a Government Department or voluntary body, linking up with another part of the Partnership (English language and food), referring to the solicitor for her next appointment at the Drop In, and eventually to the Case Review Team to consider what longer term support can be provided.

With arrangements for distributing food support changing over the year from actual food to vouchers and moving the distribution day to a Tuesday with a new social hub this has created good opportunities for the clients to move between this and the Drop In in a relatively seamless way.

Breakdown of the main reasons clients accessed the Drop In
(Many come with multiple queries)
176 clients attended in all.

Legal	Food	Housing	ESOL	Form filling	Clothing	Finance/Benefits	Health	Support	Money
118	21	30	13	7	1	17	3	19	10
67%	12%	17%	7%	4%	1%	10%	2%	11%	6%

We are grateful for the help we are given by a number of individuals and different groups. Salma Khan – our solicitor from Pickup and Scott – has provided an invaluable service providing surgery sessions on legal issues relating to immigration. We are also appreciative of joint working with St Mary's church and the help and welcome we have received from Revd. Tony Rindl, the church wardens and other staff who have been so supportive. Beyond this we have been assisted by a number of different agencies, Citizens Advice Bureau, Three Rivers District Council, Migrant Help, Red Cross, Social Services and New Hope and more, all of whom have given their expert assistance willingly and we are very grateful to them.

Our thanks go to our volunteers who come from a wide background and whose commitment and professionalism continues to inspire. If you are interested in seeing what we do, then please do get in touch.

The Tuesday Hub and Gift Cards Team *John Gray*

Another year and a change of name reflecting the evolution of our practical support for clients.

In 2020 it was called the Food Team, but we moved from giving out food in favour of supermarket gift cards (but continuing our provision of nappies and sanitary products) during 2021, thanks to a number of very generous grants received for this purpose.

We regularly get donations of clothes, books, toys and toiletries, so we started laying these out on tables every Tuesday in St Mary's so that clients could choose what they

needed when they came to collect their gift cards, nappies and sanitary items. Assisted by a number of client volunteers, we also provide food and a social get-together.

We encourage all clients to come to St Mary's whenever they can, but for some we arrange deliveries as necessary to make sure that they receive the support we provide.

The socials proved to be a success and so we moved to committing to a social each Tuesday 11am to 1pm, including those when gift cards are not given out, and arranged with the church to use the lounge and kitchen.

Thus, we are able to invite all clients including those who don't qualify for gift cards, and to provide refreshments, crafts and games, and for children to play securely.

We regularly have visits from local service providers from the Watford & Three Rivers Council Healthy Hub team, including NHS health professionals such as a nurse, GP, health visitor as well as a You Matter mental health charity who provides hand massage. We also have a visitor from the Women's Centre and council representatives advising on housing, energy bills and other council services.

In December we had a very successful party in St Mary's with clients bringing food to share which they would have in their home countries, as well as the opportunity to sing along with Christmas carols.

A wonderful team of longer-term volunteers plus client volunteers keep this good work going.

We had sufficient money in grants last year to fund the gift cards, and in the Autumn were able to provide an additional £5 for each person for a limited time to help with the extreme pressures on incomes.

The grants team has worked tirelessly to give us these opportunities; very few people realise how much work is involved in applying for grants and in providing feedback for those we have been awarded.

Grants are becoming harder to obtain as they become scarcer and competition increases, so we are having to review the level of support which we can maintain over the remainder of 2023.

The number of clients which we support with vouchers increases remorselessly so that by February 2023 it stood at 103!

A big thank you to all those who have supported this aspect of the work of WTRRP.

Education — Marie-Jo Churchill

WTRRP offers English for Speakers of Other Languages (ESOL) throughout the year. Most of our clients are unable to access classes at the local colleges due to their immigration status or special needs. WTRRP's ESOL lessons are free, material and photocopies are provided.

Our aim is to develop fluency and confidence in the language, offer practical help tailored to refugees (such as help with CV, job applications, visiting public services, an understanding of the UK culture and practical support with citizenship tests).

Students are assessed and placed in a group according to their level. Many of our students have lived through traumatic experiences and we are constantly mindful that we are dealing with vulnerable people.

In 2022 we opened a new beginners' group. We were also able to offer face to face literacy help on an individual basis. We are happy to welcome a new teacher to our team, Hilary Phillips, who will start in March 2023. We will have 5 teachers dedicated to helping students with English.

The groups at the end of 2022 were as follows:

- Beginner I, 3 students with Annabel Foley – Hilary Phillips due to take over this group in March (face to face)
- Beginners II, 8 students, with Annabel Foley (face to face)
- Pre-Intermediate, 9 students, with Marie-Jo Churchill (face to face)
- Intermediate, 6 students, with Yvonne Zane (on Zoom)
- Advanced, 6 students, with Marie-Jo Churchill (on Zoom)
- One-to-one Adult Literacy, 2 students, with Marie-Jo Churchill (face to face)
- Christine Lowe is also offering one to one tuition and cover if and when needed (on Zoom)

This makes a total of 31 students – 2 students attend two groups. This is a percentage increase over 3 years of more than 150% which is above pre-pandemic level. We are continually assessing new students therefore figures for the 2023 academic year should be higher.

Client cases and our Case Review process *Tony Rindl*

Our Case Review Team continued to meet approximately every two months to review the clients in our caseload and any new clients referred from the Drop-In Centre. The team collects updates from all the befrienders, and after discussion, makes recommendations to the Committee where financial or other help is required.

The committee comprised Tony Rindl (Chair), Sue Ellison (Casework Coordinator), John Gray, and legal specialist Paulene Gandhi.

In the current year up to January 2023 there were 169 active cases (in 2022 we reported on 145 active cases). During the year we welcomed 61 new clients and discharged 41 clients.

Our client group comprised 50 families or individuals from Ghana (the largest number), 15 from Iran, 11 from Nigeria, 11 from Afghanistan, 9 from Albania and the rest mostly from across Africa, the middle East and the Indian subcontinent. There are at least 37 different nationalities represented amongst our clients.

Typically, clients make initial contact with us through the Drop-In Centre, where they request advice or ongoing support, which could include food boxes, English for Speakers of Other Languages (ESOL) classes, legal and financial advice and befriending.

The team meets to share information, discuss, and where possible, resolve problems and dilemmas that clients are encountering and make financial requests to the Committee. We prioritise the requirements of those newly referred, usually from the Drop-In Centre, and those we know to be in particular difficulty. However we make sure everyone is discussed at every second meeting. Thus, we aim to discuss around 70 cases in each meeting.

The issues discussed are many and varied. Many clients are seeking financial help and we offer financial support towards Leave to Remain applications, which continue to increase in cost each year. Where applicable we make recommendations to WTRRP's Committee to make financial contributions for Home Office application and NHS fees. (An applicant for Leave to Remain has to pay a fee of £1,560 in total for possible NHS use – the so called 'Immigration Health Surcharge' – for typically 2½ years, in addition to the application fee – currently £1,000 in most cases. They also have to pay their own solicitor's fees, and possibly also the cost for fingerprinting and photos, costing up to £300 or more.)

The Case Review Team considers the resources that we can provide and what else may be needed. Alongside talking about the inevitable housing and Leave to Remain crises that our clients face in an increasingly hostile environment, we review whether they are collecting their food parcels or attending ESOL classes and make sure we follow up with those who have not been in touch.

In addition to WTRRP's own resources, we work with, and refer clients to, other organisations in the area who can help with particular needs, including New Hope, Stanborough Welfare Centre, the Red Cross Refugee Centre in Luton, Citizens' Advice, debt counselling organisations, as well as the Social Services and other statutory organisations.

We remain aware that a problem brought by a client can often be just the tip of the iceberg, and that clients may be fearful and need to feel they can trust us in order to be open about the extent of their needs. A common problem is with landlords, making our clients fearful that they will be made homeless. Others have complicated financial or family difficulties and need the expertise of our caseworkers and befrienders to extricate themselves and direct them to the appropriate organisation. We have been concerned about the risk of us being seen as intimidating, especially as some of our clients are in constant fear of deportation. So, we aim always to be responsive and work alongside clients at their own pace.

We are always on the lookout for more volunteers to act as befrienders and caseworkers whereby we can be more attentive to the on-going needs of our clients.

Our social programme

In 2022 we were able to resume some of our social events, especially the Tuesday hub social events described above.

In August we held a party in Cassiobury Park for our clients, organised by Musarut Mukadam and Sophie Edwards. Around 40 clients with their families were able to join us, and the weather held up quite well!

We were able to make and distribute Christmas hampers to **78 families** in December. Musarut Mukadam, Sophie Edwards and Tim Whittaker led this activity.

The hampers contained Christmas crackers and decorations, edible treats and presents for each family member, appropriate to age and gender. These were provided by the generosity of a number of organisations:

St Luke's church donated items for, and packed, 40 of these hampers for us to distribute: our huge thanks to Caroline Tearle and her team of Guides and others.

Stanborough Park church in their annual Toy Service donated a totally amazing selection and quantity of presents for all ages: we are likewise hugely grateful to Pat Walton and the members of the church for their generosity.



St Mary's church kindly loaned premises, and around 18 volunteers arranged and packed the balance of the hampers (see picture), with a similar number delivering to our clients.

Grants Team *Peter Howard*

In 2022, the Grants Team (Mick Hayter, Peter Howard, Sarah Myers and Peter Myers) secured grants for the charity totalling £78,356.

The grants team are making every effort to ensure that in 2023 WTRRP has enough money from grants to provide supermarket vouchers, school uniforms, sports kit and subscriptions, period products and nappies. In addition, we are applying for continuing funding for the Office Manager post and for a Casework Coordinator post (both including associated office costs). Grants in 2022 were very generously provided by the following:

Super market vouchers, nappies and sanitary products	
Watford Food Bank	£5,000
Watford & Three Rivers Trust	£9,700
HCF Herts Household Support Grant	£5,000
Society of the Holy Child Jesus	£15,000
Cooperative supermarket	£1,836
Arnold Clark	£1,000
The Souter Foundation	£2,000
Tesco supermarket	£1,500
School uniforms and sports kit & subscriptions	
Hertfordshire County Councillors Mark Watkin, Asif Khan, Nigel Bell, Steve Cavinder, Stephen Giles-Medhurst and Tim Williams	£3,200
HCF Small grant	£3,720
LocalGiving Magic Little Grant	£500
ASDA supermarket	£1,500
Digital equipment (laptops, etc.)	
Watford & Three Rivers Trust	£1,320
Crowdfunder	£1,050
Learning to drive	
HCF Small Grant	£1,280
Casework coordinator (see What's Next section)	
HCF Building Life Chances	£10,000
Mbili Foundation	£6,000
Allen Lane	£9,000

Here are some testimonials about the difference these grants have made:

Food and nappies:

'The Sainsbury vouchers that I receive every month are helping me and my family a lot. We really appreciate it, God bless you all.'

A Ghanaian mother of four boys. Her and her partner work long hours as cleaners to support their family.

Laptops/Chromebooks:

'The laptop helped my mum with understanding, including the videos she watched for English. She finds the bigger screen very helpful as she can't see very tiny on the phone. She also open other programs related to health and medical issues, and it is easy to use and write. She is happy about it and thank you for the help!'

School uniforms:

'I can ask you any questions, I thank God that I have found you and WTRRP.'

'Most free classes only offer one basic level in English, so it is really helpful to be in a more challenging level and I would like to continue to study with you.'

ESOL classes:

'I can ask you any questions, I thank God that I have found you and WTRRP.'

'Most free classes only offer one basic level in English, so it is really helpful to be in a more challenging level and I would like to continue to study with you.

Football club kit and subscriptions:

'Football is fun and belonging to a team is a route to being a famous footballer and joining a top club. I enjoy the competition, teamwork, playing other teams, learning skills and respect for refs., coaches and other players.'

Our Office Manager and our Volunteers *Seema Agnihotri / Yifan Wang*

We are pleased to have a total of 81 active volunteers fully signed up (and more than 10 were in the process of joining in the first quarter of 2023), which is excellent news. Most of our volunteers are either befrienders or on the rota for the Drop-In Centre. We are also very privileged that several of our former clients have become volunteers, often being able to provide insights and experience that can really help current clients. As a result, we have actively started to encourage suitable clients to become volunteers through the Social Hub.

Some highlights from last year on the recruitment side: Jakki Barber has joined us in the Social Media team to refresh our social media accounts as well as continuing the WTRRP Newsletter to ensure everyone in the organisation is up to date with what we are doing. Sophie Edwards and Musarat Mukadam have taken on the Event Coordinator role and will be organising our future events. Mark Davies, Paras Pun and Bernard Steiner have joined WTRRP as IT experts and will be supporting the organisation and clients on IT related issues.

We have also resumed face-to-face volunteer social gatherings and knowledge sharing sessions in the evenings after the Covid lockdowns. Since then we've had Paulene Gandhi to enlighten us on the immigration and asylum processes; ThirtyOne Eight provided online safeguarding training for all volunteers and enlightened us on what signs to look for and what to do if a client is in distress; Peter Dean from the Credit Union educated us on finance tips for our clients especially around savings and access to loans; last but not least, Jonny Issacs from Citizens Advice Bureau gave us insightful tips on how to manage utility bills in the current cost of living crisis. In addition, we've had two social gatherings for volunteers in the summer and at the end of the year to show our appreciation for all our volunteers. We would also like to express gratitude to Quakers for providing the venue for many of our meetings and gatherings.

On top of the face-to-face meetings, we have also initiated a WhatsApp group where volunteers can share their knowledge on specific issues that may of help to our clients; request for any help from the other volunteers. So far, we have 28 active members on the group. If you would like to be on this group, please reach out to Seema Agnihotri, Yifan Wang or Cat Kilgannon.

Seema Agnihotri and Yifan Wang continues their role as volunteer coordinators, and are managing our recruitment of new volunteers, running regular meetings for us all to share experience and thoughts, and working with the other coordinators to allocate the right people to all the work that WTRRP carries out.

We would also like to give a special thanks for Paul Shaw who is stepping down as the WTRRP Treasurer. Over many years, Paul has been a cornerstone to WTRRP as his attention to detail has really helped the organisation to grow successfully. We wish Paul the best in any future endeavours!

Finally, if you have joined us recently, we would like to say a big welcome and for those who have been with us for longer, thank you for your support and contribution over the years!

Volunteering with WTRRP is incredibly rewarding and makes a real difference to people's lives – and probably your own too. If you're interested in joining us, please get in touch by emailing admin@wtrrp.org.uk – we would love to hear from you!

