

# MALVERN WELCOMES

England & Wales · Charity number 1174004

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2017-07-28

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Malvern Welcomes c/o  
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WR14 1SS

**Phone** 07772 589814

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**Website** [www.malvernwelcomes.org](http://www.malvernwelcomes.org)

## Activities

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**Objects:** THE RELIEF OF FINANCIAL HARDSHIP AMONGST THOSE GRANTED REFUGEE STATUS AND THEIR DEPENDANTS LIVING (TEMPORARILY OR PERMANENTLY) IN MALVERN AND THE SURROUNDING AREA WITHIN WORCESTERSHIRE BY PROVIDING HOUSING, ADVICE AND PRACTICAL SUPPORT (INCLUDING GRANTS OR LOANS) TO MEET IDENTIFIED NEEDS B) TO ADVANCE THE EDUCATION AND TRAINING OF THOSE GRANTED REFUGEE STATUS AND THEIR DEPENDANTS IN NEED THEREOF SO AS TO ADVANCE THEM IN LIFE AND ASSIST THEM TO ADAPT WITHIN A NEW COMMUNITY. C) THE RELIEF OF UNEMPLOYMENT OF THOSE GRANTED REFUGEE STATUS AND THOSE SEEKING ASYLUM IN THE UNITED KINGDOM, AND IN PARTICULAR MALVERN AND THE SURROUNDING AREA WITHIN WORCESTERSHIRE, BY THE PROVISION OF VOCATIONAL AND SKILLS TRAINING, ADVICE AND SUPPORT D) THE PROMOTION OF SOCIAL INCLUSION FOR THE PUBLIC BENEFIT AMONG PEOPLE WHO ARE REFUGEES AND ASYLUM SEEKERS WHO ARE SOCIALLY EXCLUDED ON THE GROUNDS OF THEIR SOCIAL AND ECONOMIC POSITION, BY PROVIDING: EDUCATION AND TRAINING IN THE ENGLISH LANGUAGE AND IN VOCATIONAL SKILLS AND HOUSING SERVICES TO MEET IDENTIFIED NEEDS E) TO ADVANCE THE EDUCATION OF THE PUBLIC IN GENERAL ABOUT THE ISSUES RELATING TO REFUGEES AND THOSE SEEKING ASYLUM.

**Activities:** THE RELIEF OF FINANCIAL HARDSHIP AMONGST THOSE GRANTED REFUGEE STATUS AND THEIR DEPENDANTS LIVING (TEMPORARILY OR PERMANENTLY) IN MALVERN AND THE

SURROUNDING AREA WITHIN WORCESTERSHIRE BY PROVIDING HOUSING, ADVICE AND PRACTICAL SUPPORT (INCLUDING GRANTS OR LOANS) TO MEET IDENTIFIED NEEDS B) TO ADVANCE THE EDUCATION AND TRAINING OF THOSE GRANTED REFUGEE STATUS AND THEIR DEPENDANTS IN NEED THEREOF S

## Classification

- **How:** Makes Grants To Individuals, Makes Grants To Organisations, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities

## Geography

- Worcestershire

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£9,610	£11,741	-	-
2024-03-31	£9,845	£23,902	-	-
2023-03-31	£18,809	£19,797	-	-
2022-03-31	£32,183	£23,040	-	-
2021-03-31	£14,539	£4,665	-	-

## Trustees

Name	Role	Appointed
DAN HERBERT	Chair	2017-07-28
David de Winton Kitcat		2020-03-01
Dr Fiona Ann Carmichael		2020-08-01
Dr Laila Kasem		2024-03-01
JOHN WATSON RAINE		2017-07-28

**MALVERN WELCOMES**

England & Wales - Charity number 1174004

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# Accounts

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Registered charity 1174004

[www.malvernwelcomes.org](http://www.malvernwelcomes.org)

### **Malvern Welcomes Management Team**

#### **Report to Trustees for AGM 2025**

Each year sees an increase in the numbers of families and individuals being supported by Malvern Welcomes. In total over the last few years, four families have been resettled in Malvern under the UK Home Office Community Sponsorship scheme, with a further eight families arriving via the County Council or other authorities. One of these moved away to join their extended family elsewhere in the UK, while another is fully independent; this leaves 10 families which continue to be given some level of support at some level. In addition to these families there are a few individuals who have been referred to us by other organisations or have contacted us directly, meaning that we have supported around 50 individuals over the past year.

Three of the established families have now achieved British Citizenship, and are becoming increasingly independent. Three young people are now at university, Malvern Welcomes having assisted in their applications and obtaining student finance; four adults have been on vocational courses, and four young people are at college, one now seeking an apprenticeship. Increasing numbers are passing their driving tests, and are gaining employment and voluntary posts.

The 4<sup>th</sup> community sponsorship family was welcomed over 18 months ago. There was much to celebrate at the annual Home Office review, with the two eldest daughters at university, and the youngest now successfully placed, and thriving at a Special Needs school where her complex needs are well catered for.

