

# New Neighbours **Together**



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

**ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31st MARCH 2024**



KM  
CHARTERED ACCOUNTANTS

## **New Neighbours Together CIO**

### **Reference and administrative information**

<b>Charity Number</b>	1179812
<b>Charity Status</b>	Foundation CIO
<b>Trustees</b>	Julie Sidhu (appointed 03/09/24) Maureen Butler (appointed 11/3/24) Huriyah Hussain Susan Ryan Robert Hewitt Lynn Middleton
<b>Principal office</b>	Northbridge House Elm St Burnley BB10 1PD
<b>Bankers</b>	Santander
<b>Independent Examiner</b>	Mark Heaton FCCA FCIE KM, Chartered Accountants 1 <sup>st</sup> Floor, Block C, The Wharf Manchester Rd, Burnley BB11 1JG

## **New Neighbours Together CIO**

### **Trustees Annual Report for the year ended 31<sup>st</sup> March 2024**

The Trustees present their report on the activities of the charity.

#### **OBJECTIVES AND ACTIVITIES**

The objects as set out in the constitution are:

The promotion of social inclusion for the public benefit among people who are asylum seekers and refugees, who are socially excluded on the grounds of their social and economic position, by providing:

- 1) education and training in the English language and vocational skills.
- 2) social and recreational facilities and events involving the local community. To relieve poverty (or financial hardship) among asylum seekers, refugees and their dependants living in Burnley and neighbouring areas by providing: interpreting, translating, advocacy, health, housing advice and education.
- 3) To advance the education of the public in general about the issues relating to refugees and those seeking asylum.

#### **Statistics & Reports on key activities**

##### **1. Advice&Advocacy**

Average figures of 30 client interventions weekly across our 3 opening days up to late 23. Mainly walk ins as appointment system has proved difficult to establish and is not well used by clients.

Individual client records on Advice Pro established.

##### **2. Housing needs Team**

Since October 2023 we have seen an average of 25 clients every week helping them find and maintain permanent housing in Burnley and have 26 clients are now being supported by our team in permanent housing.

##### **3. ESOL**

Average weekly attendances

Mondays: Working with EMEL TUTORS in partnership ESOL leading to accredited certificate of attainment from Gloucester College, with average attendances of 15 +

Tuesdays: and skills for life - average of 15 Men

Thursdays am: Mixed conversational ESOL - average 15 mixed attendance.

Thursday p.m.: Pre- entry ESOL for Women 10-12 women - with creche

##### **4. Women's Empowerment Course**

Enabling refugee women to move forward in life goals and employment

Successfully completed in June 23 – 12 participants and 4 now working as NNT staff or volunteers

##### **5. Social Activities/Hospitality**

Since the start of April 2023 we have provided 50 -60 free hot meals weekly on Tuesdays.

Average attendance weekly of 150 enjoying our free café/social space.



Hosted a Refugee week event in partnership with LCC/ BYT and Burnley Leisure  
 Powerful Womens course field trip to Manchester  
 Delivered a free puppet theatre show in partnership with Goofus Theatre at St Johns.  
 Held a Coronation Party.  
 Joined a free bike project with New Ground  
 Offered Weekly football sessions in partnership with Burnley Leisure  
 Commenced a weekly Dance/Sport/Exercise Session for ladies at St Peters Centre in partnership with Burnley Leisure  
 Commenced a mixed access Multi sports session on Thursday afternoons at St Peters with Burnley Leisure  
 Held a women and children Christmas celebration.  
 Held a Project wide + friends and supporters Christmas event with a Magician.  
 A trip to Frankie & Lolas soft play for preschool children and mums with BYT  
 visit for children and families to BYT theatre performance.  
 Delivered a HAF Children's Holiday Activity Programme at New Year in partnership with Burnley Leisure for circa 20 children.

#### **6. NHS & Partnership work**

We hosted 2 monthly NHS outreach clinics – TB/ Hepatitis and Healthy Lifestyle.  
 LCC Children & Family Drop-In Session running weekly since November 2023  
 Hosted a flu and covid vaccination session with GP team.  
 Hosted visit from Director of Health Inequality for England and NHS Directorate

#### **7. Outreach**

Members of the team have delivered the following:-  
 1 primary school visit  
 1 visit to Police Community Team  
 1 visit to Burnley East Primary Care group.  
 2 churches  
 LCC Refugee Week Conference Preston  
 5 more schools sessions teaching year 9 pupils about Asylum Seekers  
 Presentations to Burnley Bond Holders/ Director of Public Health Lancashire.