Our committee and trustees

These committee members served with WTRRP since 1 January 2022 unless otherwise stated, and wish to stand for re-election at the AGM:

Yifan Wang *Volunteer Coordinator*	*Paul Shaw *Interim Treasurer, but retiring*
*Tony Rindl	*Tim Whittaker *Chair*
Seema Agnihotri *Volunteer Coordinator*	Laurence Blake *Secretary (since Dec. 2022)*
Tinku Mitra	Fionnuala Smith

Committee members marked with * are currently Trustees.

Finances for 2022 *Paul Shaw*

Our finances remain in good health and in the year ended 31 December 2022 we recorded a surplus of £16,877 compared with a surplus of £7,723 in 2021. This has all been due to the wonderful efforts of our grants team who brought in new income of £86,063 an increase of £34,689 over the 2021 figure. This has enabled us to increase our contributions towards client fees by £9,363 to £21,197 and to continue to employ our part time administrator, Cat Kilgannon, which really helps in the smooth running of the organisation.

Year	**2022**	**2021**	**2020**	**2019**
Income				
Unrestricted income	25,754	46,692	46,789	49,305
Restricted income	86,063	49,374	48,434	20,424
Total Income	**111,817**	**96,066**	**95,223**	**69,729**
Expenditure				
Charitable activities	70,276	68,569	59,666	37,356
Management of the Partnership	24,664	19,774	8,508	4,938
Total Expenditure	**94,940**	**88,343**	**68,174**	**42,294**
Surplus/(Deficit) for Year	**£16,877**	**£7,723**	**£27,049**	**£27,435**

Income

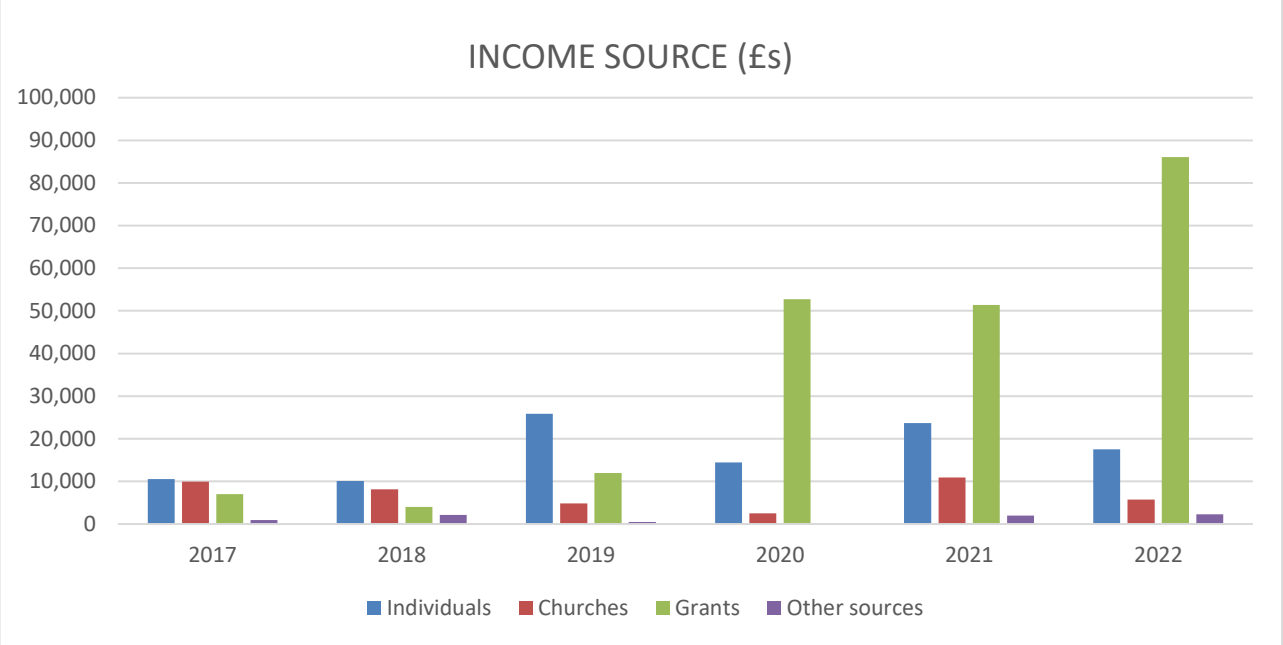
The income for the year of £111,817 is an increase of £23,929 (27%) on the previous year's figure (excluding food donations of £8,178) of £87,888.

Restricted funds represent funds received by the Charity that can only be used for the purpose agreed with the donor. This year we received grants from 15 different organisations, and these are listed in the statutory accounts as well as in the report from the grants team.

The unrestricted income of £25,754 was £20,938 lower than the previous year's figure of £46,692. Part of this decrease is due to the fact that with the rise in grants received to provide food or food vouchers to clients we stopped using food from Watford Food Bank which in 2021 was valued at £8,178. In addition, donations from both individuals and churches are down, no doubt as a result of the worsening financial situation. We received donations of £1,324 from Edge Grove School and £1,000 from Rotary Club of West Watford.

The income from individuals includes a sum of £1,878 being the amount of gift aid we have been able to reclaim from the tax authorities. We would like to thank the individual donors (particularly those who have continued to make donations by standing order) and the various local churches that continue to support the Partnership despite the difficult financial situation.

Below is a graph that shows our sources of income since 2017:



Expenditure

Total expenditure for the year was £94,940 compared with £80,165 (excluding £8,178 being the value of food donations) being a 18% increase.

As the pie-charts below show, 52% (2021 60%) of our expenditure was on befriending which includes the provision of food and toiletries/food vouchers, laptops to help children with their education, the provision of school uniforms, help with driving lessons, providing parties and activities for clients and help with travel and other costs. 22% (2021 15%) on contributions towards legal costs and NHS and Home Office fees and 26% (2021 2%) on administration expenses which includes the cost of our administrator.

A more detailed breakdown of our expenditure is provided in the statutory accounts.

What's next? Tim Whittaker

We are very pleased that our normal operation had again become possible in 2022, after the long winter of Covid19 restrictions and precautions. In particular, our Drop-In is back in full action twice a month, and our Tuesday Hub social get-together now runs every week. With our ever-increasing number of clients, the work of our volunteers who carry out casework for them has increased considerably, with meetings at the Tuesday Hub and elsewhere to assist with a great range of topics.

Our plans for 2023 include recruitment of a professional casework coordinator, to help us in the management and regular review of our case-load, expected to approach 200 separate cases this coming year. In addition, we are in the process of updating our case records and client information into a new coordinated system, which should reduce our admin load.

In April 2022 the **Nationality and Border Act** entered law. Its provisions relating to refugees and the asylum system focus heavily on penalising refugees who travel to the UK through 'irregular' means. But actually there are no 'regular' means to provide safe routes to the UK for people wishing to seek protection here (except for Ukraine at the

moment), which means that almost everyone is 'irregular' and potentially liable to summary deportation.

The Government says that two of its key objectives for the Act are to break up smuggling gangs, while also increasing 'safe and legal routes' for refugees to reach the UK. Unfortunately, nothing in the Act addresses either of these.

As we write, the **Illegal Migration Bill** is being debated in Parliament, with the aim of stopping people from crossing the Channel in small boats. If passed, it will mean that anyone who arrives irregularly into the UK will have their asylum claim deemed 'inadmissible,' meaning that the Home Office won't even consider their claim. They could be detained indefinitely and then removed either to their original country or to a 'safe third country.'

WTRRP itself does not campaign on these issues: it aims to assist affected individuals and families with support, vital items and fees. But if you are interested in the bigger picture, please search online for the Refugee Council, the UNHCR or for information about the two pieces of legislation above.

At the same time, we always need more volunteers for all activities, including befriending, helping with casework, helping with the support and entertainment of our clients in many ways – please see next page. So please continue to bear us in mind if you have any time or other assets that might help us.

Thank you! See you at the AGM – we promise you an interesting evening.

Trustee Approval

The Trustees approved this Annual Report at a meeting on 11 May 2023, and it was signed on their behalf by Tim Whittaker as Chair.

We need these Volunteers

If you are interested in one of the activities mentioned in this report, or in the following roles – or if you know someone who might be interested – please get in touch with one of the WTRRP coordinators or committee members. Alternatively, Cat will also be able to help you: admin@wtrrp.org.uk

Caseworkers

This role is for people who already have some previous experience in people facing roles. We are looking for people who have empathy, are good listeners and are non-judgemental. You will be supporting a small number of clients who have more complex needs and require extra support to get through difficult situations. We are looking for people who have two to four hours a week to spare. You will be offered support in this role by the Partnership. Examples of casework include:

- Providing moral support in meetings and making sure the client understands.
- Making phone calls or supporting a client to make calls.
- Helping with form filling and letter writing
- Working with clients on solutions to more complex issues e.g. debt.

Drop-In Centre Volunteers

Volunteering at the Drop-in Centre provides an opportunity for you to help our refugee clients with any issues they might have. We have two sessions a month (on the second and fourth Tuesdays) between 11.00 and 1.00pm at St Mary's church in the High Street, Watford, and we generally help with

- Filling in forms and interpreting official document
- Assistance with finding appropriate housing
- Access to the charity's other services, such as regular food parcels and free English classes.

Befrienders

Befrienders offer friendship and practical support to clients who can be isolated or new to the area of Watford and Three Rivers. You will need to have an hour or two a week to spare

Some Key Responsibilities Include:

- Keeping in touch regularly and maybe going for a coffee or a walk.
- Helping clients to understand everyday letters e.g. utility bills
- Helping to make appointments for free food/clothing/GP.

Fundraisers

Our fundraising team would very much appreciate more people, to help with both grant applications and public fundraising campaigns. We have had considerable success in both, and would like to increase amounts raised so that we can assist our clients more.

If you are able to support us financially, please visit https://wtrrp.org.uk/donate and follow the links, or contact us directly for more details. Thank you!

We are only sending one printed copy of this Annual Report to some organisations who used to receive several, in order to save costs and resources.

We will be very pleased to send further copies on request. If you want to receive more, either just this time or every time, please contact us by email: tim@wtrrp.org.uk

You can also find this Annual Report online at www.wtrrp.org.uk

Registered Charity Number 1162226

St Mary's Church

Church Street, Watford WD18 0EG

INDEPENDENT EXAMINER'S REPORT

REPORT TO THE TRUSTEES OF WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP (Charity Number 1162226)

ON ACCOUNTS FOR THE YEAR ENDED 31 December 2022 set out on pages 2 to 4 of this document.

I report to the trustees on my examination of the accounts of Watford and Three Rivers Refugee Partnership ("the Charity") for the year ended 31 December 2021.

As the charity trustees of the Charity, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act. In carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

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

- accounting records were not kept in accordance with section 130 of the Act; or
- the accounts do not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Your sincerely

J.R. Sills

John Sills, FCMA

31 July 2023

35 Baytree Walk
Watford
WD17 4RXZ

Watford and Three Rivers Refugee Partnership

Income and Expenditure Account for the Year Ended 31 December 2022

	Note	Unrestricted Funds	Restricted Funds	Total Funds	2021
Income					
Grants	*1*	-	86,063	86,063	51,374
Donations	2	25,754	-	25,754	44,692
Total Income		**25,754**	**86,063**	**111,817**	**96,066**
Expenditure					
Charitable activities					
Befriending	*3*	979	48,100	49,079	56,626
Contribution towards client fees	*4*	21,197	-	21,197	11,834
Education		-	-	-	109
		22,176	48,100	70,276	68,569
Management of the Project					
Governance costs		264	-	264	147
Administration expenses	*5*	8,210	16,190	24,400	19,627
		8,474	16,190	24,664	19,774
Total Payments		**30,650**	**64,290**	**94,940**	**88,343**
Excess of Receipts over Payments for the Year		**£ (4,896)**	**£ 21,773**	**£ 16,877**	**£ 7,723**

Statement of Assets and Liabilities at 31 December 2022

		2022		2021
Current Assets				
Debtors	1,712		2,367	
Cash at bank	92,033		74,671	
		93,745		77,038
Current Liabilities				
Creditors		3,989		4,160
		£ 89,756		**£ 72,878**
Funds				
General fund				
Opening balance		56,582		27,054
Excess of Receipts over payments for the year		(4,896)		29,528
		51,686		56,582
Restricted funds	6			
Administrator fund	4,451		2,789	
Client assistance fund	13,396		9,165	
Case Worker fund	16,500		-	
Emergency fund	2,825		2,825	
Other restricted funds	898		1,517	
		38,070		16,296
		£ 89,756		**£ 72,878**

Notes to the Accounts for the Year ended 31 December 2022

1 Grants

The Barrow Cadbury Trust - COVID-19 Support Fund	-	-	-	110
National Lottery Community Fuind	-	17,202	17,202	8,495
Watford & Three Rivers Trust	-	11,020	11,020	10,980
Hertfordshire Community Foundation	-	20,000	20,000	19,600
County and District Councillors	-	3,200	3,200	1,600
Society of the Holy Child Jesus	-	15,000	15,000	-
Arnold Clark	-	1,000	1,000	2,000
Watford Foodbank	-	5,000	5,000	-
Allen Lane Foundation	-	4,500	4,500	-
The MBILI Charitable Foundation	-	2,000	2,000	-
Co-Op Local Community Fund	-	1,836	1,836	-
Souter Charitable Trust	-	2,000	2,000	-
Tesco	-	1,500	1,500	-
ASDA	-	1,250	1,250	-
Other	-	555	555	8,589
	£ -	£ 86,063	£ 86,063	£ 51,374

2 Donations

Individuals	7	17,516	-	17,516	23,651
Churches		5,754	-	5,754	10,900
Edge Grove School		1,324	-	1,324	-
Rotary Club of West Watford		1,000	-	1,000	-
Other donations		160	-	160	1,963
Donations in kind - food		-	-	-	8,178
		£ 25,754	£ -	£ 25,754	£ 44,692

3 Befriending

Food purchases	-	36,237	36,237	37,686
Food distribution	-	422	422	899
Laptops	-	2,165	2,165	9,717
Toiletries	-	967	967	4,296
School uniforms	-	3,990	3,990	1,400
Driving Lessons	-	1,600	1,600	-
Parties and activities	459	2,719	3,178	174
Client travel expenses	322	-	322	363
Other client expenses	198	-	198	2,091
	£ 979	£ 48,100	£ 49,079	£ 56,626

4 Contribution towards client fees

Legal fees	6,259	-	6,259	5,500
NHS and Home Office fees	6,388	-	6,388	2,300
Other	8,550	-	8,550	4,034
	£ 21,197	£ -	£ 21,197	£ 11,834

5 Administration expenses

Salaries	-	12,726	12,726	12,334
Rent	6,940	1,340	8,280	3,000
Equipment	-	650	650	1,239
Insurance	-	245	245	957
Postage	-	22	22	186
Stationery	-	139	139	445
Telephone	-	231	231	171
Travel expenses	615	-	615	1,019
Training	-	650	650	-
Other expenses	655	187	842	276
	£ 8,210	£ 16,190	£ 24,400	£ 19,627

Notes to the Accounts for the Year ended 31 December 2022

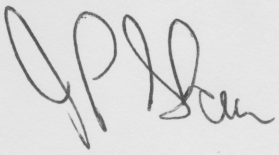
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7 Individual Donations

The income amount shown includes the element that we are able to claim back as a charitable organisation as gift aid for 2022 amounting to £1,878. The 2021 amount was £3,337.

