

WEST LONDON WELCOME

England & Wales · Charity number 1183261

Details

Status Registered

Legal form CIO

Registered 2019-05-07

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

Contact

Address International House
109-111 Fulham Palace Road
London
W6 8JA

Phone 07512789542

Email hello@westlondonwelcome.com

Website www.westlondonwelcome.com

Activities

Objects: The objects of the CIO are:(1) To advance education and relieve financial hardship amongst those seeking asylum, those granted refugee status and migrants particularly by the provision of legal and other advice.(2) To provide or assist with the provision of facilities for recreation or other leisure time activity for refugees, asylum seekers, migrants and their dependents in the interests of social welfare with the object of improving their conditions of life and assisting their inclusion into the wider community, in particular but not exclusively by the provision of a drop-in centre

Activities: West London Welcome is a free drop-in centre for refugees, asylum seekers & migrants catering primarily but not exclusively to individuals & communities in Hammersmith & Fulham. WLW provides a warm space for people to come in out of the cold, have a cup of tea and socialise, hot lunch, learn English, share ideas and get advice.

Classification

- **How:** Makes Grants To Individuals, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity, Other Charitable Purposes
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-05-31	£556,070	£471,767	£406,270	8
2024-05-31	£359,836	£401,755	-	-
2023-05-31	£430,783	£336,355	-	-
2022-05-31	£395,963	£224,319	-	-
2021-05-31	£195,508	£134,325	-	-

Trustees

Name	Role	Appointed
Joanna Sarah Farquharson	Chair	2019-12-16
Antonia Benfield		2022-11-21
Betul Piyade		2023-09-27
Coco Campbell		2023-02-07
Efthymia Stathopoulou		2022-12-14
Helen Pickering		2025-02-13
John Clark		2025-10-31
Mehreen Saigol		2026-04-11
Reza Beyad		2019-04-08
Sandra Tasic		2026-04-11
Seema Alibhai		2019-04-08
Yemsrach Hailemariam		2026-04-11

WEST LONDON WELCOME

England & Wales - Charity number 1183261

Accounts



REFUGEE & MIGRANT CENTRE

Annual Report & Financial Statement

for year ending 31 May, 2025

Registered Charity No. 1183261

After a long journey
comes friendship

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*When my daughter comes to West London
Welcome - she's 12 years old - she says 'mama,
mama, this is our second family!' Before, I only
had myself, my children, and my husband. But
now I feel like I have people in this country, like
relatives, you know?*

- Adel from Syria

Charity Details

Trustees

Joanna Farquharson (Chair)
Rupesh Chatwani (resigned Feb 2025)
Seema Alibhai
Mohammed Reza Beyad
Antonia Benfield
Efthymia Stathopoulou
Coco Campbell
Betul Piyade
Helen Pickering (appointed 13/02/2025)
John Clark (appointed 31/10/2025)

Executive Director

Joanne MacInnes

Deputy Executive Director

Leyla Williams

Registered Address

International House, 109-111 Fulham Palace Road,
London W6 8JA

Charity Number

1183261

Independent Examiner

Shruti Soni FCCA FCIE
Shruti Soni Limited
Chartered Certified Accountants
117A St. Johns Hill, Sevenoaks, TN13 3PE

Bankers

Metro Bank PLC



Report of the Trustees

for the Year Ending 31st May 2025

The Trustees of West London Welcome present their report and independently-examined financial statements for the year ending 31st May 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 of the accounts. They comply with the charity's governing document, the Charities Act 2011, and the Accounting and Reporting by Charities: Statement of Recommended Practice ("SORP"), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland.

Status and Organisational Structure

The charity's constitution is its governing document. The charity was registered on 7th May 2019 as a charitable incorporated organisation (CIO) and took over all assets, liabilities, and operations from the unincorporated association of the same name.

A trustee is appointed by the Board of Trustees, in consultation with existing trustees. The constitution requires the Foundation to have a minimum of three trustees each of which has one vote. New trustees are provided with information on trustee guidelines as prepared by the Charity Commission, and information on the charity as appropriate. Onboarding discussions are held with the current trustees. Trustees are requested annually to confirm any related party transactions.