Worcester University is working towards becoming a University of Sanctuary, and offers additional support in academic writing for students for whom English is a secondary language.

An employment support group is established, recognising employment as the most significant barrier for families. The group has offered help to many individuals in CV writing and job applications, and continues to consider how we can best reach out to local employers and businesses to provide mentorship and career opportunities.

Sharon Baker continues to lead a team of ESOL tutors. Most language tuition has been given on a one-to-one basis, tailored to the widely different needs of individuals. This is then

supplemented by classes at Heart of Worcestershire College and the Eden Centre. The Eden Centre has been hugely beneficial to our local community, providing not only ESOL tuition, but also a community social hub which has made everyone welcome. Sadly, this will be discontinuing after this summer, and we would like to express our deep gratitude to Jan Watts for all she has done in starting this initiative and for her ongoing support to the Malvern Welcomes team.

Numbers attending Conversation Café have declined, which is a sign of success, since this is due to family members gaining employment or being at college. The cafe group now meets monthly, and is able to function as a trouble-shooting surgery as well as a social event, where all can feel welcome and practice conversation. Over the last few weeks, we have had more contacts from individuals finding themselves in Malvern requesting support. Some are referred by other agencies such as the Citizens Advice Bureau, while others have made direct contact. If this continues, then the frequency of the Conversation Cafe may be increased again to manage this greater demand for help and support.

The 'Looking Forward' day in May was attended by 17 Malvern Welcomes volunteers, Trustees and supporters. We welcomed two external speakers – Rahaf Alshami, City of Sanctuary ambassador based in Worcester, and Hannah Sansom from RESET, who has been part of the very supportive team assisting with Community Sponsorship applications and ongoing training and support. Their presentations were warmly received, and a very positive practical discussion followed, addressing the challenges which we currently face. There was much discussion as to how, as an organization, we might need to adjust the work which we do in response to the changing and uncertain political climate. Our work has, so far, been resource-led but we are seeing the possibility of a shift to it being demand-led.

Malvern Welcomes continues to facilitate the regular annual events which have become a social focus for the families and individuals we support. These include the annual seaside trip and picnic. Both these events include 'bring and share' food which is popular with all participants. Yoga classes have started as a new well-being initiative for women within the MW community, which have proved popular.

This year, we have been invited by Malvern Civic Society and Community Action to be part of their Midsummer Celebration on June 22<sup>nd</sup> in Priory Park. This falls in Refugee Week, and is hoped will provide an ideal opportunity to reach out to local people, raising awareness, and maybe engaging with potential employers or new volunteers. In particular, we would welcome new volunteers prepared to act as family leads, ESOL tutors, social media management and employment mentoring.



**Receipts and payments accounts**

**CC16a**

<b>For the period from</b>	Period start date 4/1/2024	<b>To</b>	Period end date 3/31/2025
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**Section A Receipts and payments**

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Grants	-	-	-	-	-
Legacies	-	-	-	-	-
<b>Donations and memberships:</b>					
Donations and Fund Raising	2,588	-	-	2,588	5,089
Membership	1,069	-	-	1,069	949
Appeals (10K Appeal)	-	-	-	-	-
Gift Aid Tax Recovery	722	-	-	722	706
New Family payments (Home Office)	3,400	-	-	3,400	2,617
Reimbursement of various expenses	990	-	-	990	485
Rebate from new family of council tax/rent	1,167	-	-	1,167	-
Returnable house deposit returned	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>9,936</b>	<b>-</b>	<b>-</b>	<b>9,936</b>	<b>9,845</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>9,936</b>	<b>-</b>	<b>-</b>	<b>9,936</b>	<b>9,845</b>
<b>A3 Payments</b>					
<b>Language Support and Translation</b>					
English Language (ESOL)	897	-	-	897	226
Translation	125	-	-	125	58
	-	-	-	-	-
<b>Family Support</b>					
IT	-	-	-	-	34
Equipment	132	-	-	132	798
Health	277	-	-	277	-
Activities	1,374	-	-	1,374	1,027
Travel	2,594	-	-	2,594	2,813
Volunteer Support	-	-	-	-	-
New CS/ WCC Families Resettlement	177	-	-	177	14,936
Publications & Administration	1,157	-	-	1,157	2,320
Grants - for special one-off support	5,297	-	-	5,297	1,690
	-	-	-	-	-
<b>Sub total</b>	<b>12,030</b>	<b>-</b>	<b>-</b>	<b>12,030</b>	<b>23,902</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>12,030</b>	<b>-</b>	<b>-</b>	<b>12,030</b>	<b>23,902</b>
<b>Net of receipts/(payments)</b>	<b>- 2,094</b>	<b>-</b>	<b>-</b>	<b>- 2,094</b>	<b>- 14,057</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>25,291</b>	<b>-</b>	<b>-</b>	<b>25,291</b>	<b>39,348</b>
<b>Cash funds this year end</b>	<b>23,197</b>	<b>-</b>	<b>-</b>	<b>23,197</b>	<b>25,291</b>