Paul Shaw, 24 July 2023



INDEPENDENT EXAMINER'S REPORT

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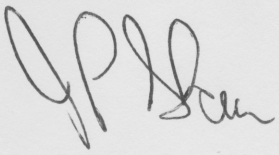
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Paul Shaw, 24 July 2023



WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP

England & Wales - Charity number 1162226

Accounts

WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP
Annual Report for 2021

Welcome

Welcome to WTRRP's Annual Report for January – December 2021 – in what continue to be interesting times. Once again, we give all of you our heart-felt thanks for your continuing support, which has enabled us all to assist a lot of needy people in our midst, through a range of hardships and complexities of life. It was great to have been able to return to pre-Covid normal in some of our activities:

- Our Drop-In Centre has been able to resume face-to-face, currently alternate Tuesday mornings.
- Many of our clients are now collecting food in person again. We have also made a partial transition to vouchers, which allows clients more choice. In addition, we have been able to distribute other donations including clothing.
- Our education programme has been able to resume face-to-face.
- Our number of volunteers has increased, as has our number of clients!

Unfortunately it wasn't possible to resume our social programme (parties, sporting events for children etc.) but we are confident that this will be possible in 2022.

Please join us at our **Annual General Meeting at 7:30pm on Monday 6th June 2022**, at St Luke's Church upstairs hall, Langley Way, WD17 3EG. Our guest speaker is Professor Michael Hutt, recently retired from the School of Oriental and African Studies (SOAS) of the University of London. Michael has recently joined WTRRP as a volunteer: he is an expert on modern and contemporary Nepali literature and on Nepali and Bhutanese politics, the Nepali diaspora in India, and the Bhutanese refugee issue.



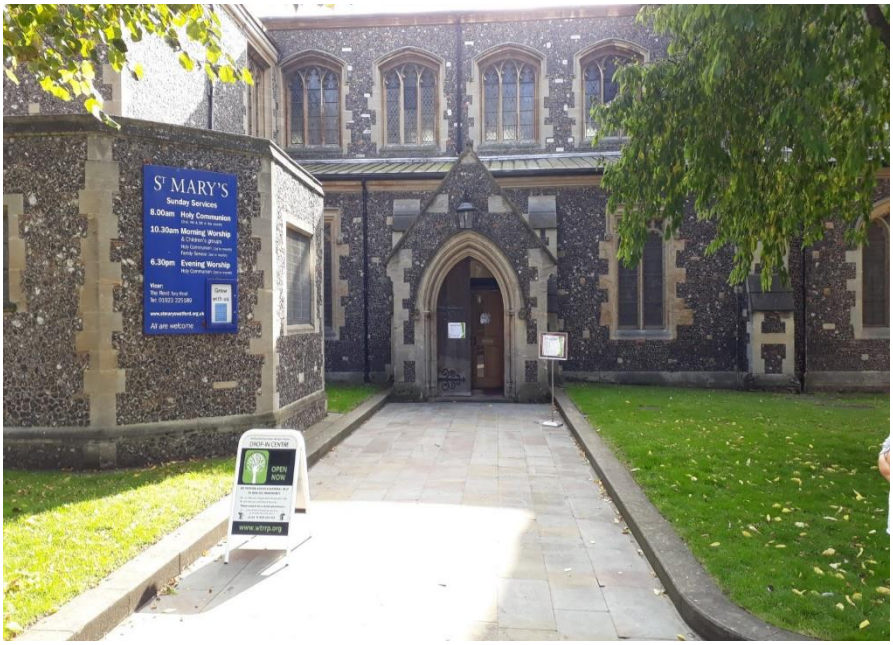
From 2017-20 Michael was the Principal Investigator for the project After the Earth's Violent Sway: the tangible and intangible legacies of a natural disaster, funded by the Global Challenges Research Fund through the Arts and Humanities Research Council. For this he led a team of six researchers investigating the cultural and political impacts of the April 2015 Nepal earthquake and of earlier earthquakes in Nepal.

We're proud to have helped 431 people in need during the year

Year	2021	2020	2019	2018	2017	2016	2015	2014	2013
Total caseload	145	126	114	95	83	74	79	55	40
Adult-only cases	42	77	27	25	17	41	29	15	16
Number of adults	221	166	167	135	118	107	82	77	47
Number of children	210	188	178	144	127	105	98	69	42
Total number of clients	**431**	**354**	**345**	**279**	**245**	**212**	**180**	**146**	**89**

Drop-In Centre *Paul Tucker*

The Drop-in Centre provides an opportunity for refugee clients to come and discuss any issues they have and to be listened to by one of our volunteers. Previously this took place at St John's Church in Watford, and we thank them for their warm hospitality and help over a number of years. During the lockdown we moved to a telephone service but later in the year we were able to recommence a face-to-face service at St Mary's Church in the High Street, Watford and this has helped us forge good links with the church. Currently we have two sessions a month (on the second and fourth Tuesdays) between 11.00 and 1.00pm



Many of our clients are likely to have lived in the area for a while, but an issue or crisis in their lives means that they need to discuss it and seek help. We can provide advice and sometimes resolve their issue there and then. At other times we refer them to another agency or move them on a stage and invite them to come back. And we listen. Given the nature of their lives and the organisations they speak with, so often they are 'talked to' or 'done to.' This is a chance for them to be genuinely heard by a volunteer who has no agenda.

What do they come to us for? Our figures below give an indication of this: predominantly it is legal issues tied up with their application for leave to remain. Perhaps their application has been submitted some time ago and they have not heard anything (delays can last from months to years) or they need help with a form or how to respond to correspondence they have received from the Home Office. In this regard we have been hugely helped by our solicitor Salma Khan from Pickup and Scott Solicitors in Aylesbury who comes once a month (usually on the fourth Tuesday) to provide general advice for our clients. The difference this makes for them is significant, helping them to understand the process better and how to take it forward from there. We are very grateful to her.

Following the Drop-In, the Case Review Team considers their referral on an ongoing basis to see what longer term help can be provided. This is detailed elsewhere in the report but can include allocating a befriender or case worker. It may also be appropriate to refer them to our in-house ESOL support or provide food help.

Total clients	Reason (including multiple reasons, so total % adds to over 100)									
	Legal	Food	Housing	ESOL	Form filling	Clothing	Finance/ Benefits	Health	Support	Other
65	51	11	8	5	1	2	9	2	4	1
	78%	17%	12%	8%	2%	3%	14%	3%	6%	2%

Elsewhere we have been helped by a number of different agencies, Watford Borough Council and Three Rivers District Council, Migrant Help, Red Cross, the Social Services and New Hope, all of whom have given their expert assistance willingly. We are very grateful to them.

Our thanks go too to our volunteers who come from a wide range of backgrounds and whose commitment and professionalism continue to inspire. If you are interested in seeing what we do, or joining us, then please do get in touch as below.

Carrying on carrying on – the Food Team *John Gray*

Much as we may like stability and continuity, especially as our bodies and faculties age, we can't rely on life treating us so favourably. And so it has been in the Food Team over the past year as we continually adapted our procedures and teams procedures to match changing circumstances and resources.

We were all inconvenienced by Covid 19, with several volunteers and clients suffering with it, but none of them seriously as far as we know. It is such a relief to begin finally to mix socially again without fearing for ourselves and our families and friends.

Part-way through 2021 we decided that it would be safe enough to invite clients to come to St. Mary's Church to collect their food and nappies, to reduce our work-load in delivering to clients' homes and for them to demonstrate to us their need for our practical support by making the effort to get there.

It also gave us better opportunities to make contact with the clients and their families than the brief encounters on doorsteps we had got used to, to assess situations and developments and to feed requests and needs back to the case-workers and befrienders.

We assembled a range of clothes, books, toys, toiletries and edible treats which clients could select when they visited, and bought wheeled trolleys to lend to clients to take home the proceeds.

As Covid 19 receded, so did the available space at St. Mary's as the church's normal activities resumed, and we had to retreat into the confines of our office for storage, emerging once a fortnight to set up our stall at the back of the church.

The means to make this work possible came from gifts of money and food, and from very generous grants from various charities (details on page 7). We still took some food from the Watford Food Bank for which we are very grateful, particularly those items which they normally have a surplus of, but mainly we purchased food, nappies and female sanitary items from wholesalers and supermarkets.

Most of the grants had to be spent within a limited time-frame, so we stocked up using the space allocated to us at St. Mary's. We also received a huge amount of food in harvest donations from schools and churches, which in previous years had gone directly to Watford Food Bank. This gave us a bit of a problem when it came to condensing into the office and a temporary store-room, but we are gradually reducing the volume.

As team members resumed their working and studying lives, we were very happy that several of WTRRP's clients joined the team to help with packing and distribution.

We had decided to use some of the grant money to buy supermarket gift cards so that in December and at intervals over 2022 we could have a break from packing and give the clients more choice in being able to buy particular items for themselves.

These proved to be particularly popular, and since our team leaders were feeling their own time pressures, we decided to task the grants team with obtaining enough money for us to transition gradually to gift cards only as the food stocks reduce.

This is still in progress and we have enough to see us through most of 2022, but will need more if this transition is to be permanent.

We still encourage clients to attend St. Mary's to collect their gift cards where possible, to maintain our contacts with them as well as allowing them to socialise, and also to confirm their need for this service.

Several of our clients are continuing to use the washable nappy kits and the washable sanitary pads which we have provided for them by means of dedicated grants, helping us and them to save money and giving welcome relief to our precious environment. We still have kits available to allocate as appropriate.

Education *Marie-Jo Churchill*

Our classes in English for Speakers of Other Languages (ESOL) continued over lock-down at the intermediate and advanced levels – where it was possible to attend remotely using Zoom. Later in the year it became possible to resume teaching in person at St Mary's Church on Tuesdays, and a number of levels of teaching resumed:

- Beginner, with 3 students with Annabel Foley
- 'Pre-intermediate,' 3 students, with Marie-Jo Churchill
- Intermediate, 8 students, with Yvonne Zane (currently by Zoom)
- Advanced, 6 students, with Marie-Jo Churchill (currently by Zoom)
- One-to-one Adult Literacy, 2 students, with Christine Lowe (on Zoom)

Our language teaching covers a number of topics and UK life skills, including support for job interviews, support for driving lessons, general knowledge of life in the UK and many others.

We are looking for another teacher of Adult Literacy, and also for teachers at all levels as numbers of students are increasing again, as the risks from Covid diminish.

Client cases and our Case Review process *Tony Rindl*

Our Case Review Team continued to meet approximately every two months to review the clients in our caseload and any new clients referred from the Drop-In Centre. The team collects updates from all the befrienders, and after discussion, makes recommendations to the Committee where financial or other help is required.

The committee comprised Tony Rindl (Chair), Sue Ellison (Casework Coordinator), John Gray (Food Donation and Distribution Coordinator), Dmitri McMillen (Caseworker), Andrea Hudson (Caseworker).

In the current year up to January 2022 there were 145 active cases (in 2021 we reported on 126 active cases). During the year we welcomed 36 new clients and discharged 8 clients: as in 2020 we were discharging relatively few clients, as Covid was still causing a considerable level of need.

Our client group comprised 80 families or individuals from Ghana (the largest number), Nigeria and other African countries, 33 from the Middle East and Turkey. Others come from the Indian subcontinent and from Afghanistan, Eastern Europe, South America and the Caribbean. There are at least 32 different nationalities represented amongst our clients.

Typically, clients make initial contact with us through the Drop-In Centre, where they request advice or ongoing support, which could include food boxes, English for Speakers of Other Languages (ESOL) classes, legal and financial advice and befriending.

The team meets to share information, discuss, and where possible, resolve problems and dilemmas that clients are encountering and make financial requests to the Committee. We prioritise the requirements of those newly referred, usually from the Drop-In Centre, and those we know to be in particular difficulty. However we make sure everyone is discussed at every second meeting. Thus, we aim to discuss around 70 cases in each meeting.

The issues discussed are many and varied. Many clients are seeking financial help and we offer financial support towards Leave to Remain applications, which continue to increase in cost each year. Where applicable we make recommendations to WTRRP's Committee to make financial contributions for Home Office application and NHS fees. (An applicant for Leave to Remain has to pay a fee of £1560 in total for possible NHS use – the so called 'Immigration Health Surcharge' – for typically 2½ years, in addition to the application fee – currently £1000 in most cases. They also have to pay their own solicitor's fees, and possibly also the cost for fingerprinting and photos, costing up to £300 or more.)

The Case Review Team considers the resources that we can provide and what else may be needed. Alongside talking about the inevitable housing and Leave to Remain crises that our clients face in an increasingly hostile environment, we review whether they are collecting their food parcels or attending ESOL classes and make sure we follow up with those who have not been in touch.

In addition to WTRRP's own resources, we work with, and refer clients to, other organisations in the area who can help with particular needs, including New Hope,

Stanborough Welfare Centre, the Red Cross Refugee Centre in Luton, Citizens' Advice, debt counselling organisations, as well as the Social Services and other statutory organisations.

We remain aware that a problem brought by a client can often be just the tip of the iceberg, and that clients may be fearful and need to feel they can trust us in order to be open about the extent of their needs. A common problem is with landlords, making our clients fearful that they will be made homeless. Others have complicated financial or family difficulties and need the expertise of our caseworkers and befrienders to extricate themselves and direct them to the appropriate organisation. We have been concerned about the risk of us being seen as intimidating, especially as some of our clients are in constant fear of deportation. So, we aim always to be responsive and work alongside clients at their own pace.

We are always on the lookout for more volunteers to act as befrienders and caseworkers whereby we can be more attentive to the on-going needs of our clients.