Trustee positions are advertised in the public domain and voted in by the Board.

Charity's Objectives

West London Welcome is a daytime drop-in service based in Hammersmith for refugees, asylum seekers and migrants. The objectives of the charity are:

1. To advance education and relieve financial hardship amongst those seeking asylum, those granted refugee status and migrants particularly by the provision of legal and other advice.
2. To provide or assist with the provision of facilities for recreation or other leisure time activities for refugees, asylum seekers, migrants and their dependents in the interests of social welfare with the object of improving their conditions of life and assisting their inclusion into the wider community, in particular but not exclusively by the provision of a drop-in centre.

Public Benefit

The Trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

Vision, Mission, Values and Strategic Aims

Our *vision* is for all those from refugee and migrant communities to feel welcome and supported by local communities, live in dignity, and be free from injustice.

Our *mission* is to work together with local people to provide a safe, positive experience of community to reduce isolation, build inclusion and confidence, challenge injustice, and enable people to access the support, education, advice and advocacy they need. We take a holistic approach to support the needs of our members, from the practical and social to the emotional and playful.

Values

We are dedicated to the following values:

- Community, welcome and inclusion
- Collaboration with the local neighbourhood
- Building trust and sanctuary
- Migrant justice
- Anti-racism
- Gender equality

Long-term strategic aims

Based on West London Welcome's mission, vision, and values, the charity is committed to the following long-term strategic aims:

1. Build community:

- Through the maintenance and development of our community centre, providing a warm welcome, holistic support, creative and participatory activities, and education;
- Building inclusion;
- Developing relationships with local people and organisations.

2. Deliver advice:

- Advising and delivering casework on housing, benefits, asylum support, health, education, and other issues affecting our members;
- Collaborating with other advice organisations to meet need.

3. Advocate:

- Working with our members to understand and feel empowered to access their rights and entitlements;
- Working with our members for justice and change;
- Sharing our knowledge and expertise to improve the public narrative on migration through participating in local and national networks, training, and networking;
- Gathering evidence through our work to contribute to change locally and nationally.

4. Become sustainable: Becoming a sustainable organisation for the long-term, ensuring we have the funding, skills and support for staff to fulfill our mission and meet the needs of our members.

Annual Review of Activities, Achievements and Performance

We are proud to have made considerable progress with our long-term strategic aims this year of **building community, delivering advice, advocacy**, and becoming sustainable.

This year we delivered on four short-term organisational goals within our broader aims:

1. Development of our Lived Experience Advisory Board to **strengthen and amplify the voices and roles of our refugee, asylum-seeking and migrant community members**.
2. Raising the level of IAA (Immigration Advice Authority) immigration and asylum advice we can give our community, and **increasing the capacity of our advice team to provide casework support**.
3. Development of our English language education strategy and classes to include **everyday transactional communication skills of our community** as a core part of our provision, enabling community members to better engage with GPs, the Home Office and its subcontractors, job centres and other services.

4. Working to **secure multi-year funding** so we can keep our charity running and support our community members into the future.

1. Building community

Activities at the centre

Life in our centre this year was full of joy, challenges and transformation. Many of our community members faced issues of isolation, trauma, poor living conditions, insecure immigration statuses, a ban on working for those seeking asylum, people facing homelessness once they are granted refugee status, and an ever-growing hostile political climate for those seeking asylum.

Our centre was open all day, four days a week. We typically receive around 200 visits each week from the community members we support. Over the course of the year, we support more than 500 individual people through a wide range of in-person classes, advice and services.



Photo by Farzana Wahidy



Photo by Farzana Wahidy

With 9730 individual meals served to our community, 100% of our members accessed hot meals and groceries at least once a week. Moreover, we had 42 days of creative and well-being classes, including yoga, fitness, knitting, book and writing club, and gardening.