**Section B Statement of assets and liabilities at the end of the period**

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	General Fund	23,197	-	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	<b>23,197</b>	<b>-</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval

**MALVERN WELCOMES**

England & Wales - Charity number 1174004

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# Accounts

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Registered Charity Number 1174004

## **Malvern Welcomes Management Team report to Trustees & AGM**

**Sept 2024**

### Management Team

Tony Vere\_ - Fund-raising lead

Richard King - Treasurer

Sharon Baker - ESOL Coordinator and Disability Advisor

Karen Argent -Volunteer Coordinator

Simon Kilvington - Membership Secretary

Fiona White - website and newsletter link

Jane Stockley - Family Lead, Transport Coordinator

Penny Bijl - Employment Group, link with WCC

Grateful thanks to Ruth Forecast, long standing Chair of MT and Volunteer Coordinator, who stood down from the MT in August 2024

### Volunteer Coordinators

Hilary MacMillan, Karen Argent, Annette de la Cour and Ruth Forecast (until August 2024)

**Safeguarding Leads**      Jean Bryant and Kate Gant

### **Update from Malvern Welcomes Management Team as regards activities and progress over the past year**

Over the past year, we have seen a growth in the number of individuals we support, with 3 new families joining the existing 9, some of whom have been in Malvern since 2018. We have seen more individuals taking driving lessons, passing driving tests, applying for higher education and other courses, securing paid employment, taking on voluntary jobs, achieving their Life in the UK tests, and starting to apply for British citizenship.

## **4<sup>th</sup> Community Sponsorship Family**

Things continue to progress well for this family, and we are now approaching the end of their first year in Malvern.

The two older daughters applied to university, and both have now started degree courses. They submitted their applications independently, despite their level of English being basic when they first arrived in the UK. The oldest daughter, who wishes to work with children, has been volunteering at a primary school. She has started driving lessons, and is making good progress.

The Disability Living Allowance (DLA) application for the youngest daughter was accepted. Various medical, dentist and optician appointments are going ahead. An Education, Health and Care Plan (EHCP) was completed for her, and it is hoped that a suitable educational placement will be offered soon.

The father continues to attend ESOL and other supportive measures with Maximus. He has recently passed his driving theory test, and hopes to obtain his full licence before his international licence expires. He is volunteering in two settings.

**Financial report** *see separate report*

### **Fund-Raising**

A separate group has been set up, led by Tony Vere. Ideas for fundraising activities, or other possible funding routes, are always welcome.

### **Employment Support Group**

This group, led by Harry Lofthouse, continues to meet, as it is recognised that employment is a major hurdle to be faced by the resettled families. This has been found to be the case nationally. A facebook page has been set up for volunteers to share information regarding available job opportunities. Access to the page adheres to our safeguarding and data protection procedures.

Two MW volunteers had an extremely helpful meeting with the recruitment officer from a local company. Individuals were not mentioned, but advice was sought as to ways in which Malvern Welcomes might support people into employment. It was interesting to hear that, when writing a CV, experiences such as being in a refugee camp and any type of employment can be included by framing them in a positive way. Subsequently some of the men have been employed by that company at various times.

## **Schools and education**

Volunteers have continued to give regular support in one of the primary schools, although the children they have been supporting are now confident fluent English speakers, and now require little direct support.

## **ESOL (English for Speakers of Other Languages) Programme**

Malvern Welcomes' ESOL tutors are all qualified in teaching English and their hard work, skills and flexibility are key to the ongoing success of our programme.

Through the Community Sponsorship Scheme, Malvern Welcomes is under an obligation to provide 8 hours of ESOL support for each adult family member for the first year. Whilst this must be the priority of the ESOL programme, our team of nine active volunteer tutors continue to support other learners who are unable to access external classes.

As the most recent family welcomed through the Community Sponsorship Scheme last October comprises four adults who had three different levels of English, there were significant challenges in creating a cohesive and full timetable of lessons for each learner. The family arrived after the start of the new academic year and, consequently, it wasn't possible for adult family members to join accredited classroom based lessons. However, the young women were able to join classes in Worcester delivered by trainee EFL teachers.

The Eden Centre in Malvern, run by Jan Watts, has continued to play an important role in the English language progress of many families, by providing once weekly community based classroom learning, with all the benefits that that offers - including opportunity to forge bonds with other members of our shared community.

Malvern Welcomes' Conversation Café, meanwhile, has also offered learners opportunity to socialise whilst practising English in a less formal environment. It has also been an essential hub for supporting families to deal with a variety of crucial day-to-day living tasks which can be inaccessible even for those with English as a first language. Whilst this had been run on a weekly basis, now that families are so busy with study, work and volunteering, it will run on a once a month basis.