Our social programme

2021 turned out to be even more restrictive to our social activities, with lockdown for part of the year and social distancing being recommended throughout. Sadly therefore we were unable to maintain our regular round of parties for clients, befrienders and supporters, and our hope is that Covid will decrease in 2022 to a level where these could resume.

Christmas box packing and delivering – December 2021

We were able to make and distribute Christmas hampers to **81 families** in December. Musarut Mukadam, Sophie Edwards and Tim Whittaker led this activity.

The hampers contained Christmas crackers and decorations, edible treats and presents for each family member, appropriate to age and gender. These were provided by the generosity of a number of organisations:

St Luke's Church donated items for, and packed, 20 of these hampers for us to distribute.

Stanborough Park Church in their annual Toy Service donated a totally amazing selection and quantity of presents for all ages.

Edge Grove School ran a scheme in which a hamper was placed with each of their classes, and each pupil contributed an item to it each school-day over 4 weeks.

Form 12HAM at St Clement Dane School ran a similar scheme, collecting from all the members of the class.



St Mary's Church kindly loaned premises, and around 18 volunteers arranged and packed the balance of the hampers (see picture), with a similar number delivering to our clients.

Grants Team *Peter Howard*

In 2021, the Grants Team (Grace Da Costa, Mick Hayter and Peter Howard) secured grants for the charity totalling £77,282. In December, Grace needed to leave the team, and she will be sorely missed. Fortunately, Peter Myers and Sarah Myers joined us in December 2021, and they have already been busy researching grants and submitting applications.

The Grants Team is making every effort to ensure that in 2022 WTRRP has enough money from grants to provide food and vouchers, school uniforms, laptops, sanitary products and nappies. In addition, we hope to be successful with grant applications for sports and holiday activities, general overheads, and digital equipment for ESOL teachers and the Drop-In. Later in the year we will apply for further funds to cover the Office Manager costs.

Grants in 2021 were very generously provided by the following:

£34,403 from The National Lottery Community Fund for our Office Manager and office costs to end October 2023. First instalment received in 2021 = £8,495

£9,600 from HCC (Covid Winter Support Grant) administered by Hertfordshire Community Foundation (HCF) for food

£10,000 from HCF (Large Grant and Local Support Grant) for food and vouchers

£2,000 from East of England LGA for food

£2,000 from Arnold Clark Community Fund for food and vouchers

£3,600 from Watford & Three Rivers Trust (W3RT) for food and vouchers

£110 from Barrow Cadbury Trust for food

£900 from the Breslaff Centre for food

£2,689 from Mayor of Watford for sustainable period products and nappies

£1,600 from Hertfordshire County Councillors Mark Watkin, Asif Khan, Nigel Bell and Tim Williams for school uniforms

£7,380 from W3RT for laptops and Chromebooks

£2,000 from CMW Charitable Trust for our emergency fund (£1,000) and our general fund (£1,000)

£1,000 from Amazon to help children

Here are some testimonials about the difference these grants have made:

Food and nappies:

"Without WTRRP we would go without some food. We would be without gas and electricity and also miss some meals. The organisation's support also allows us to buy seasonal clothes. Mentally, WTRRP helps us feel relaxed being in a friendly environment."

Laptops/Chromebooks:

"The 2 Chromebooks provided for my girls are life-saving. Now they don't have to share the tablet with their little brother in order to complete their homework. T (my older daughter) was super excited to have her own personal laptop to complete her homework. Learning is more fun and homework easier to complete for her. Thank you again and again to the wonderful team at WTRRP for all your support and efforts to put a big smile on my children's faces."

School uniforms:

"The grant was very important to me and helped a lot. It is his first time at school so Muhammad needs a lot of new things and the money helped a lot."

Office Manager:

Results of online feedback survey after operating the post for 6 months.

18 volunteers, 16 clients and 2 partner individuals/organisations responded.

Overall support: 94% of clients who responded said WTRRP's support for them had become better in the last 6 months, with only 1 person saying it was about the same.

Helping clients: 45% of volunteers and partners who responded thought WTRRP had become more effective at helping its clients in the past 6 months, 45% thought it was about the same, and 10% thought it had got worse.

Internal efficiency: 50% of volunteers and partners who responded thought WTRRP was running more efficiently in the past 6 months, 40% thought it was about the same, and 10% thought it had got worse.

Comments focused on communication: The majority of people had had contact with the office manager, with only 13 people who replied to this question saying they'd had no

contact with her. 64% of those who came into contact found her very helpful, 32% quite helpful, and 1 person not very helpful.

When asked how helpful it is to have an office manager in general, 72% thought very helpful, 17% quite helpful, 8% (3 people) thought not very helpful and 1 person thought very unhelpful.

Our Office Manager and our Volunteers *Tim Whittaker*

Our Office Manager Cat Kilgannon joined us for 14 hours per week in November 2020, and Cat is now working significantly on many of our operations, especially our case review and volunteer recruitment. Currently Cat works mainly from home while Covid rates remain high; she will then work in part from our office at St Mary's Church.

We are pleased to have a total of 82 volunteers fully signed up, and another 10 were in the process of joining at the end of 2021, which is excellent news. Most of our volunteers are either befrienders or on the rota for the Drop-In Centre, but we have a number of other roles being filled too.

We are also very privileged that a number of our former clients have become volunteers, often being able to provide insights and experience that can really help current clients.

Our ESOL classes moved online mid-year, to those who were able to join in this way: this was necessarily restricted to intermediate and advanced classes. Marie-Jo Churchill led and managed this activity, and will continue to do so.

Sadly, Grace Da Costa stepped down as Trustee and Grants Coordinator in September, as both her regular job and her personal commitments had increased considerably during the year. Grace provided enormous and transformative energy to our organisation, setting our grants application processes in train, running a number of specific projects including the provision of IT equipment to many of our clients, as well as being a committed member of the committee. Many thanks to Grace: we're pleased that you remain a volunteer.

Thanks too to Peter Howard, who has kindly taken on the Grants Coordinator role in addition to compiling – and managing operations for – our newsletter.

We also sadly say goodbye and massive thanks to Mick and Jeanette Hayter, who have run a significant part of our food operation – managing donors and donations as well as participating in distribution and many other activities – for over a decade, as well as being involved in the Drop-In Centre. Their garage and living rooms had regularly become temporary stores when our available space, and that of Watford Foodbank, had filled up due to the generosity of so many donors! Mick was also a key link between WTRRP and local sister charity Herts Welcomes Refugees.

Finally, Andrea Hudson has also stepped down as Trustee, committee member and befriender of many of our clients. Our thanks to you for keeping us going, being part of the Case Review Team, and supporting so many of us in so many ways over more than 15 years.

We are pleased to welcome two Volunteer Coordinators, Yifan Wang and Seema Agnihotri, who are managing our recruitment of new volunteers, running regular meetings for us all to share experience and thoughts, and working with the other coordinators to allocate the right people to all the work that WTRRP carries out.

Seema joined WTRRP as a befriender and a volunteer coordinator in September 2021. Seema had previously been a volunteer for the partnership a few years ago and was involved in the Women's group and befriending. Seema has worked for 10 years as a volunteer coordinator for Homestart and currently she is working as a Fostering Social Worker. Seema enjoys walking and gardening in her spare time.

Yifan joined WTRRP as Volunteer Coordinator in October 2021, sharing the responsibilities with Seema. Previously he had volunteered with various organisations, most notably installing solar panels in a remote village in the Himalayas. Outside of WTRRP he works full time for an energy company and has recently moved to Watford with his girlfriend. In this spare time, he likes to travel the world and experience different cultures and practise photography.

The Committee and I would like to convey our thanks to all our volunteers who have helped us achieve so much during 2021, running (and reinstating in-person) the Drop-In Centre with Paul Tucker, befriending and carrying out casework for so many clients with Sue Ellison, and organising and delivering food and other essentials with John Gray.

There are still areas which WTRRP would like to develop: We need more caseworkers to work with Sue Ellison and others who are managing the majority of complex cases. We also need help with Social Media, Admin and our Women's Group. We are also looking for a Secretary and other committee members: see page 15 for more details.

Volunteering with WTRRP is incredibly rewarding and makes a real difference to people's lives – and probably your own too. If you're interested in joining us, please get in touch by emailing admin@wtrrp.org.uk – we would love to hear from you!

Our committee and trustees

These committee members served with WTRRP since 1 January 2021 unless otherwise stated, and wish to stand for re-election at the AGM:

Yifan Wang *Volunteer Coordinator (joined October 2021)*

*Paul Shaw *Treasurer*

*Tony Rindl

*Tim Whittaker *Chair (and acting Secretary)*

We are still looking for a Secretary, and others to join our committee, and would be grateful for any volunteers or leads: please make contact with Cat (admin@wtrrp.org.uk) or Tim (timhwhittaker@virginmedia.com) if you are interested.

Andrea Hudson served as a Trustee of WTRRP since June 2015 (when WTRRP received its charitable status), and resigned in December 2021.

Grace Da Costa served as a Trustee of WTRRP since September 2020, and resigned in September 2021.

Committee members marked with * are currently Trustees.

Finances for 2021 *Paul Shaw*

In financial terms 2021 has been another good year despite the continuing problems caused by the pandemic. Our income rose slightly compared with 2020 and although expenditure increased by £20,169, we still made a surplus for the year of £7,723. Our grants team have again been hard at work during 2021 and brought in income of £49,374 a slight increase over the 2020 figure. These grants have meant we have increased our charitable activities expenditure by £8,903 over 2020 to £68,569 in 2021.

Year	2021	2020	2019	2018
Income				
Unrestricted income	46,692	46,789	49,305	47,256
Restricted income	49,374	48,434	20,424	-
Total Income	**96,066**	**95,223**	**69,729**	**47,256**
Expenditure				
Charitable activities	68,569	59,666	37,356	45,610
Management of the Partnership	19,774	8,508	4,938	5,282
Total Expenditure	**88,343**	**68,174**	**42,294**	**50,892**
Surplus/(Deficit) for Year	**£7,723**	**£27,049**	**£27,435**	**(£3,636)**

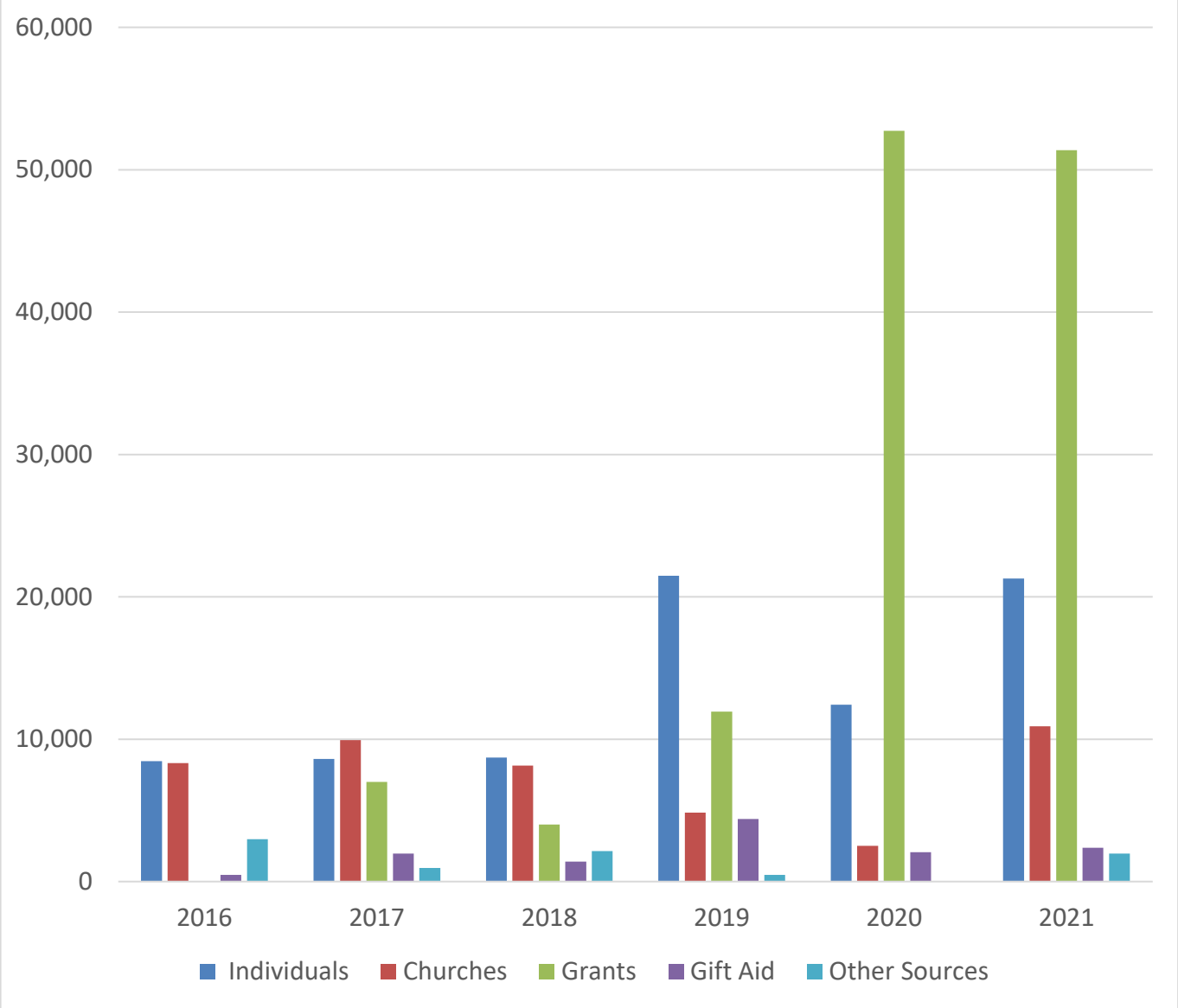
Income

The income for the year of £96,066 is just a little higher than in the previous year. Restricted funds represent funds raised that the Charity can only use for specific purposes. We received a total of £49,374 restricted grants from various providers as detailed in the statutory accounts and in the grants team report elsewhere in the annual report.

The unrestricted income in total at £46,692 was similar to the figure in 2020. Individual donations at £23,651 showed an increase of £9,171 over 2020 and the donations from churches was £8,395 higher than 2020. However, the value of food donations provided by the Watford Foodbank was down by £17,326 at £8,178 because we were able to provide food for clients from various grants we received during the year.

The income from individuals includes a sum of £2,367 being the amount of gift aid we have been able to reclaim from the tax authorities. We would like to thank the individual donors (particularly those who have continued to make donations by standing order) and the various local churches and other organisations who are the backbone of support for the charity.