#### **8. Evaluation & Focus Groups**

Attendance figures recorded for all activities.  
 Held 3 focus groups with clients to target services to women in ESOL and to men in Health and Wellbeing to tailor the offer appropriately.  
 A further 2 focus groups have been held and services adjusted as per feedback.  
 1X Evaluation of Powerful Womens Course  
 2X Overall client evaluation of services 1 more x overall client satisfaction survey  
 Started a Journal of Client Testimonials  
 1 X men's evaluation of Tuesday ESOL lesson  
 1x Google questionnaire for football participants  
 Our results demonstrate consistently high levels of satisfaction across the range of our services running at a consistent average of 90%+

### **PUBLIC BENEFIT**

We confirm that the trustees have had regard to the guidance issued by the Charity Commission on public benefit in undertaking our activities.



## **ACHIEVEMENTS OF THE CHARITY**

The last year has seen continuing growth and expansion of our services in response to the huge growth in client numbers and the challenges in coping with changing acute client needs following the Home Office decision to fast track many outstanding asylum claims. Last year's report concluded with the sentence 'many challenges lie ahead but this has been a year to remember' and in many ways this sums up our current report – but it is perhaps the size and scale of everything that has proved the greatest challenge.

Our client base has doubled in size and is now approaching circa 700 registrations – asylum seekers and refugees - massively increasing client demand for help and assistance. This was our first year of working with Reaching Communities funding, which allowed us some freedom to swiftly develop and adapt our service response, increasing our Drop Ins to 3 from 2 per week, and to obtain office premises where clients could also be seen by appointment. However, we needed to take further action in order to effectively respond to the unforeseen increased numbers of clients week on week, and the permanent housing availability crisis for single male refugees (previously placed in Burnley as asylum seekers having gained leave to remain in the Fast Track initiative late 2023). We targeted and increased our local partnership work and were successful in obtaining a grant from Burnley Council allowing us to increase our services and staffing establishment and set up a specialist 'Help to find Housing' team, taking direct referrals from them.

As this year draws to a close we now have 5 members of staff providing an establishment of just over 3 whole time equivalents – 3 of whom we are proud to say are former clients, with lived experience of asylum, who are in management positions, helping to guide and develop our services. In addition we have continued to maintain and train our dedicated volunteer team, recruiting many from our client base, to help deliver our services effectively both in cost and perceived client satisfaction levels. This has been our busiest year on record. Everyone has worked extremely hard together as we have continued our mission based in our shared values of Welcome& Inclusion, Justice& Equity, Empowerment & Opportunity. We have targeted training and development across the board from trustees to staff to volunteers as we seek to constantly improve and develop the effectiveness of our services. In addition we are proud to report that our Volunteer Donations Manager won the Burnley Volunteer of the year Award in 2023. This year has truly been a team effort and our work in Burnley is now being recognised locally and further afield as the Third Sector 'Go to' organisation for all things asylum& refugee related in our town.

## **FINANCIAL REVIEW**

Our end of year accounts show that our charity is in a reasonable position having met all its obligations despite the challenges of rapid growth and demand in our client group and has built up an unrestricted funding balance of £22,321 to carry forward giving us 2 months + of funding in reserve. This must be balanced against the fact that demand continues to increase at an unforeseen rate for our services and this will present us with challenges in maintaining our current activity and intervention levels going forward. Our staffing budget will continue to grow as increased client numbers exert their upward demands on our service budgets.

Our charity is based in community and responds to need at grass roots level. We have little or no control over either the numbers of clients arriving or the changes in the make up of the client group which the Home Office relocate to Burnley. This makes planning and delivering the right type and level of services, on a consistent continuous

basis, difficult and causes financial uncertainty as budgets, particularly staffing, are stretched, going forward.

Our main funding comes from Reaching Communities and Burnley Council together with smaller funds and donations throughout the year and we are building up our community partnership work to support and improve both services and outcomes for our clients. As we go forward into our next year our Charity will be exploring ways of increasing our earned income and building a larger regular small donor base as well as exploring what other larger funding sources may be available for us to apply to.