We strived to make people feel welcome, experimented with new ways to increase the confidence of community members; increased our casework support to meet the need; advocated for change; strengthened our relationships with local supporters to ensure we can keep running our essential services into the long-term; highlighted refugee issues in the media; and celebrated our community members' achievements.

In the numbers*:

- More than **500** people were supported with a broad range of in-person classes, activities, advice and support, available at our centre 4 days a week.

- More than **130** (mainly local) regular volunteers, of which a fifth are refugees, people seeking asylum or migrants, supported the running of our activities every week.
- We ran **124** English classes.
- **41** Friday socials were run by people with lived experience of seeking refuge or of migration.
- **2,610** casework appointments were held for community members.
- We held **42** days of creative classes, including yoga, fitness, knitting, gardening, and a book and writing club.
- **9,730** individual meals were served to our community.
- We held **62** outings in and around London
- **132** foodbank sessions were provided in partnership with the Felix Project
- We provided **28** support sessions for mothers and babies at our centre.

*Based on data from our monitoring and evaluation exercise analysing 2024 data.



English teaching development

This year our teachers, senior caseworker and other volunteers worked together to create a 'Fun with Finance' resource for use in WLW English classes, which enabled community members to learn transactional communication skills in English to deal with their everyday world of letters, bills, taxes, accommodation issues, banks and spotting scams.

The local students of Godolphin & Latymer school have been supporting our community members of all ages with their homework across all subjects in our new weekly homework club. Sixth formers have been helping our community members based on their needs, including Maths and English. Asylum-seeking children are often new to English and require this extra support for a variety of subjects.

We experimented with a 'teacher swap', in which our students took control. To celebrate our multi-lingual community - 45 languages are spoken at the centre - our refugee and asylum-seeking English students

taught their fellow students and teachers some basic words and phrases in their first languages. This experimental classroom structure forms part of our ongoing efforts to run our space with our community members in ways that are less top-down.

Centering those with lived experience

Following our commitment last year to develop roles and responsibilities for people with lived experience of refuge or migration at all levels of the organisation, we took the following actions this year:

- Four of our nine staff members have lived experience of refuge or migration, and five of our nine Trustees (during the 24/25 financial year) have lived experience of refuge or migration. 130 volunteers support our activities, 20% of whom are community members with lived experience of refuge or migration.
- Our lived experience Advisory Board provides a powerful bridge between our Trustee Board and our community. Comprising 11 members,

many of whom are currently in the asylum system, the group meets quarterly, two weeks before the Board, to provide strategic advisory support. This has been invaluable in providing perspectives and information on a range of issues, including direct experience of homelessness, delays in asylum decisions and racism. One of our Trustees, who we supported through the asylum process, sits on both Boards and acts as a bridge between the two. This year our Advisory Board continued to progress, providing strategic support to staff and Trustees to ensure that current issues and challenges are fully understood. The group's Terms of Reference were created, and the group developed a structure of quarterly meetings to align with Trustee meetings.

- Our Friday socials continue to be a 'community member takeover', in which our community members run the afternoon as they wish.
- Our LGBTQ+ refugee and asylum-seeking community members, staff and volunteers are self-organising and decide as a collective which regular outings they will go on around London to grow their confidence in exploring the city and to develop social bonds between group members.



Trips and events

In the past year we have hosted and organised 62 events and outings, including community parties at our centre, workshops, drumming and comedy nights, Welcome Circle donor evenings and lunches, concerts, sightseeing tours, trips to the beach, theatres, Royal Albert Hall, Kew Gardens, football matches, museums, theatre and cinema.

2. Delivering advice

Expanding and developing our advice team

Our advice team remains dedicated to supporting people to regularise their immigration status, liaise with lawyers, access their rights and entitlements, find safe housing, avoid destitution, access healthcare and education, find employment, and start rebuilding their lives. In the past year, we carried out 124 weekly casework clinics and 2610 casework appointments. 45 community members received refugee status, and upon eviction from their asylum hotels were all housed through the work of our advice team. This year, 100% of people who moved into their first homes were given free household items and/or hardship payments.