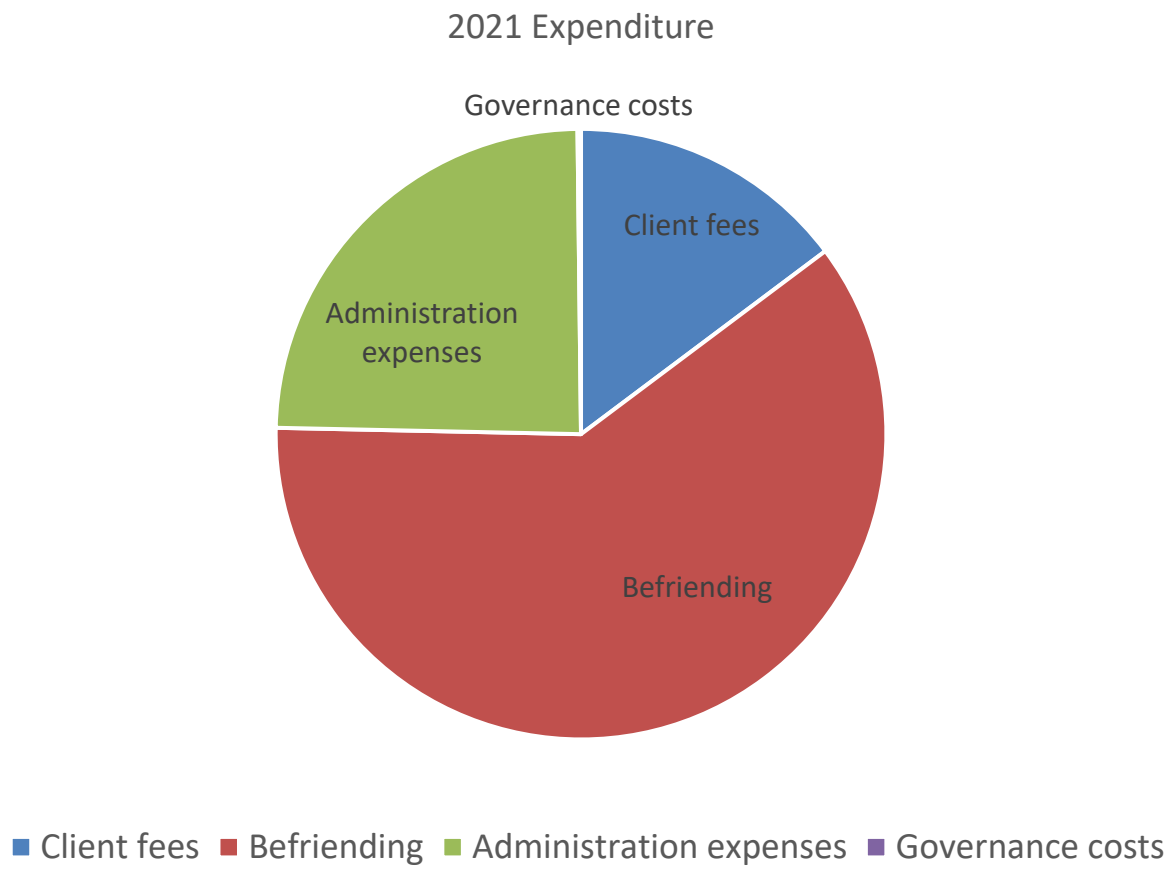
The graph below shows our sources of income since 2016:

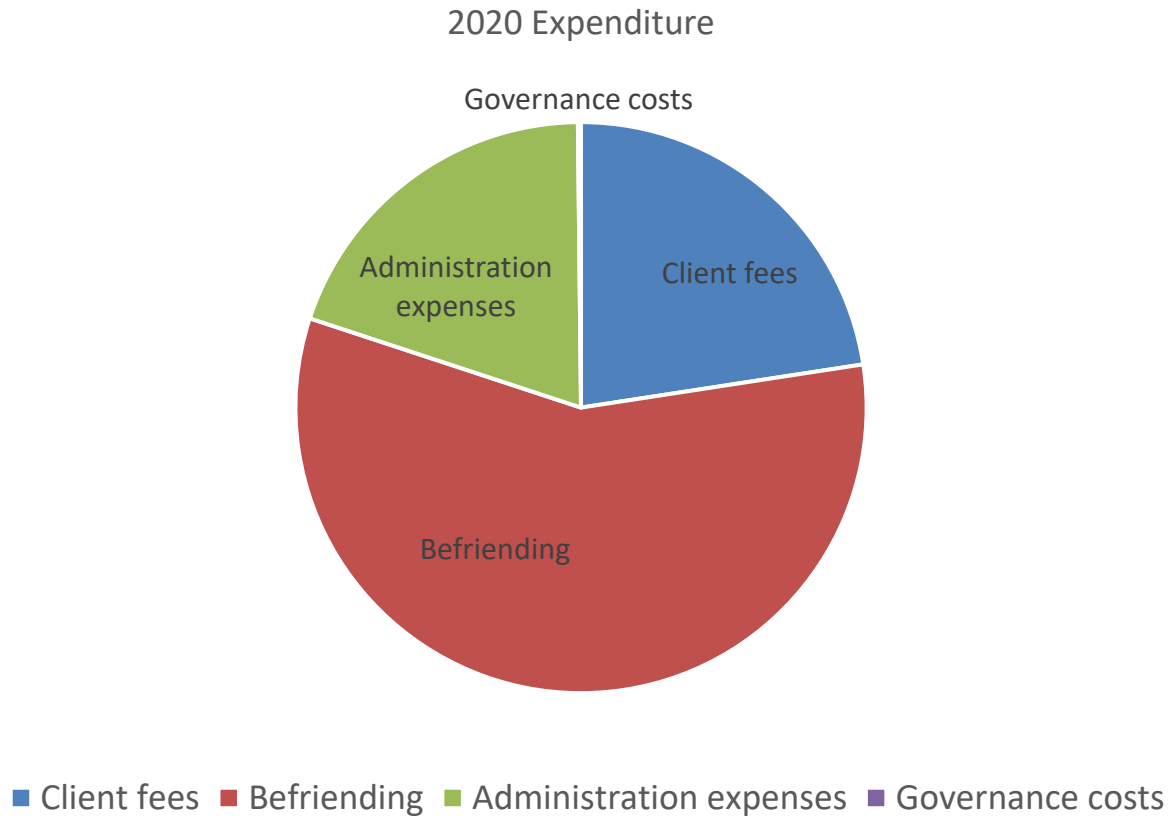


Expenditure

Total expenditure for the year (excluding donations in kind of £8,178) was £80,165 an increase of £37,495 over the 2020 figure of £42,670. Charitable activities expenditure rose by £26,229. Befriending and education expenditure was £24,029 higher and our contribution towards client fees was £2,200 higher. The management expenses rose by £11,266 due to the full year cost of employing our administrator. This has greatly improved the running of the charity and is only possible thanks to grants from both the Allen Lane Foundation and the National Lottery Community Fund.

As the pie-charts below show, 75% (2020 80%) of our expenditure was on direct assistance for clients, 15% (2020 23%) on contributions to legal costs and fees and 61% (2020 57%) on befriending which includes the provision of laptops to help children with their education, the provision of school uniforms, food and toiletries in addition to that provided through the Watford Foodbank and help with travel costs and the purchase of essential items of furniture.


2021 Expenditure
Governance costs
Client fees
Administration expenses
Befriending
Client fees
Befriending
Administration expenses
Governance costs


2020 Expenditure
Governance costs
Administration expenses
Client fees
Befriending
Client fees
Befriending
Administration expenses
Governance costs

What's next? *Tim Whittaker*

Last year we wrote that we might be fairly optimistic about Covid19 restrictions relaxing later in 2021, but sadly it remained a long way from being in the past. However, we resumed – with caution – face-to-face interaction between volunteers and clients for personal support and for social events.

The Nationality and Borders Bill is in the final stages of its passage through Parliament, and as expected, contains a number of provisions that will make the lives of all migrants harder in this country: it will among other things become a criminal offence to arrive in this country without appropriate paperwork, and the Home Secretary will have considerable powers outside the court system to remove people from the country.

As a charity we do not campaign on these issues but instead aim to assist affected individuals and families with support, vital items and fees, but we do need to be aware of what is being done. If you are interested, please search online for UNHCR (or Refugee Council) and Nationality and Borders Bill for commentaries, or read the legislation.

We continue to integrate our new Office Manager and will see more of Cat in person, and we continue to streamline the operations of WTRRP as the charity grows.

We expect to continue some of the activities – most notably our befriending and casework, the Drop-In, and distribution of food and essentials – that we enhanced and developed over the Covid19 crisis. Other things – like our social events – should be able to re-start some time in 2022.

At the same time, we always need more volunteers for all activities, including befriending, helping with casework, helping with the support and entertainment of our clients in many ways – please see next page. So please continue to bear us in mind if you have any time or other assets that might help us.

Thank you! See you at the AGM – we promise you an interesting evening.

Approval

The Trustees approved this Annual Report at a meeting on 6 June 2022, and it was signed on their behalf by Tim Whittaker as Chair.

We need these Volunteers

If you are interested in one of the following roles or if you know someone who might be interested, please get in touch with one of the WTRRP coordinators or committee members. Alternatively, Cat will also be able to help you: admin@wtrrp.org.uk

Secretary

The role involves working with the Committee and the Partnership's part-time Office Manager to ensure the smooth running of the organisation and that the administrative requirements of the organisation are met and fulfil the terms of the Constitution. It is estimated that this role will take up approximately 8 hours a week of your time. The Secretary would need to be available on occasional weekends and evenings when the majority of meetings are held.

Some Key Responsibilities Include:

- Ensure that the Committee and other meetings e.g. (AGM) are organised, administered, minutes recorded and filed according to WTRRP's terms of reference.
- Handle general paperwork, correspondence and bookings on behalf of WTRRP.
- Work with the Publicity Coordinator to coordinate the content for newsletters and as required other related publicity items ready for sign off, formatting, printing and distribution.

Caseworkers

This role is for people who already have some previous experience in people facing roles. We are looking for people who have empathy, are good listeners and are non-judgemental. You will be supporting a small number of clients who have more complex needs and require extra support to get through difficult situations. We are looking for people who have two to four hours a week to spare. You will be offered support in this role by the Partnership.

Some Key Responsibilities Include:

- Providing moral support in meetings and making sure the client understands.
- Making phone calls or supporting a client to make calls.
- Helping with form filling and letter writing
- Working with clients on solutions to more complex issues e.g. debt.

Drop-In Centre Volunteers

Volunteering at the Drop-in Centre provides an opportunity for you to help our refugee clients with any issues they might have. We have two sessions a month (on the second and fourth Tuesdays) between 11.00 and 1.00pm at St Mary's Church in the High Street, Watford.

Some Key Responsibilities Include:

- Help with filling in forms and interpreting official document
- Assistance with finding appropriate housing

- Access to the charity's other services, such as regular food parcels and free English classes.

Befrienders

Befrienders offer friendship and practical support to clients who can be isolated or new to the area of Watford and Three Rivers. You will need to have an hour or two a week to spare

Some Key Responsibilities Include:

- Keeping in touch regularly and maybe going for a coffee or a walk.
- Helping clients to understand everyday letters e.g. utility bills
- Helping to make appointments for free food/clothing/GP.

If you are able to support us financially, please visit https://wtrrp.org.uk/donate and follow the links, or contact us directly for more details. Thank you!

We are only sending one printed copy of this Annual Report to some organisations who used to receive several, in order to save costs and resources.

We will be very pleased to send further copies on request. If you want to receive more, either just this time or every time, please contact us by email: tim@wtrrp.org.uk

You can also find this Annual Report online at www.wtrrp.org.uk

Watford & Three Rivers Refugee Partnership

Registered Charity Number 1162226

Watford and Three Rivers Refugee Partnership

Income and Expenditure Account for the Year Ended 31 December 2021

	Note	Unrestricted Funds	Restricted Funds	Total Funds	2020
Income					
Grants	*1*	2,000	49,374	51,374	52,484
Donations	2	44,692	-	44,692	42,739
Total Income		**46,692**	**49,374**	**96,066**	**95,223**
Expenditure					
Charitable activities					
Befriending	*3*	8,923	47,703	56,626	50,032
Contribution towards client fees	*4*	5,533	6,301	11,834	9,634
Education		-	109	109	-
		14,456	54,113	68,569	59,666
Management of the Project					
Governance costs		147	-	147	75
Administration expenses	*5*	2,561	17,066	19,627	8,433
		2,708	17,066	19,774	8,508
Total Payments		**17,164**	**71,179**	**88,343**	**68,174**
Excess of Receipts over Payments for the Year		**£ 29,528**	**£ (21,805)**	**£ 7,723**	**£ 27,049**

Statement of Assets and Liabilities at 31 December 2021

		2021		2020
Current Assets				
Debtors	2,367		435	
Cash at bank	74,671		69,392	
		77,038		69,827
Current Liabilities				
Creditors		4,160		4,673
		£ 72,878		**£ 65,154**
Funds				
General fund				
Opening balance		27,054		20,366
Excess of Receipts over payments for the year		29,528		6,688
		56,582		27,054
Restricted funds	6			
Administrator fund	2,789		13,846	
Client assistance fund	9,165		16,188	
Appeal fund	-		6,241	
Emergency fund	2,825		1,825	
Other restricted funds	1,517		-	
		16,296		38,100
		£ 72,878		**£ 65,154**

Notes to the Accounts for the Year ended 31 December 2021

	Note	Unrestricted Funds	Restricted Funds	Total Funds	2020
1 Grants					
The Barrow Cadbury Trust - COVID-19 Support Fund		-	110	110	13,700
National Lottery Community Fuind		-	8,495	8,495	8,775
Watford & Three Rivers Trust		-	10,980	10,980	-
East of England Local Government Association		-	2,000	2,000	-
Hertfordshire Community Foundation		-	19,600	19,600	6,042
County and District Councillors		-	1,600	1,600	2,750
The Breslaff Centre		-	900	900	2,392
Watford Borough Council, Mayor's Small Grants Fu		-	2,689	2,689	-
Arnold Clark		-	2,000	2,000	-
CMW Charitable Trust		1,000	1,000	2,000	-
Amazon		1,000	-	1,000	-
Other		-	-	-	18,825
		£ 2,000	£ 49,374	£ 51,374	£ 52,484
2 Donations					
Individuals	7	23,651	-	23,651	14,480
Churches		10,900	-	10,900	2,505
Rickmansworth Rotary Club		1,000	-	1,000	250
Art for Refugees		628	-	628	-
Pumphouse Theatre		100	-	100	-
Other donations		235	-	235	-
Donations in kind - food	*8*	8,178	-	8,178	25,504
		£ 44,692	£ -	£ 44,692	£ 42,739
3 Befriending					
Food purchases		8,178	29,508	37,686	26,242
Food distribution		-	899	899	1,044
Laptops		-	9,717	9,717	13,330
Toiletries		-	4,296	4,296	4,863
School uniforms		-	1,400	1,400	2,760
Parties and activities		-	174	174	931
Client travel expenses		363	-	363	84
Other client expenses		382	1,709	2,091	778
		£ 8,923	£ 47,703	£ 56,626	£ 50,032
4 Contribution towards client fees					
Legal fees		1,559	3,941	5,500	7,012
NHS and Home Office fees		-	2,300	2,300	2,442
Other		3,974	60	4,034	180
		£ 5,533	£ 6,301	£ 11,834	£ 9,634
5 Administration expenses					
Salaries		-	12,334	12,334	2,704
Rent		-	3,000	3,000	3,228
Equipment		21	1,218	1,239	-
Insurance		474	483	957	495
Postage		186	-	186	98
Stationery		445	-	445	20
Telephone		140	31	171	870
Travel expenses		1,019	-	1,019	222
Other expenses		276	-	276	796
		£ 2,561	£ 17,066	£ 19,627	£ 8,433

Notes to the Accounts for the Year ended 31 December 2021

6 Restricted Funds

The administrator fund represents money to help employ an administrator. The appeal fund and emergency fund represents money that can be used to help clients meet the cost of fees. The client assistance fund represents money that can be used to provide food, toileteries, laptops and activities for our clients.