In conclusion, as always, our charity would like to close this report by thanking all our funders and supporters, large and small, who have walked the path with us during this year. Together with all these individuals and organisations here in our community in our town of Burnley, we look forward to continuing to work with them to build a culture of welcome and unity founded in respect and mutual understanding as we move into the next year of being New Neighbours Together here in Burnley.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The charity is a Foundation Charitable Incorporated Organisation governed by its constitution dated 5<sup>th</sup> September 2018.

All Trustees must be appointed for a term of 3 years by a resolution passed at a properly convened meeting of the charity trustees.

In selecting individuals for appointment as charity trustees, the existing charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.

The trustees assess the risks facing the charity on an ongoing basis.

### **Trustee changes since 1<sup>st</sup> April 2023 to date**

Kristen Smith (resigned 02/02/24)

Julie Sidhu (appointed 03/09/24)

Maureen Butler (appointed 11/3/24)

Approved by the Trustees and signed on their behalf on 6th January 2025 by:

Trustee



Chair of Trustees



## **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF NEW NEIGHBOURS TOGETHER CIO**

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31<sup>st</sup> March 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 charity's accounts carried out under section 145 of the 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 matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the charity as required by Section 130 of the Act; or
- (2) the accounts do not accord with those records.

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

Mark Heaton FCCA FCIE

KM, Chartered Accountants

1<sup>st</sup> Floor, Block C, The Wharf

Manchester Rd, Burnley

BB11 1JG

6<sup>th</sup> January 2025

**New Neighbours Together CIO  
Receipts and Payments Account  
For the year ended 31<sup>st</sup> March 2024**

	General	Restricted	Restricted	Restricted	TOTAL
		BBC	RC	SE	
<b>RECEIPTS</b>	£	£	£	£	£
GRANTS:					
Burnley Borough Council		57800			57800
Reaching Communities			56500		56500
Sport England				14716	14716
Others	5500				5500
	5500	57800	56500	14716	134516
Donations and earned income	11518				11518
<b>Total</b>	<b>17018</b>	<b>57800</b>	<b>56500</b>	<b>14716</b>	<b>146034</b>

**PAYMENTS**

Burnley Borough Council costs		37800			37800
Reaching Communities project costs			64268		64268
Sport England project costs				8704	8704
Unrestricted fund	14803				14803
					0
	<b>14803</b>	<b>37800</b>	<b>64268</b>	<b>8704</b>	<b>125575</b>

Net receipts 2215 20000 -7768 6012 20459

Balances brought forward 20106 30479 50585

Balances carried forward **22321 20000 22711 6012 71043**

**STATEMENT OF ASSETS AND LIABILITIES**

**Bank balances** 22321 20000 22711 6012 71043

**Creditors**

Reaching Communities 1878 1878

Sport England 6012 6012

Unrestricted 1020 1020

1020 1878 0 6012 8910

**Debtor** 270 270

Approved by the Trustees and signed on their behalf on 6th January 2025 by:

**Trustee**



Chair of Trustees



## New Neighbours Together CIO

### Notes to the Financial Statements

#### 1. Basis of preparation

These accounts have been prepared on the Receipts and Payments basis in accordance with the Charities Act 2011.

#### 2. Fund Accounting

- a) Unrestricted funds are those that can be expended at the discretion of the trustees in the furtherance of the objects of the charity
- b) Restricted funds are those that may only be used for specific purposes. Restrictions arise when specified by the donor.

#### 3. Taxation

The charity is not liable to tax on its charitable activities.

The charity is not registered for VAT. Irrecoverable VAT is included in the expense to which it relates.

#### 4. Transactions with trustees

No remuneration nor expenses were paid to trustees, or any persons connected with them during the year or previous year.

#### 5 Analysis of payments

Staffing	75875
Staffing via Burnley	
Leisure	8704
Session Costs - Drop-in	10196
Client Wellbeing	5240
Welfare	7895
Office Costs	3363
Other costs	14302

<b>Total</b>	<b>125575</b>
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#### 6 Comparative amounts:

Year ended 31st March  
2023

	<b>All funds</b>
Total receipts	93835
Total payments	-70771
Net receipts	23064
Balances bfd	27521
Balances cfd	50585