Raising our level of immigration and asylum advice

Our Senior Caseworker Alison Curtis passed her IAA Level 2 Immigration exam this year, enabling West London Welcome to become accredited to give more complex immigration advice to our community members - a lifeline for those struggling to find lawyers in the midst of an ongoing legal aid crisis. 98% of community members said they felt more confident to cope with challenges after receiving advice and casework support.

Case Study: Samira's Story

I am a refugee from Eritrea. My heart is still heavy with the trauma of having to flee my home country after my husband was arrested. One day, two men came to our house and told me he had escaped from prison. They turned our home upside down, searching for something, and took some important papers. They warned me that they were watching us and that if my husband tried to contact me, they would arrest me too.

My friends and family feared it was only a matter of time before they came for me as well, so I made the agonizing decision to leave everything behind and escape with my young son Hammoudi. We arrived in England in the summer of 2020 and claimed asylum, hopeful that we would finally find safety.

We were placed in a small room at an asylum hotel in West London, and we waited anxiously for our asylum application to be processed. It was a long and uncertain wait, especially during the Covid-19 pandemic, but at least we felt secure for the moment.

Then, in April 2021, my world was turned upside down once more. I discovered a hard lump in my breast that seemed to be growing larger every day. The GP couldn't see me due to pandemic restrictions, so someone at the hotel advised me to go to the Accident and Emergency department.

At Charing Cross Hospital, the doctors ran tests and delivered the devastating news: I had a very aggressive form of breast cancer. My tumor was already 9 centimeters in size and still growing rapidly.

The following months passed in a blur. I had the surgery. I had to have chemotherapy. I became so weak at this point and couldn't look after my son who was sharing my small room with me."

Alison, our West London Welcome Senior Caseworker who was helping Samira through this difficult time, explains:

"It was heartbreaking to see Samira. She had been coming to WLW for a few months before