7 Individual Donations

The income amount shown includes the element that we are able to claim back as a charitable organisation as gift aid for 2021 amounting to £3,337. The 2020 amount was £2,057.

8 Donations in kind

The figure for food donations received in the year has been estimated by the Watford Food Bank.

Paul Shaw, 6 June 2022

INDEPENDENT EXAMINER'S REPORT

REPORT TO THE TRUSTEES OF WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP (Charity Number 1162226) ON ACCOUNTS FOR THE YEAR ENDED 31 December 2021

I report to the trustees on my examination of the accounts of Watford and Three Rivers Refugee Partnership ("the Charity") for the year ended 31 December 2021.

As the charity trustees of the Charity, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act. In carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

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

- accounting records were not kept in accordance with section 130 of the Act; or do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Your sincerely

John Sills, FCMA
6 June 2022
35 Baytree Walk
Watford
WD17 4RX

WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP

England & Wales - Charity number 1162226

Accounts

WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP
Annual Report for 2020

Welcome *Tim Whittaker*

Welcome to WTRRP's Annual Report for year 2020 and once again, we give you all our heart-felt thanks for your continuing support.

This year 2020 has been unprecedented, mainly due to Covid19 and the need for distancing and multiple lockdowns. WTRRP made some major changes to the services that it offered, which included:

- Seeking grants for, and procuring laptop computers for many clients so that they and their children could access education and other digital services
- Increasing considerably our food and essential items distribution, and taking these to our clients as it was no longer possible for them to collect.
- Providing a virtual Drop In service by phone, as we could not meet in person

In November our new Office Manager, Cat Kilgannon, joined us part-time and is working principally on our case management and recruitment.

We have been working on streamlining our processes as we grow in size and scope, as described later in this report.

In addition we have been able to seek and obtain a number of generous financial grants, which have allowed us to increase our activities considerably. Again, please see below for details.

Please join us at our **Annual General Meeting at 7:00pm on Monday 19 July**, which we will again hold via Zoom: meeting number: 915 7492 4458, passcode: xxx. We are really pleased to welcome as guest speaker Nicholas Hanrahan, Community Outreach Officer of The Jesuit Refugee Service (JRS), an international Catholic organisation that works in over 50 countries around the world with a mission to accompany, serve and advocate for the rights of refugees and other forcibly displaced persons.
They serve especially people who find themselves destitute as a consequence of government policies, and those detained for the administration of immigration procedures.



We're proud to have helped 354 people in need during the year

Year	2020	2019	2018	2017	2016	2015	2014	2013	2012
Total caseload	126	114	95	83	74	79	55	40	29
Adult-only cases	77	27	25	17	41	29	15	16	9
Number of adults	166	167	135	118	107	82	77	47	33
Number of children	188	178	144	127	105	98	69	42	33
Total number of clients	**354**	**345**	**279**	**245**	**212**	**180**	**146**	**89**	**66**

During the Covid lockdown we operated a policy of not discharging any clients, given the restrictions from lockdown and social distancing. This explains some of the increase in number of cases: some of these cases will have been dormant for part of the year.

Life at the front – the (mainly virtual) Drop In Centre *Paul Tucker*

For a number of our clients the 'Drop In' is the first contact they have with us. Often there has been a trigger point or crisis in their lives that has led them to seek advice and support, and others follow this up with a subsequent visit. They come for a variety of reasons and we seek to help where we can, liaising with other agencies who can provide more expert assistance. A key part of what we do though is to be a listening ear. The clients frequently get confused as to what is going on, surrounded by masses of paper and bureaucracy, they can often feel lost in the system. So, we act as an advocate, standing with them on their 'side of the fence'.

The normal way of doing this is through the 'Drop In Centre' that operates out of St John's Church in Watford, on a Tuesday and a Friday between 11.00am and 1.00pm. Being physically present to people assists the communication, particularly if there is a language barrier or someone is distressed or anxious. This year, with the impact of the lockdown, unfortunately this has not been possible for most of the year, but we have been able to develop a telephone service throughout the week. On a Tuesday, a volunteer is available to answer queries in a similar way to the face-to-face service and as the year has moved on, we have been able to undertake this on some Fridays as well. Outside of this another volunteer covers the phones and assists where possible and this has now increased to other parts of the week with our Office Manager now in post.

In addition to this, Salma Khan, a solicitor from Pickup and Scott in Aylesbury, provides free initial legal advice once a month for our clients who have queries on leave to remain and other immigration issues. Her expertise has been invaluable and as can be seen from the referral numbers below, a key part of the service we can offer. Our thanks go to her and her colleague Kevin Scott for the support they have given.

The numbers of telephone callers were lower than when we provided a face-to-face service and other volunteers also helped clients at other times, complementing what was able to be done at the Drop In. A direct comparison with last year is therefore not possible but looking at our records of thirty initial referrals that were made (and there are likely to be many more than this) the main areas in which clients were seeking help were approximately:

- 33% for legal advice
- 21% for food

- 9% for housing
- 9% for assistance with form filling,
- 12% for other support,
- 7% for ESOL,
- 7% for clothing, and
- 2% for finance.

Clients often come with multiple requests and one area can often impact on another.

Where clients came to the Drop In to collect food last year, that has had to change completely during lockdown: we describe this later in this report.

What we have been able to do is through the hard work and commitment of our volunteers and how they work together collaboratively. Our thanks go to all of them as well as those we work in partnership with such as New Hope, Red Cross, the Foodbank and Local Authorities and we are especially grateful to Three Rivers District Council with whom we have developed a particularly good relationship this year.

Our thanks go also to St John's Church and although we haven't been able to be there very much this year, they continue to see this area of work as part of their Church's mission and service to the community.

Although this year has been challenging in many ways, much has been achieved. We have seen the difference it has made in the thanks received, the smiles of appreciation and the way that people have been able to take back control of this aspect of their lives. And the future? Who knows what we might have learned throughout the year which will give us fresh impetus and new ideas for the years to come?

Providing Basics and More... *John Gray*

Just about a year ago we were in a comfortable routine with Mick and Jeanette Hayter and their longstanding team packing the food at the Food Bank on alternate Mondays, and Peter Myers and John Gray collecting it on the Tuesdays and waiting at the drop-in at St. Johns Church for clients to collect.

Those that weren't collected were then delivered, mostly by Sue Ellison and John Gray.

At that time we were supplying food, nappies and sanitary products every four weeks to 61 clients and their families.

The Pandemic

Then suddenly it became unsafe for our volunteers and clients to meet up like that, so we had to adapt massively that side of the charity's work. We decided it was so important to keep the supplies going to people whose needs were escalating due to the pandemic and to maintain some contact with our clients, that we assembled a team of younger people from existing volunteers and a number of new both permanent and 'interim' volunteers who were able to join us – some with time available due to furlough.

Through the period March to December, 43 people have helped with this mammoth task while the number of clients served has increased to 72.

The only safe way was to deliver to every client's home, so each fortnight our trusty minibus and 3 cars set off, each to tour the streets of Watford North and South, Garston, South Oxhey and Abbots Langley.

In that nine months we delivered 9881 kg of food and 260 packs of nappies.

In the summer while schools were suspended, the Girls' Masonic School in Rickmansworth very kindly supplied lots of frozen meals which were ordered by clients and delivered with their dry foods. We also received various small gifts and toiletries from various sources which were gladly received.

The delivery teams also took washable nappy kits and laptops (see above) to our clients.

The Watford Hygiene bank has continued to supply us with free sanitary products.

We are immensely grateful to the Watford Food Bank and the Trussell Trust, who report: The amount of stock recorded as donated by WTRRP during 2020 was 3,871.5kg, and the amount given out was 14,328.4kg. The latter figure includes a few fulfilled WTRRP red vouchers as well as the large fortnightly amounts. We are happy to continue to make up the difference between the in and out figures. The value figure is £1.78/kg.

The St Mary's Operation

Late in 2020 we received several very generous grants to buy food, and this enabled us to up-scale our operation, relocating the packing to St. Marys Church in central Watford, which was kindly made available to us.

From a wholesaler we could then buy food more targeted to our clients' needs, and to add hand sanitiser, washing-up liquid, washing powder, cooking oil, fresh cheese, margarine and fresh fruit and vegetables to our menu.



This has eased the work by the Food Bank on our behalf as they don't have to date and store the food which we would otherwise take from them. They continue to provide us with certain items which they have a surplus of and have always been so helpful and supportive.

Our team has taken on this additional burden of work with enthusiasm, continuing to work and adapt, and continuing to make valuable contacts with many of our clients.

In February we were honoured to be visited at a packing session by the High Sheriff of Hertfordshire and his wife, who got stuck in to lend a hand.

If you would like to support this work, please consider making a financial

contribution via our treasurer Paul Shaw and tag it for food, as a more efficient way of helping than putting food items in collection boxes at supermarkets or elsewhere.

Finally, if you know of potential volunteers who is under 60 and not particularly vulnerable to the effects of Covid 19 infection, please ask them to contact John Gray or any member of the committee.

Client cases and our Case Review process *Tony Rindl*

Our Case Review Committee meets approximately every two months to review the clients on our caseload and any new clients referred from the Drop In centre.

The committee comprises Tony Rindl (chair) Marie-Jo Churchill (Volunteer Coordinator) , John Gray (Food donation and distribution Coordinator) Sue Ellison (Caseworker) Mary Coleman, (Caseworker) , Andrea Hudson (Caseworker), and Sara Barratt (Caseworker). Sara stepped down as chair of the committee but continued to attend meeting in the first half of the year to ensure there was a smooth transition.

In the current year up to January 2021 there were 126 active cases (in 2019 we reported on 114 active cases). During the year we welcomed 28 new clients and discharged 11 clients. It is perhaps worth noting the number of discharges was significantly lower than normal as it was felt even well settled clients were at greater risk of losing employment, health issues and other complications resulting from the pandemic.

Our client group comprised 70 families or individuals from Ghana (the majority), Nigeria and other African countries, 30 from the Middle East and Turkey. Others come from the Indian subcontinent and from Afghanistan, Eastern Europe, South America and the Caribbean. There are at least 29 different nationalities represented amongst our clients.

Typically, clients contacted the Drop In for advice while others wanted ongoing support, which could include food boxes, English for Speakers of Other Languages (ESOL) classes, legal and financial advice and befriending.

The team meets to share information, discuss, and where possible, resolve problems and dilemmas that clients are encountering and make financial requests to the committee. We prioritise the requirements of those newly referred, usually from the Drop In Centre, and those we know to be in particular difficulty. However we make sure everyone is discussed at every second meeting. Thus, we probably discuss around 65 cases in each meeting.

The case review team considers the resources we are providing and what else may be needed. Alongside talking about the inevitable housing and Leave to Remain crises that our clients face in an increasingly hostile environment, we review whether they are collecting their food parcels or attending ESOL classes and make sure we follow up with those who have not been in touch.

The issues discussed are many and varied. Many clients are seeking financial help and we try to offer some support towards Leave to Remain applications, which are increasing in cost each year. Where applicable we make recommendations to the management committee to make financial contributions to Home Office and NHS applications. The

number of clients seeking financial support in such matters has reduced as the asylum process has been much slower as a result of the pandemic.

Life under lockdown

Despite this being an unusual year, dislocation and relocation remains a fact of life for many of our clients. Where possible, we have supported those needing to move house – often at very short notice from officials or landlords – considering what they may need, checking that, if necessary, someone can accompany them to the different charity shops for furniture and household items.

We also talk about what people may need; has anyone got a wardrobe or a sofa that could be squeezed into a small flat? Why has this client's attendance at ESOL classes suddenly dropped off? Would this client welcome a befriender? If so, whom? Despite trying, we haven't had any contact with this client for ages, should we discharge him/her? There is no room in the New Hope for this homeless person; who could take him to the Red Cross in Luton for support and advice? This client needs help with money matters (Council Tax, benefits, rent arrears, NHS charges, debt more generally); who is best able to advise? Will you write a letter of support for this client's Leave to Remain application? Who will support this client at her next Children in Need meeting? This client needs to go on the food parcels list.

We are mindful that a problem that may be brought by a client is often just the tip of the iceberg, and that clients may be fearful and need to feel they can trust us in order to be open about the extent of their needs. Many have questionable landlords and are fearful that they will be made homeless, others find themselves with complicated financial or family difficulties and need the expertise of our caseworkers and befrienders to extricate themselves and direct them to the appropriate organisation. We have been concerned about the risk of being seen as intimidating, especially as some of our clients are in constant fear of deportation. So, we need to be responsive and work alongside them at their pace. The level of approach is often debated within our team.