## **Forward Planning Day March 23<sup>rd</sup>**

This was a productive and inspiring day attended by 28 Malvern Welcomes volunteers. We were most fortunate that Professor Jenny Phillimore agreed to attend as guest speaker. She reported on the newly-published Commission for the Integration of Refugees, in which Malvern

Welcomes participated. She also advised and shared her perspectives during the discussion sessions.

Various ideas for the future direction and governance of Malvern Welcomes were discussed. Steps have been taken to formalise and strengthen the methods of communication between Management Team and the Family Support Group, with Minute sharing, and a Volunteer Bulletin.

**Training for volunteers:** Information regarding online Reset training, which is specifically aimed at those working in Community Sponsorship (CS) groups is regularly forwarded to volunteers. The training sessions are always of an excellent standard.

Ruth and Sally recently took part in a very thought-provoking session on racism. It is planned that a MW training session will be arranged with interested individuals at a later date.

### **Worcestershire Welcomes Refugees (WWR)**

Ruth Forecast and Penny Bijl attended the meeting in March. Natasha White reported on the latest developments in Worcestershire.

Worcestershire's application to become a **County of Sanctuary** is proceeding well (see <https://cityofsanctuary.org> for more information about this initiative).

**Malvern Welcomes newsletter.** Many thanks to Alison Brough and Kate Gant for their hard work in producing the quarterly newsletter. It is always well received, and highlights the many activities that the group undertakes.

### **Various Events**

- 1. Refugee Week - 17 - 23 June 2024**  
**On June 22, to mark Refugee Week,** we had a stall in Church Street, Great Malvern, outside the entrance to Malvern Priory.
- 2. Trip to Barry island August 19<sup>th</sup>**  
Another successful trip was organised, enjoyed by all, despite the weather.
- 3. Picnic on West Malvern Playing Fields July 28th**  
A lovely afternoon, attended by the great majority of the families
- 4. Community Inspiration Awards, Birmingham September 20th**

Ruth, as lead for Malvern Welcomes since its inception, had been nominated for an award under the Public services category. She was awarded a very well-deserved '1st Runner Up' in that category. This is a great personal achievement and a credit to the whole Malvern Welcomes Team.

Ruth Forecast, Sharon Baker & Jane Stockley

On behalf of Malvern Welcomes Management Team, September 2024



## Receipts and payments accounts

For the period from	Period start date 4/1/2023	To	Period end date 3/31/2024
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### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Grants	-	-	-	-	110
Legacies	-	-	-	-	-
<b>Donations and memberships:</b>					
Donations and Fund Raising	5,089	-	-	5,089	13,407
Membership	949	-	-	949	1,215
Appeals (10K Appeal)	-	-	-	-	-
Gift Aid Tax Recovery	706	-	-	706	2,282
New Family payments (Home Office)	2,617	-	-	2,617	-
Reimbursement of various expenses	485	-	-	485	1,795
Rebate from Wealden Leisure	-	-	-	-	-
Returnable house deposit returned	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>9,845</b>	<b>-</b>	<b>-</b>	<b>9,845</b>	<b>18,809</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>9,845</b>	<b>-</b>	<b>-</b>	<b>9,845</b>	<b>18,809</b>
<b>A3 Payments</b>					
<b>Language Support and Translation</b>					
English Language (ESOL)	226	-	-	226	2,055
Translation	58	-	-	58	20
	-	-	-	-	-
<b>Family Support</b>					
IT	34	-	-	34	1,012
Equipment	798	-	-	798	1,802
Health	-	-	-	-	749
Activities	1,027	-	-	1,027	4,528
Travel	2,813	-	-	2,813	2,986
Volunteer Support	-	-	-	-	-
New CS/ WCC Families Resettlement	14,936	-	-	14,936	809
Publications & Administration	2,320	-	-	2,320	1,906
Grants - for special one-off support	1,690	-	-	1,690	3,930
<b>Sub total</b>	<b>23,902</b>	<b>-</b>	<b>-</b>	<b>23,902</b>	<b>19,797</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>23,902</b>	<b>-</b>	<b>-</b>	<b>23,902</b>	<b>19,797</b>
<b>Net of receipts/(payments)</b>	<b>- 14,057</b>	<b>-</b>	<b>-</b>	<b>- 14,057</b>	<b>- 988</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>39,348</b>	<b>-</b>	<b>-</b>	<b>39,348</b>	<b>40,336</b>
<b>Cash funds this year end</b>	<b>25,291</b>	<b>-</b>	<b>-</b>	<b>25,291</b>	<b>39,348</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	General Fund	25,291	-	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	<b>25,291</b>	<b>-</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval

**MALVERN WELCOMES**

England & Wales - Charity number 1174004

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# Accounts

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Registered Charity Number 1174004 [www.malvernwelcomes.org](http://www.malvernwelcomes.org)

Trustees' Annual Report

for the period

April 1<sup>st</sup> 2022- March 31<sup>st</sup> 2023

Malvern Welcomes

### **Trustees**

Prof. Dan Herbert- Chair

Prof. Fiona Carmichael

Ms. Alison King

Cllr. John Raine

Dr. Laila Kasem

Mr. David Kitcat

### **Structure, governance and management**

Malvern Welcomes is a Charitable Incorporated Organisation with a constitution, adopted 27<sup>th</sup> July 2017. Malvern Welcomes trustees are appointed or reappointed at the Annual General Meeting held each June. The Malvern Welcomes Trustees meet on a quarterly basis to oversee the proper governance of the charity. They receive reports from the monthly Management Team meetings and oversee the annual review of all policy documents.. They give advice on specific issues as and when they arise.