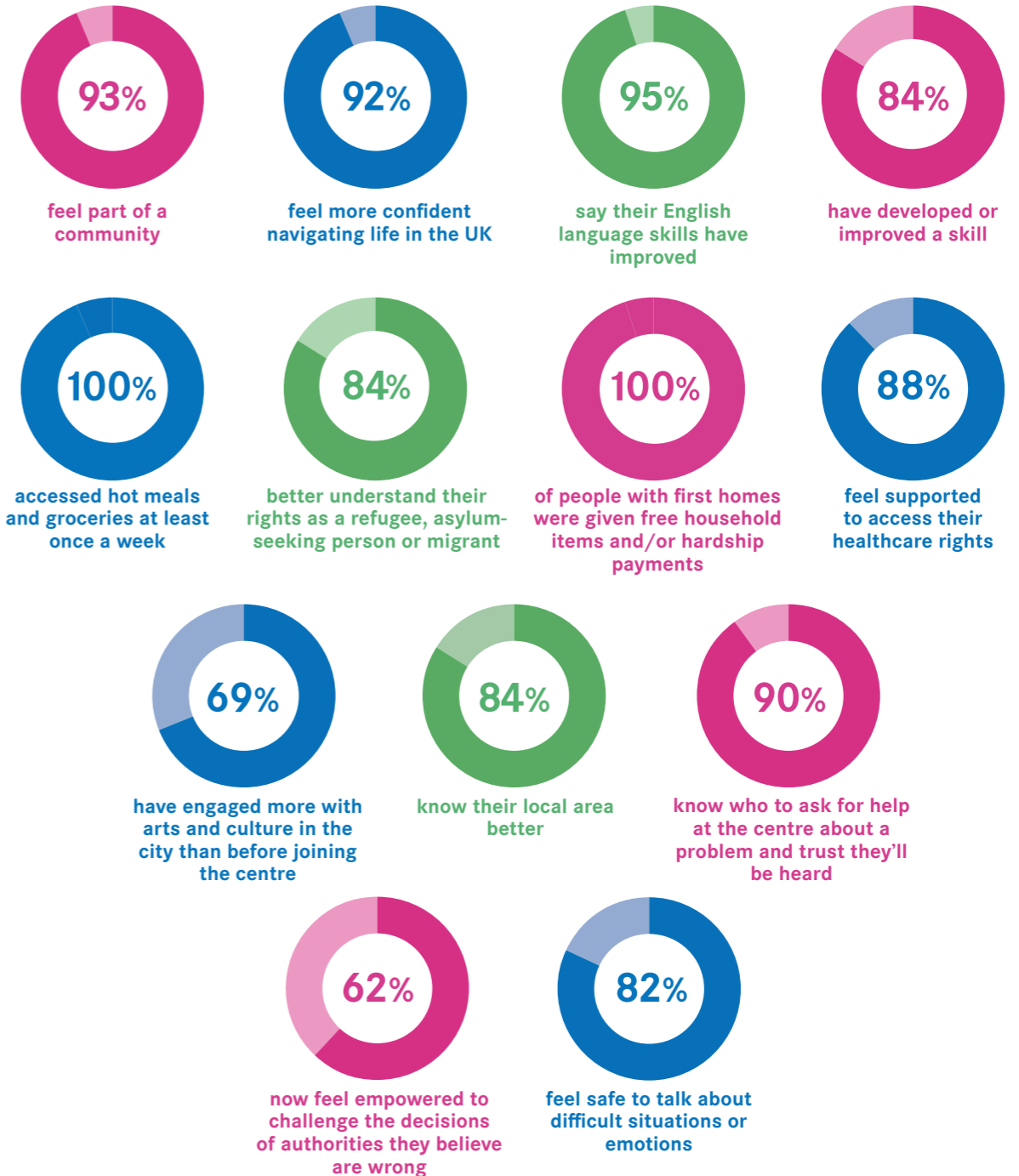
her diagnosis, but after her treatment started, her situation deteriorated. Samira's cancer was incredibly aggressive and her difficulties accessing medical care, due to the pandemic and living in a hotel, caused delays to her treatment. The chemotherapy caused Samira to become incredibly unwell. We were so worried about her and about Hammoudi, who was also being bullied at school about his Mum's cancer. Samira couldn't cope living in the asylum hotel, she couldn't eat the hotel food due to nausea, and had no privacy sharing a room with her teenage son. We worked with a law firm who challenged the Home Office to provide Samira and Hammoudi with self-contained accommodation, where she could eat chemo-friendly food and rest when she needed to. We also helped Hammoudi move schools, away from the bullying and into an environment where he could receive support.

During the peak of her treatment, Samira was awarded refugee status, so despite her poor health, she and her son had to move out of asylum accommodation. The council first placed them into a local hotel, where she had to choose between a room where she would share a double bed with her son or not having a fridge to safely store her medication. They were then placed into a flat in Enfield, 2.5 hours away from the hospital where Samira was receiving treatment and from the new school Hammoudi had just settled into. It was complete madness, we were tearing our hair out trying to find better housing for them.

Then, we had a stroke of luck. We were contacted by solicitors representing an older woman who had recently moved into a care home. She had very kindly stipulated that her flat should be offered at a fair rent to a refugee family. Samira was the perfect candidate. She and her son moved in at housing benefit rates and they are still there today. Samira is now in remission and slowly recovering from intense cancer treatment. Her son is now 17 and at college and we still see her every week at the centre where she comes for her English lessons. It's really a miraculous outcome for her and Hammoudi.

Our Impact

Since joining West London Welcome, our community members report the following*:



*Based on responses in our 2024 survey that 'agreed' or 'strongly agreed' with survey questions. This survey was conducted by an independent evaluator.

3. Advocacy

Educating our community through 'know your rights' work and supporting people to advocate for themselves

We supported our community to understand their rights and entitlements through one-to-one casework and workshops, enabling participants to understand their rights and entitlements within immigration and asylum, housing, healthcare, education, benefits, and modern slavery protections.