With much of the support work currently being offered remotely by telephone or online because of the pandemic we continue to make sure that those who need support in attending appointments with various official organisations have someone to go with them and we provide fares where appropriate. Central to the help that is provided is emotional support; many of our clients are living in very difficult circumstances and/or have endured unspeakable hardship. Thus, making sure they have a befriender to hold them in mind makes a great deal of difference. As funding has become available for specific support such as provision of school uniforms or laptops the Case Review Team has been instrumental in identifying those clients with the greatest need and who would benefit most from this provision.

The future

Currently we are reviewing the process whereby once the immediate needs of new referrals have been addressed by the drop in team further assessment can be made to establish the level of ongoing support required and whether there are further issues that were not identified at the time of the referral. We are always on the lookout for more

volunteers to act as befrienders and caseworkers whereby we can be more attentive to the on-going needs of our clients.

Our social programme

We were necessarily limited in the scope of activities that we could provide under lockdown and social distancing:

Edge Grove School party – February 2020

Edge Grove School in Radlett partnered with us to host this party and provide their sports hall, theatre and grounds for an all-client party, with immense quantities of food. With a great range of sporting occupations, the children were kept well entertained, which gave their parents a chance to converse and catch up! Every client on our case list was invited and over 80 clients attended. WTRRP volunteers drove a fleet of minibuses for transport.

The sports hall was set up with table tennis, basketball and a soft play area. The school theatre became a dining hall with food and drinks served there for the afternoon. Rain stopped play on their excellent outdoor facilities, unfortunately!

Christmas box packing and delivering – December 2020

We were able to make and distribute Christmas hampers to 79 families in December, with a range of kind donations. Mo Fasanya and Annabel Foley led this activity, and the Watford Quakers kindly loaned premises for us to arrange and pack. In addition, Stanborough Park Church very generously donated and made up a further 48 packs for distribution to single people. Then others collected with careful social distancing, and distributed these to all our clients. A total of 20 volunteers packed and distributed.

Grants *Grace Da Costa*

The grants team (Grace Da Costa, Mick Hayter and Peter Howard) were able to bring in a significant amount of income for the charity in 2020. Grants were very generously provided by the following sources:

- £14,800 from the Allen Lane Foundation and The National Lottery in partnership with HM Government to enable us to hire our Office Manager and rent an office space.
- £2750 from Councillors Nigel Bell, Stephen Giles-Medhurst, Asif Khan, Mark Watkin and Tim Williams from their Locality Budget to pay for school uniforms for children starting primary or secondary school in September.
- Hertfordshire Community Foundation (HCF) gave us £4950 to provide Chromebooks for kids who were home schooling, and £1092 for food and sanitary products.
- £13,700 from the Barrow Cadbury Trust for food, laptops, PPE and school uniforms.
- £8250 from the Hilden Charitable Fund for laptops.
- £500 from Tesco 'Bags of Help' for food, and some other small grants from COSARAF for individuals experiencing extreme hardship.

Here are some testimonials about the difference it has made:

Testimonial A (school uniform and Chromebooks)

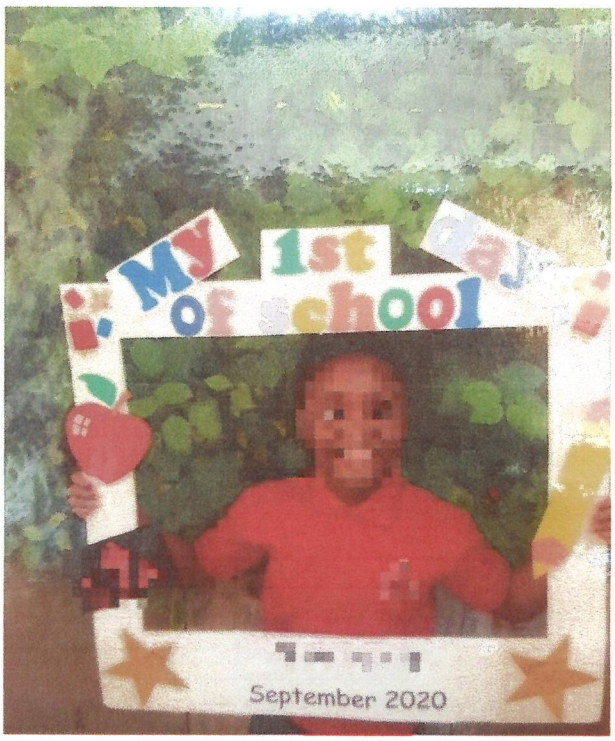
Here's to express my profound gratitude to WTRRP team for the constant support towards my family, most especially at this difficult time in purchase of my daughter school uniform. T. (my daughter) is more than happy to start her journey in secondary school and to have all her uniform in place, with the help of the grant provided. She was very excited, and she look fabulous in her new uniform. I don't know how I could have coped without the grant provided. I am indeed overwhelmed and pleased to see the big smile on her face.

To top it all, the 2 Chromebooks provided for my girls are life-saving. Now they don't have to share the tablet with their little brother in other to complete their homework. T. (my older daughter) was super excited to have her own personal laptop to complete her homework, learning is more fun and homework easier to complete for her.

Thank you again and again to the wonderful team WTRRP for all your support and efforts to put a big smile on my children faces.

Testimonial B (school uniform)

My children love wearing school uniform and they are very happy with that. Thank you for your support.



Testimonial C (school uniform)

Thanks for providing the kind of help that I needed. Your financial support has provided much needed stress relief. I owe you gratitude and so much more. Your financial help saved me from having to take on more debt that would have been difficult to repay. I am indebted to you for your generosity.

Thank you so much for all that you do.

Testimonial D (laptop)

Client, aged 13:

I am writing a testimony about my laptop.

The laptop has help me so much – it makes my homework so much easier to do. In addition to this the laptop is much faster so I can access important things more quickly. In conclusion the laptops are excellent overall a 10/10 I am so grateful and blessed that you gave me and my mum these laptops even through these troubling times and the importance of these laptops mean everything to us so thank you I couldn't have asked for a better one.

From his mum, who is also studying:

I just want to say this has made a huge difference to my school-work especially.

It makes the work quicker and with the fact that I can carry it to wherever am going and can still use it just makes a huge difference.

Testimonial E (laptop)

From one of our befrienders:

Since having the laptop this client has been really productive. He has used this time during lockdown to educate himself more on his illnesses through different articles and YouTube videos. He also has used the internet to practise improving his English. Because of his mental health he was down a lot of the time beforehand but by having the laptop he is much less bored during lockdown.

Testimonial F (office manager)

From Paul Tucker, Drop-In Coordinator

"Our Office Manager has enhanced the service we can provide to our clients significantly. During her office hours she deals with their enquiries and makes referrals immediately. This means we are much more available and can provide a prompt and responsive service. She also liaises with other organisations with whom we share a common interest and keeps the volunteers in touch with what is going on. It has been very encouraging to see how quickly she has picked up the basics of our work and been able to support us."

Our Office Manager and our Volunteers *Tim Whittaker*

Our Office Manager Cat Kilgannon joined us at the end of November, and we are in the process of introducing Cat to everyone, and providing induction in our operations. Cat is of course working from home until lockdown restrictions end, and will then work from our office at St Mary's Church.

We are pleased to have a total of 69 volunteers fully signed up, and another 12 are in the process of signing up – excellent news! In addition, around 20 'temporary' volunteers joined our extended food distribution activity, as John Gray describes above.

We need to thank John Gray especially for masterminding and running this operation – changed by necessity in March from a service where our clients collected food and other essentials, to full delivery, and then again in December when several generous grants enabled us to procure our own supplies, and John moved our centre of food operations to St Mary's Church, procuring a larger range of essentials, including fresh food to augment the tinned and dry items that we had normally provided.

The Covid19 pandemic and the resulting lock-downs (and need for social distancing between them) meant that, sadly, we were unable to organise any of our usual social events after February. We're hoping that later in 2021 we'll be able to start up again.

Our ESOL classes moved online mid-year, to those who were able to join in this way: this was necessarily restricted to intermediate and advanced classes. Marie-Jo Churchill led and managed this activity, and will continue to do so until the end of academic year 2020-21.

In early March WTRRP held an Away Day with 13 of our key volunteers to brainstorm and reflect on how we can continue to develop and grow, under the kind chairing and facilitation of Judith Bell. While a lot of our findings have been put on hold with Covid,

they will be developed as restrictions ease and we will report on them in newsletters and future reports.

Sara Barratt, who was our Casework Coordinator for three and a half years, steps down from this role and from the committee.

Mel Southin, who led the organising of many of our events including parties, outings to sports centres and our Christmas hamper packing and distribution, relinquishes this role.

Our thanks to Sara and Mel for all their work and support. We're pleased that both remain with us as volunteers.

Marie-Jo Churchill steps down from being our Volunteer Coordinator and a member of our committee for over 7 years. As well as managing all our volunteers and matching them to particular roles and tasks, Marie-Jo managed and took a major part in WTRRP's ESOL programme, and our case reviewing and management processes, and was the 'go-to' person for almost any matter within our organisation. We wish to thank Marie-Jo very much for carrying out a considerable volume of work with dedication and competence.

The Committee and I would like to convey our thanks to all our volunteers who have helped us achieve so much during 2020, in these very difficult times.

There are still areas which WTRRP would like to develop: We need more Caseworkers to work with Sue Ellison and others who are managing the majority of complex cases. We also need help with Social Media, Admin and our Women's Group. We are also looking for a Volunteer Coordinator and for a Secretary.

Volunteering with WTRRP is incredibly rewarding and makes a real difference to people's lives – and probably your own too. If you're interested in joining us, please get in touch by emailing admin@wtrrp.co.uk – we would love to hear from you!

Our committee and trustees

These committee members served as Trustees of WTRRP since 1 January 2020, and will stand for re-election at the AGM:

Grace Da Costa

Andrea Hudson

Tony Rindl

Paul Shaw *Treasurer*

Tim Whittaker *Chair (and acting Secretary)*

We are still looking for a **Secretary**, a **Volunteer Coordinator** and others to join our committee, and would be grateful for any volunteers or leads.

Marie-Jo Churchill served as a Trustee of WTRRP since 1 January 2020, and resigned in December 2020.

Sara Barratt served as a Trustee of WTRRP since 1 January 2020, and resigned in December 2020.

Finances for 2020 *Paul Shaw*

Despite the difficulties the pandemic brought to 2020, from a finance point of view, the Partnership has had another successful year as the summary below highlights. This has all been due to the wonderful efforts of our grants team who built on the work started in 2019 and brought in new income of £48,434 an increase of £28,010 over the 2019 figure. This has enabled us to increase our charitable activities expenditure to £59,162 from £37,356 in 2019. It has also enabled us to employ a part time administrator, Cat Kilgannon, who started with us in December.

Year	2020	2019	2018	2017
Income				
Unrestricted income	46,789	49,305	47,256	47,741
Restricted income	48,434	20,424	-	-
Total Income	**95,223**	**69,729**	**47,256**	**47,741**
Expenditure				
Charitable activities	59,666	37,356	45,610	40,545
Management of the Partnership	8,508	4,938	5,282	2,895
Total Expenditure	**68,174**	**42,294**	**50,892**	**43,440**
Surplus/(Deficit) for Year	**£27,049**	**£27,435**	**(£3,636)**	**£4,301**

Income

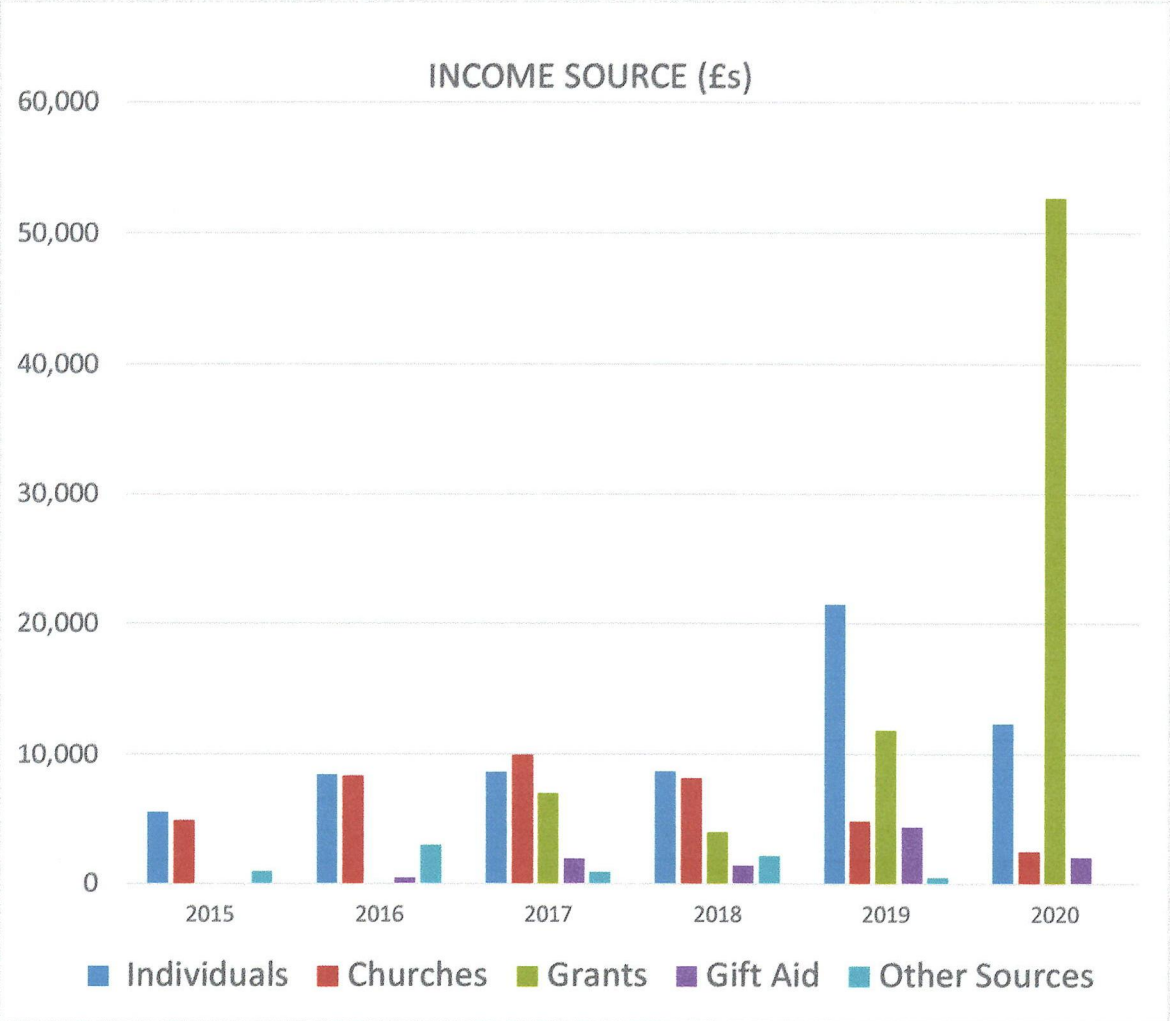
The income for the year of £95,223 is a large increase of £25,494 on the previous year. Restricted funds represent funds raised that the Charity can only use for specific purposes. We received a grant of £13,700 from Barrow Cadbury Trust/National Lottery Community Fund to provide food, nappies and toiletries, laptops and school uniforms to clients, £8,775 from The National Lottery Community Fund and £6,025 from the Allen lane Foundation for our administrator, £8,250 from the Hilden Trust to supply laptops, two grants from the Hertfordshire Community Foundation, £4,950 for laptops and £1,092 for costs associated with an increase in food deliveries and for food and sanitary items, £2,750 from County and District Councillors for school uniforms, £2,392 from The Breslaff Centre for food and toiletries and £500 from Tesco for food.