Our reporting and financial year ends on March 31<sup>st</sup>.

We have members, who pay an annual subscription, have voting rights and receive our newsletter.

All volunteers who have contact with family members are fully verified. This entails having an up-to-date DBS, and supplying two references and identity verification. They are interviewed by two members from our Management Team. Volunteers are expected to attend training sessions, including safeguarding training, and regular meetings.

All trustees and volunteers give their time on a voluntary basis and receive no remuneration or other benefits.

## **Objectives and activities.**

*The relief of financial hardship amongst those granted refugee status and their dependants living (temporarily or permanently) in Malvern and the surrounding area within Worcestershire – by providing housing, advice and practical support.*

*The advancement of the education and training of those granted refugee status and their dependants; assistance in adapting within a new community.*

*The relief of unemployment of those granted refugee status and those seeking asylum within Worcestershire, by the provision of vocational skills training, advice and support.*

*The promotion of social inclusion for the public benefit among those who are refugees and asylum seekers who are socially excluded on grounds of their social and economic position, by providing education and training in English language and in vocational skills and housing services to meet identified needs.*

*The advancement of education of the public in general about issues relating to refugees and asylum seekers.*

In planning our activities for the year, we kept in mind the Charity Commission's guidance on public benefit at our trustee meetings.

## **Mission Statement**

*Our aim is to support the resettlement of refugees in the Malvern Hills area and to provide practical assistance and advice. We work to nurture a culture of welcome in which people fleeing violence and the horrors of war can live fulfilled and happy lives as part of the community free from poverty, discrimination and harassment.*

## **Support for Resettled Families**

Malvern Welcomes is approved by the Home Office for Full Community Sponsorship (FCS). We have resettled three families through the Community Sponsorship scheme and have applied to resettle a fourth family. Thanks to the generosity of our supporters we have had a team of volunteers and the necessary funds to make this application for some time. However, it has taken some time for us to access a suitable available property. We are most grateful to a private landlord who has generously offered a house to rent.

As the first two Community Sponsorship families have been in the UK for almost five years, having arrived in 2018, they are due to apply for Indefinite Leave to Remain (ILR)

In addition, we have welcomed six other families who have been resettled by Worcestershire County Council via the SVPRS, the UKRS and the two Afghan resettlement schemes (ACRS and ARAP). We offer a wide range of support to all nine families.

Family support varies according to the situation of each individual family. The assistance we offer tends to reduce as they live more independently in the UK.

### **ESOL (English for Speakers of Other Languages)**

Our dedicated and experienced team of English teachers is central to the success of Malvern Welcomes. Several volunteers are involved in teaching English and it is thanks to a carefully thought-out teaching programme that people make impressive progress in English.

A weekly Conversation Café commenced during the year and is well-attended. It provides an opportunity for people to seek support with forms as well as a chance to converse in English in a relaxed environment.

### **Community involvement**

Malvern Welcomes appreciates the continued support from our local community, both through people who volunteer to be personally involved with the charity's activities, and individuals and organisations who have contributed financially to the charity. Family Support Group volunteers show considerable commitment in providing befriending and assistance to volunteers with practical matters when required.

We encourage and support family members including young people to take part in activities in the community, by making them aware as to what is available and providing a small grant to each family to fund participation gym/swim memberships, local theatre trips, children attending an after-school club.

### **Engaging with the Public**

Newsletter --Malvern Welcomes issues a twice-yearly newsletter, with contributions from both volunteers and refugees. This is posted on our

website and also hard copies are available in Malvern Library and the Amnesty Bookshop.

Public talks -Members of our team give talks about the work we do in Malvern in the context of the wider issues concerning refugees.

Media - Malvern Welcomes is sometimes contacted by BBC Radio Hereford and Worcester and other media to comment on current events associated with refugees.

### **Commission for the Integration of Refugees**

We were recently invited to give evidence at a hearing of the Commission for the Integration of Refugees. Two members of our Management Team and two members of resettled families attended.

### **Worcestershire Welcomes (WWR)**

As active members of the umbrella organisation for Welcome Groups in the county, representatives of Malvern Welcomes attend the bi-monthly meeting in Worcester. In this way we contribute to the support network of resettled people, asylum seekers and other refugees. Our excellent working relationship with the Worcestershire County Council team supporting refugees continues.