Gathering evidence to challenge unjust systems

Behind the everyday frontline work at our centre, we're using the evidence and stories we hear each day and pushing for change in the policies and practices that affect refugee, asylum-seeking and migrant West Londoners. We continue to participate in weekly discussion, relationship-building, knowledge-sharing and strategy within the refugee sector, including on public forums and meetings. We became part of the Greater London Authority's Migration Sector Advisory Panel, an expert panel advising on the work of the London Strategic Migration Partnership (LSMP) and the GLA's Migration Team, and to inform other relevant GLA teams on issues related to migration, asylum and refugees. We assisted with evidence for a number of legal challenges and reports on issues from asylum accommodation to Home Office decision-making delays.

Our Deputy Director Leyla, with other refugee sector leaders, was consulted by the Mayor of London's team on his new strategy to end street homelessness by 2030. We were pleased to have our voices heard and see a focus on homelessness prevention approaches as many grassroots frontline organisations, including ours, had pushed for.

Setting a positive narrative on migration

- **Media work:** Our Ethiopian elite cyclist Trhas was profiled extensively by the BBC, Guardian and other outlets for her sporting triumphs, invitation to the World Championships and delayed asylum decision. Our asylum-seeking mothers and Deputy Director Leyla Williams were featured on the BBC discussing the toll on children living long-term in asylum hotels.
- **Amplifying community voices:** We found new ways to amplify the voices of refugees, asylum-seekers and migrants in our community. We continued to publish new stories from our Humans of West London Welcome series, which enables community members to tell their own stories, and we curated a short film called Celebrating our Community, which celebrates and gives a voice to four refugee and asylum-seeking members of our community. Shot at our centre by filmmaker Nicola Roper, it highlights the experiences of medical secretary Nastassia, window cleaner Vitali, elite cyclist Trhas, and chef Najeem here in West London, and their love of being part of our community.



Photo by Farzana Wahidy

4. Becoming sustainable

Fundraising

- **Welcome Circle:** In April over fifty guests gathered at West London Welcome together with our staff, volunteers and community members for our 'FRIENDRAISER' dinner hosted by our Patrons Dame Harriet Walter and Phyllida Lloyd, where they heard about the Welcome Circle. Three other events were held during the year for Welcome Circle members, including networking and educational talks on the asylum system. The Welcome Circle now brings in a third of our total income and is an essential part of our funding strategy.
- **Working with grant writer and strategist:** In order to improve our funding sustainability over the long-term, in Spring 2024 we began working with an experienced grant writer on our funding strategy and bids. We anticipate this will enable us to access the repeat funding we require for our work to be sustainable into the future.

Premises

In Spring 2024 West London Welcome executives successfully negotiated to renew our premises agreement, ensuring that our community has a secure space for years to come.

Development of monitoring, evaluation and data-capturing work

For the second year running we commissioned an independent evaluator to survey and listen to our community members using a range of methods, including a survey, focus group sessions and member data analysis. From this work emerged our second [Impact Report](#), which evaluated how we have changed the lives of our community members throughout 2024. We applied for and received grant funding to develop our work management programme and casework system Podio. Working with a developer, we listened to the needs of staff, and in particular caseworkers, to develop Podio into a far more flexible, intuitive casework system that allowed for more sophisticated data capture with better security.

Psychological health and wellbeing of staff and community members in an increasingly hostile environment

We are conscious that the work of frontline West London Welcome staff is increasingly busy and emotionally challenging in a politically hostile environment for those seeking asylum and migrants. To that end, we worked closely with three psychologists who provided therapeutic clinical supervision for five West London Welcome staff to support them with their boundary-making abilities, potential vicarious trauma, and personal issues that impact on their work. This clinical supervision is open to all staff who opt to take it up. Feedback from staff is that this support is needed and valued, and enabled staff to feel supported at work into the long-term.



Ariam

West London Welcome community member:

In West London, I found more than a centre. I found West London Welcome – a place that gently filled a space in my heart I thought would remain empty forever. A family that shared warm meals, coffee gatherings, laughter, and simple human presence.

A garden where I buried my pain in the soil and watched hope grow slowly through gardening activities.

West London Welcome is not just a place to meet. It is a place to heal.

People think the refugee struggle ends upon arrival in the UK. But in truth, it begins inside us – in that huge inner emptiness we carry.