The unrestricted income was £2,516 lower than the previous year at £46,789. We received £2,00 from Edge Grove School, a grant of £1,000 from Refugees to Recovery, and donations of £1,000 from BDB Pitmans, Solicitors, £250 from Rickmansworth Rotary Club and £50 from St Albans and South Herts Branch Co-operative Party.

The partnership continues to be generously supported by a range of sources including local churches and individuals, both regular donors and one-off donations. The income from individuals includes a sum of £2,057 being the amount of gift aid we have been able to reclaim from the tax authorities. We would like to thank the individual donors (particularly those who have continued to make donations by standing order) and the various local churches and other organisations who are the backbone of support for the charity.

The income figure also includes £25,504 being a valuation of the food donations provided to clients through the Watford Foodbank (a small increase of £990 over 2019).

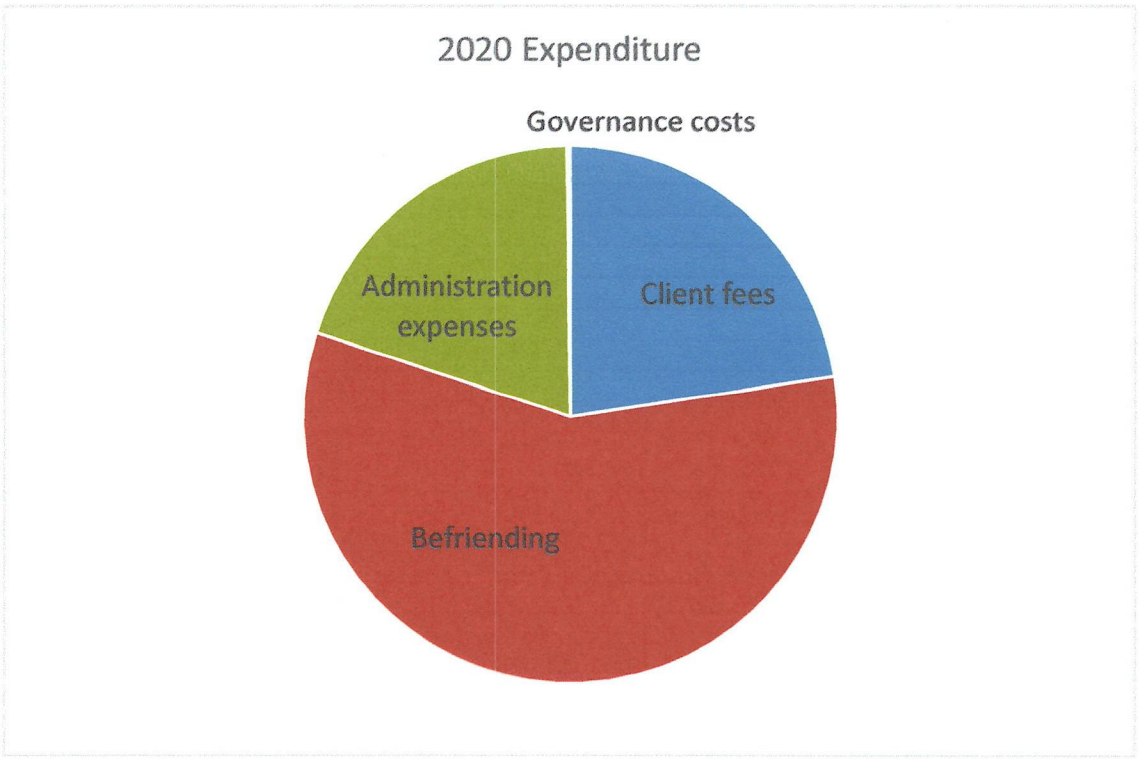
Below is a graph that shows our sources of income since 2015:

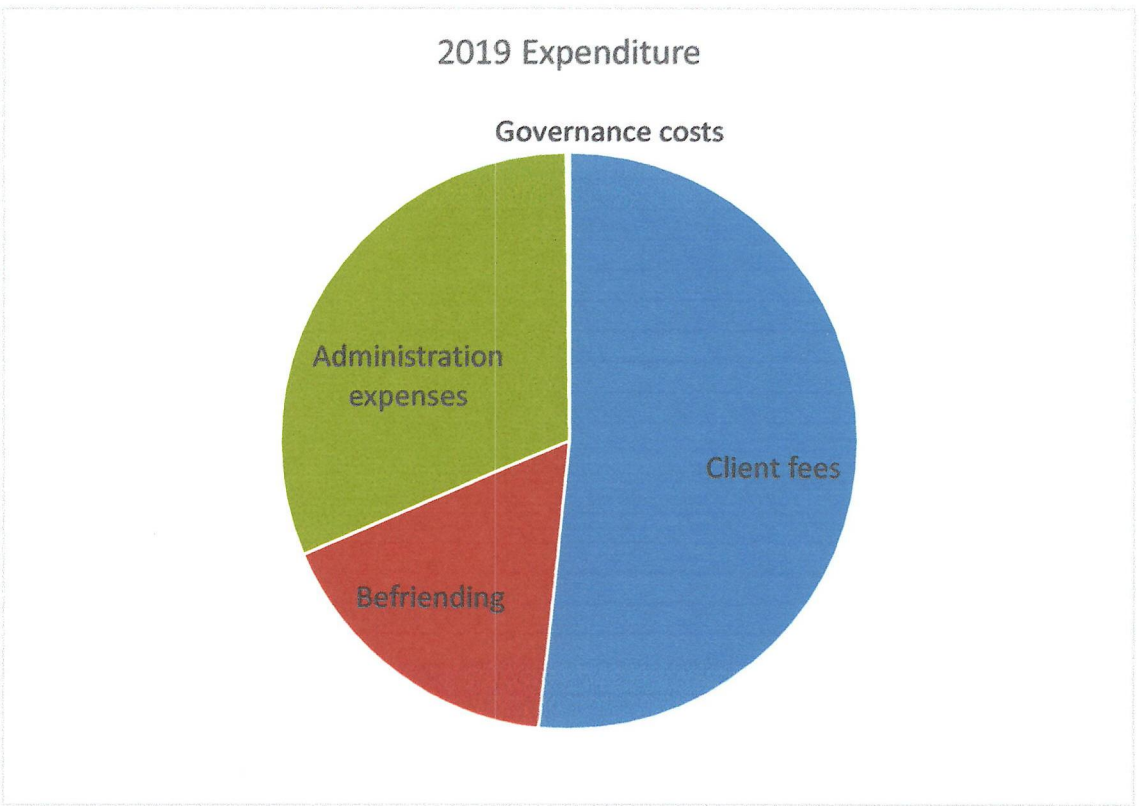


Expenditure

Total expenditure in the year (excluding donations in kind of £25,504) was £42,670 (2019 £15,700).

As the pie-charts below show, 80% (2019 69%) of our expenditure was on direct assistance for clients, 23% (2019 52%) on contributions to legal costs and fees and 57% (2019 17%) on befriending which includes the provision of laptops to help children with their education, the provision of school uniforms, food and toiletries in addition to that provided through the Watford Foodbank and help with travel costs and the purchase of essential items of furniture.


2020 Expenditure
Governance costs
Client fees
Administration expenses
Befriending


2019 Expenditure
Governance costs
Client fees
Administration expenses
Befriending

What's next? *Tim Whittaker*

While we can be fairly optimistic about Covid19 restrictions relaxing later in 2021, we can't unfortunately be so sure about the lives of our clients – people who are here without status for various reasons, or who are in difficulty as a result of temporary status provisions.

The Government is promising an overhaul of the rules and regulations concerning asylum and migration, and we are all agreed that this is most definitely needed: the current system is slow, overloaded and has plenty of opportunities for unfairness. Our worry though is that the proposed overhaul may instead make everything harder for this vulnerable group, with proposed provisions to remove summarily anyone seen to have entered the UK 'illegally,' possible removal to another country for 'processing,' and many others. As a charity we do not campaign on these issues but instead aim to assist affected individuals and families, but we do need to be aware of what is being done.

We are currently working to integrate our new Office Manager, and also to implement findings from an Away Day session that we held in March 2020 to make us a more effective and caring organisation. This process has unfortunately been a victim of Covid19, but we will bring you more news as we return to normal.

We are likely to continue some of the activities – most notably distribution of food and essentials – that we enhanced and developed over the Covid19 crisis. Other things – like our social events – should be able to re-start some time in 2021.

At the same time, we always need more volunteers for all activities, including befriending, helping with casework, helping with the support and entertainment of our clients in many ways. So please continue to bear us in mind if you have any time or other assets that might help us.

Thank you! See you at the AGM – we promise you an interesting evening.

Approval

The Trustees approved this Annual Report at a meeting on 5 July 2021, and it was signed on their behalf by Tim Whittaker.



25 Oct 2021

Watford and Three Rivers Refugee Partnership

Receipts and Payments Account for the Year Ended 31 December 2020

	Note	Unrestricted Funds	Restricted Funds	Total Funds	2019
Receipts					
Grants					
The Barrow Cadbury Trust - COVID-19 Support Fund		-	13,700	*13,700*	-
National Lottery Community Fund		-	8,775	*8,775*	-
Hilden Trust		-	*8,250*	*8,250*	-
Allen Lane Foundation		-	*6,025*	*6,025*	-
Hertfordshire Community Foundation		-	*6,042*	*6,042*	*985*
County and District Councillors		-	*2,750*	*2,750*	*2,718*
The Breslaff Centre		-	*2,392*	*2,392*	*2,148*
Tesco		-	*500*	*500*	-
Edge Grove School		*2,000*	-	*2,000*	-
Refugees to Recovery		*1,000*	-	*1,000*	-
BDB Pitmans		*1,000*	-	*1,000*	-
Rickmansworth Rotary Club		*250*	-	250	-
St Albans Co-operative Party		*50*	-	50	-
Watford Borough Council		-	-		2,880
Magic Radio		-	-	-	*1,713*
The CMW Charitable Trust		-	-	-	*1,500*
		4,300	48,434	52,734	11,944
Donations					
Individuals	*1*	*14,480*	-	*14,480*	*25,886*
Churches		*2,505*	-	*2,505*	*4,845*
Other donations		-	-	-	*460*
Donations in kind - rent of drop in centre		-	-	-	*2,080*
Donations in kind - food	*2*	*25,504*	-	*25,504*	*24,514*
		42,489	-	42,489	57,785
Total Receipts		**46,789**	**48,434**	**95,223**	**69,729**
Payments					
Charitable activities					
Befriending	*3*	*26,975*	*23,057*	*50,032*	*29,168*
Contribution towards client fees	*4*	*5,572*	*4,062*	*9,634*	*8,114*
Education		-	-	-	*74*
		32,547	27,119	59,666	37,356
Management of the Project					
Governance costs		*75*	-	*75*	*25*
Administration expenses	*5*	*7,479*	*954*	*8,433*	*4,913*
		7,554	954	8,508	4,938
Total Payments		**40,101**	**28,073**	**68,174**	**42,294**
Excess of Receipts over Payments for the Year		**£ 6,688**	**£ 20,361**	**£ 27,049**	**£ 27,435**

Watford and Three Rivers Refugee Partnership

Statement of Assets and Liabilities at 31 December 2020

			2020		2019
Current Assets					
Debtors		435		1,259	
Cash at bank		69,392		37,669	
			69,827		38,928
Current Liabilities					
Creditors			4,673		824
			£ 65,154		**£ 38,104**
Funds					
General fund					
Opening balance			20,366		10,669
Excess of Receipts over payments for the year			6,688		9,697
			27,054		20,366
Restricted funds	6				
Administrator fund		13,846		-	
Client assistance fund		16,188		5,610	
Appeal fund		6,241		10,303	
Emergency fund		1,825		1,825	
Other restricted funds		-		-	
			38,100		17,738
			£ 65,154		**£ 38,104**

Notes to the accounts:

1. The income amount shown includes the element that we are able to claim back as a charitable organisation as gift aid for 2020 amounting to £2,057. The 2019 amount was £4,398.
2. The figure for food donations received in the year has been estimated by the Watford Food Bank. In addition there were other food donationms, including frozen meals provided by Royal masonic School, which have not been included in the calculation.
3. Befriending includes payments made to our clients to cover the costs of essential items and travel costs, the supply of laptops and school uniforms and the provision of food and toiletries including the notional cost of the food items supplied by the Food Bank.
4. Contribution towards client fees covers Home Office application fees, NHS fees and Solicitors fees.
5. Administration expenses includes the salary costs of our new part-time administrator, travel costs, postage and stationery, telephone, insurance and the one-off cost of a fundraiser.
6. The administrator fund represents money to help employ an administrator. The appeal fund and emergency fund represents money that can be used to help clients meet the cost of fees. The client assistance fund represents money that can be used to provide food, toileteries, laptops and activities for our clients.

Paul Shaw, 26 September 2021.

INDEPENDENT EXAMINER'S REPORT

REPORT TO THE TRUSTEES OF WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP (Charity Number 1162226)

ON ACCOUNTS FOR THE YEAR ENDED 31 December 2020

I report to the trustees on my examination of the accounts of Watford and Three Rivers Refugee Partnership ("the Charity") for the year ended 31 Deceber 2020.

As the charity trustees of the Charity, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act. In carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

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

- accounting records were not kept in accordance with section 130 of the Act; or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Your sincerely

J.R. Sills

John Sills, FCMA

25 October 2021

35 Baytree Walk
Watford
WD17 4RXZ