### **Achievements and performance**

- Through our ESOL programme we have provided individual learning for adults focused on employment.
- Continued to maintain a healthy income with the assistance of our Fundraiser and Membership Secretary

### **Future plans: the charity will:**

- Plan to receive a fourth family via the Community Sponsorship Scheme. Further applications will be made providing we have housing and sufficient volunteer support.
- Continue to offer support to all resettled families coming to Malvern by way of befriending and ESOL.
- Maintain the aim of integration and independence in our work with families. This to include assisting with pathways to employment.
- Continue to play an active part in the work of Worcestershire Welcomes.
- Continue to raise funds for families currently in Malvern and those coming to Malvern in the future.
- Develop the support, mentoring and training of volunteers.

- Advance public awareness and education of the public in general about issues relating to refugees and asylum seekers.



## Receipts and payments accounts

For the period from	Period start date 4/1/2022	To	Period end date 3/31/2023
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### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Grants	110	-	-	110	5,500
Legacies	-	-	-	-	10,000
<b>Donations and memberships:</b>					
Donations and Fund Raising	13,407	-	-	13,407	9,693
Membership	1,215	-	-	1,215	745
Appeals (10K Appeal)	-	-	-	-	1,971
Gift Aid Tax Recovery	2,282	-	-	2,282	867
New Family payments (Home Office)	-	-	-	-	3,055
Reimbursement of various expenses	1,795	-	-	1,795	353
Rebate from Wealden Leisure	-	-	-	-	-
Returnable house deposit returned	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>18,809</b>	<b>-</b>	<b>-</b>	<b>18,809</b>	<b>32,184</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>18,809</b>	<b>-</b>	<b>-</b>	<b>18,809</b>	<b>32,184</b>
<b>A3 Payments</b>					
<b>Language Support and Translation</b>					
English Language (ESOL)	2,055	-	-	2,055	410
Translation	20	-	-	20	110
	-	-	-	-	-
<b>Family Support</b>					
IT	1,012	-	-	1,012	44
Equipment	1,802	-	-	1,802	1,208
Health	749	-	-	749	20
Activities	4,528	-	-	4,528	1,724
Travel	2,986	-	-	2,986	384
Outreach and education	-	-	-	-	-
New CS Family Resettlement	809	-	-	809	17,199
Publications & Administration	1,906	-	-	1,906	1,940
Grants - for special one-off support	3,930	-	-	3,930	-
<b>Sub total</b>	<b>19,797</b>	<b>-</b>	<b>-</b>	<b>19,797</b>	<b>23,040</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>19,797</b>	<b>-</b>	<b>-</b>	<b>19,797</b>	<b>23,040</b>
<b>Net of receipts/(payments)</b>	<b>- 988</b>	<b>-</b>	<b>-</b>	<b>988</b>	<b>9,143</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>40,336</b>	<b>-</b>	<b>-</b>	<b>40,336</b>	<b>31,193</b>
<b>Cash funds this year end</b>	<b>39,348</b>	<b>-</b>	<b>-</b>	<b>39,348</b>	<b>40,336</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	General Fund	39,348	-	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	<b>39,348</b>	<b>-</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval

**MALVERN WELCOMES**

England & Wales - Charity number 1174004

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# Accounts

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## Receipts and payments account

<b>For the period from</b>	Period start date 08/01/2020	<b>To</b>
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### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £
<b>A1 Receipts</b>			
Grants	6,000	-	-
Donations and memberships	1,839	-	-
Appeals	5,580	-	-
Other	1,120	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
<b>Sub total</b> (Gross income for AR)	<b>14,539</b>	<b>-</b>	<b>-</b>
<b>A2 Asset and investment sales, (see table).</b>			
	-	-	-
	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>14,539</b>	<b>-</b>	<b>-</b>
<b>A3 Payments</b>			
Language Support and Translatiom	1,666	-	-
Family Support	2,015	-	-
Outreach and education	-	-	-
Administration	984	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
<b>Sub total</b>	<b>4,665</b>	<b>-</b>	<b>-</b>
<b>A4 Asset and investment purchases, (see table)</b>			
	-	-	-
	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>4,665</b>	<b>-</b>	<b>-</b>
<b>Net of receipts/(payments)</b>	<b>9,874</b>	<b>-</b>	<b>-</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>21,320</b>	<b>-</b>	<b>-</b>

**Cash funds this year end** | 31,193 | - | - |

# Section B Statement of assets and liabilities at the end of

Categories	Details	Unrestricted funds to nearest £
<b>B1 Cash funds</b>		-
		-
		-
	<b>Total cash funds</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	Agreement Error

Categories	Details	Unrestricted funds to nearest £
<b>B2 Other monetary assets</b>		-
		-
		-
		-
		-
		-

Categories	Details	Fund to which asset belongs
<b>B3 Investment assets</b>		

Categories	Details	Fund to which asset belongs
<b>B4 Assets retained for the charity's own use</b>		

Categories	Details	Fund to which liability relates
<b>B5 Liabilities</b>		

Signed by one or two trustees on behalf of all the trustees



Signature

Print N



Charity Number  
174004

## Accounts

Period end date  
03/31/2021

## CC16a



### Total funds

### Last year

to the nearest £

to the nearest £

6,000	2,530
1,839	15,284
5,580	-
1,120	-
-	-
-	-
-	-
-	-
14,539	17,814

-	
-	-
-	-

14,539	17,814
--------	--------

1,666	2,494
2,015	18,157
-	584
984	285
-	-
-	-
-	-
-	-
-	-
4,665	21,520

-	
-	
-	-

4,665	21,520
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9,874	- 3,706
-	-
21,320	25,026

**31,193**

**21,320**

# the period

## Restricted funds

to nearest £

-
-
-
-

OK

## Endowment funds

to nearest £

-
-
-
-

OK

## Restricted funds

to nearest £

-
-
-
-
-
-

## Endowment funds

to nearest £

-
-
-
-
-
-

## Cost (optional)

-
-
-
-
-

## Current value (optional)

-
-
-
-
-

## Cost (optional)

-
-
-
-
-
-
-
-
-

## Current value (optional)

-
-
-
-
-
-
-
-
-

## Amount due (optional)

-
-

## When due (optional)


	-	
	-	
	-	

lame

Date of  
approval




Registered Charity Number 1174004

## Trustees' Annual Report

for the period

27<sup>th</sup> July 2020- March 31<sup>st</sup> 2021

## Malvern Welcomes

Registered Charity Number 117400

42, Cowleigh Bank Malvern, Worcestershire WR14 1QR

### **A. Trustees**

Dan Herbert- Chair

Fiona Carmichael

Alison King

Tony Mathews

John Raine

Richard Stockford

Rosemary Thorp

### **B. Structure, governance and management**

Malvern Welcomes is a Charitable Incorporated Organisation with a constitution, adopted 27<sup>th</sup> July 2017.

Trustees are appointed or reappointed at the Annual General meeting held in June.

We have members, who pay an annual subscription, have voting rights and receive our newsletter.

There is a Safeguarding Policy in place, which has been written incorporating advice offered by the Home Office and the Worcestershire Safeguarding panel and which is annually reviewed. All volunteers who

have contact with family members will have an up-to-date DBS; will have completed safeguarding and befriending training and will have supplied two references; will have provided identity verification; and will have been interviewed by two people from our team at least one of whom is a member of the Management Team.

Other Malvern Welcomes' policies are reviewed annually by Trustees as part of a rolling programme.

Malvern Welcomes Trustees meet every three months. They receive reports from the monthly Management Team meetings and oversee the annual review of all policy documents.

In the past year our reporting and financial year has changed and now ends on March 31<sup>st</sup>.

Malvern Welcomes recruited one new member to the Trustee group in the last year. She is Alison King. Alison is a retired Social Worker and has extensive experience of child protection work. She has been involved with Malvern Welcomes since 2017 and was a member of the Management Team

All trustees give their time on a voluntary basis and receive no remuneration or other benefits.

### **C. Objectives and activities.**

*The relief of financial hardship amongst those granted refugee status and their dependants living (temporarily or permanently) in Malvern and the surrounding area within Worcestershire – by providing housing, advice and practical support (including loans or grants*

*The advancement of the education and training of those granted refugee status and their dependants; assistance in adapting within a new community.*

*The relief of unemployment of those granted refugee status and those seeking asylum within Worcestershire, by the provision of vocational skills training, advice and support.*

*The promotion of social inclusion for the public benefit among those who are refugees and asylum seekers who are socially excluded on grounds of their social and economic position, by providing education and training in English language and in vocational skills and housing services to meet identified needs.*

*The advancement of education of the public in general about issues relating to refugees and asylum seekers.*

In planning our activities for the year, we kept in mind the Charity Commission's guidance on public benefit at our trustee meetings.

- Full Community Sponsorship (FCS)

Malvern Welcomes is a Community Sponsorship Charity, offering support to resettled families through the Government's Community Sponsorship Scheme. We are approved by the Home Office for this. There are currently two families in Malvern who have come through FCS and three other families who have come to the town via the Syrian Vulnerable Person's Resettlement scheme administered by Worcestershire County Council. We offer support to all five families.

As the FCS families have both been with us now for more than two years their support needs have changed, with an increased focus on preparation for employment. Unfortunately, the pandemic has meant that volunteering opportunities are 'on hold', which has been a great disappointment. We have maintained the model of having two teams, one providing family support and the other language teaching. There is overlap and co-ordination between the two teams. The teams have continued to have meetings, although via Zoom.

Since August of last year, we have gained three new volunteers for the ESOL programme and one new volunteer who is wanting to be involved with school talks, when they can resume. We held a dedicated training session in Safeguarding in January of this year, run by our Safeguarding Advisor. We ensure that there is an element of training in all the Family Support Group meetings.

Our English for Speakers of other Languages team (ESOL) have continued to provide a programme of individualised English learning for all the family members, under the guidance of an experienced ESOL co-ordinator. The year has seen family members making good progress with English. Naturally this has led to increased confidence in interactions with outside organisations such as GPs, banks, utility companies and a significant move towards independence. Eight tutors are supporting nine adults, and ten school children are being supported by tutors and/or other volunteers. We are supporting adults with driving theory and providing other ESOL courses focused on employment e.g., construction, retail and catering.

The government resettlement programme has now reopened and we have applied to the Home Office to take a third family under the FCS scheme. It is hoped that we will receive this family by the end of this year.

- Responding to the Covid 19 restrictions.

Since March 2020 our involvement with families has continued to be overshadowed by the Covid 19 pandemic, which has presented challenges to the way in which we can engage with families. Social events have not been possible and volunteers have had to be mindful of government guidance when visiting. The Trustees and Management team have ensured that both volunteers and families are kept up to date with the changing rules regarding social interaction.

We have been able to maintain contact via Zoom and WhatsApp as well as socially distanced home visits.

We have continued to offer a volunteer to support each school age child with learning using Zoom. Realising that extra support would be beneficial in meeting the demands of on-line school work. MW provided additional laptops to all families, as both the young people and adults would be needing to work online. The ESOL team offered additional input to all family members.

Increased online engagement with school age children prompted us to establish a protocol and guidance for this, which was backed up with training.

- Community involvement

Malvern Welcomes continues to receive amazing support from our local community, both through people who volunteer to be personally involved with the charity's activities, those who have shown a continued interest and those individuals and organisations who have contributed financially to the charity. We have an enthusiastic team of volunteers, who are willing to be involved with the families, attend meetings (online) and contribute to the proper running of the charity.

Research has shown (University of Birmingham, Institute for Research into Superdiversity) that the type of volunteering activity we provide has many gains for those taking part. Volunteers acquire new skills and knowledge, have the opportunity to attend training and develop new friendships and links with the wider neighbourhood.

We also see the charity's work as leading to an increased diversity in the community, to an extension of tolerance and inclusion and a challenging of stereotypes about migrants, as people get to know individuals who have arrived in Malvern as refugees.

- Governance

Trustees, with the support of the Management Team, have established a rolling programme of policy reviews to ensure that they continue to be up to date and relevant.

In the last few months there has also been a review of finance and more detailed advanced budget planning. The Finance Report shows that we are financially in a healthy position, which should continue with more detailed scrutiny and planning.

- Education outreach, talks and research.

Covid 19 restrictions have meant that we have not been able to give regular school talks. Only one has been given and that was by Zoom. We hope that we will be able to resume regular talks in the next academic year.

Malvern Welcomes has again participated in research carried out by Birmingham University into the Community Sponsorship programme. The charity has assisted in surveys sent by Reset (Community Sponsorship Learning Hub) and the Home Office, into how Community Sponsorship is working in the UK. In this way the charity hopes that by sharing our experiences and knowledge, other Community Sponsorship groups will benefit from our experience, as we have benefitted from others.

- Worcestershire Welcomes

As active members of the umbrella organisation for Welcome Groups in the county, representatives of Malvern Welcomes attend the bi-monthly meeting in Worcester (latterly on Zoom). In this way we contribute to the network of resettlement support in the county and we are able to keep updated as to Worcestershire county policy. This year has seen a continued strengthening of the links and co-working, with council staff.

- Malvern Open Homes

Malvern Welcomes, through a sub-section, Malvern Open Homes, is linked with the national charity Refugees at Home and from time to time we are contacted with a request to provide temporary accommodation for destitute refugees or asylum seekers. We have a group of local hosts who have offered the use of spare rooms for this purpose. No rent or expenses are asked for.

Although we have not been approached to offer accommodation since last August, we have been asked to complete a home assessment visit for a couple wishing to act as hosts in Worcester.

## **D Achievements and performance**

- Continued support for families during the Covid lockdowns and the provision of enhanced support for both adults and children.
- Received commendation from Reset (a national charity, with close links to the Home Office, supporting Community Sponsorship) for our ESOL programme.
- Once schools were able to return, we have continued volunteer support for children (online)

- Through our ESOL programme we have provided individual learning for adults focused on employment.
- Continued to maintain a healthy income with the assistance of our Fundraiser and Membership Secretary

**E Future plans: the charity will:**

- Receive a third family via the Community Sponsorship Scheme. Further applications will be made providing we have housing and sufficient volunteer support.
- Continue to offer support to all resettled families coming to Malvern by way of befriending and ESOL.
- Maintain the aim of integration and independence in our work with families. This to include assisting with pathways to employment.
- Continue to support Worcestershire Welcomes and play an active part in its activity.
- Continue to raise funds for families currently in Malvern and those coming to Malvern in the future.
- Develop the support, mentoring and training of volunteers.
- Maintain our objective of the advancement of education of the public in general about issues relating to refugees and asylum seekers

- **Declaration**

**The trustees declare that they have approved the trustees report above.**

**Signed on behalf of the charity's trustees.**

- **Signature(s)**