West London Welcome held my hand when I felt lost. It brought warmth to my isolation.

It reminded me that even after war, even after loss, even after exile – belonging is still possible.

And in that belonging, I am slowly finding my way back to myself.



Financial review

Income and expenditure

Income during the period under review was £556,070 (2024: £359,836) of which £128,915 was restricted (2024: £43,566) and the remaining £427,155 (2024: £316,270) was unrestricted. Expenditure during the year was £471,767 (2024: £401,755). Of the total expenditure £92,351 (2024: £67,006) was from restricted grants and the remaining £379,416 (2024: £334,749) was unrestricted. The charity had a net surplus during the year of £84,303 (2024: deficit £41,919). This led to an increase in the total funds held at the year end to £406,270 (2024: £321,967) of which funds for restricted purposes were £46,069 (2024: £9,505) and general unrestricted funds were £360,201 (2024: £312,462).

Risk Assessment

The charity has conducted a risk assessment and has established a register, which will be updated annually. The register will have appropriate systems and procedures in place to mitigate the risks the charity faces. Such headings will be funding and risks, internal control risks, implementation procedures for transactions and projects, health and safety for staff, volunteers and clients.

Key risk factors include: Key staff turnover; Government policy; loss or damage to premises.

Reserves policy

The reserves policy is to maintain a cash balance of at least eight months of operating expenses. At this financial year end this equates to an amount of £314,511 (2024: £267,836) compared to the unrestricted reserves of £360,201 (2024: £312,462).

Plans for future periods and going concern status

In the Trustees' opinion the charity is a going concern and has sufficient funds to continue its current activities over the next 12-15 months.

Our Supporters and Principal Funding Sources

West London Welcome is most grateful for grants and donations received this year from charitable trusts, family trusts and other grant-giving organisations.

We are indebted to the huge generosity of our Welcome Circle members, who play a vital role sustaining our work and being such an energetic part of our community. Finally, we would like to thank all those locally and around the world supporting us with regular donations, fundraisers, and efforts through their schools and workplaces. Your support is so valued.

The Trustees' Responsibilities

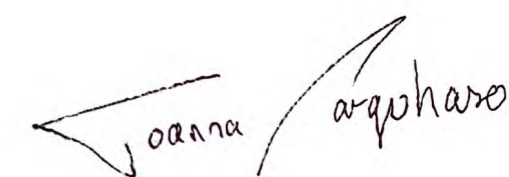
The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- a) select suitable accounting policies and apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgments and accounting estimates that are reasonable and prudent;
- d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Trust will continue in operation.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the Trust's transactions and disclose with reasonable accuracy at any time the financial position of the Trust and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Trust and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

This report was approved by the Trustees on March 16th, 2026 and signed on their behalf by:



Joanna Farquharson,
Trustee





Report of the Independent Examiner

Independent Examiner's Report to the Trustees of West London Welcome

I report on the financial statements of the charity for the year ended 31 May 2025 as set out on pages 21 - 33.

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

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the Act. I confirm that I am qualified to undertake the examination because I am a member of Association of Chartered Certified Accountant, which is one of the listed bodies

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

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; or
3. the accounts do 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.

Shruti Soni

Shruti Soni FCCA FCIE Date: 25/3/2026
Shruti Soni Ltd
Chartered Certified Accountants
117a St. John's Hill, Sevenoaks TN13 3PE

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 May 2025

		2025			2024		
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
		£	£	£	£	£	£
Income from:	Note						
Donations and grants	2	401,488	128,915	530,403	309,603	43,566	353,169
Trading activities	3	16,144	-	16,144	713	-	713
Investment Income		9,523	-	9,523	5,954	-	5,954
Total income		<u>427,155</u>	<u>128,915</u>	<u>556,070</u>	<u>316,270</u>	<u>43,566</u>	<u>359,836</u>
Expenditure on:							
Raising funds		25,856	-	25,856	5,325	-	5,325
Charitable activities - Hardship Support		353,560	92,351	445,911	329,424	67,006	396,430
Total expenditure	4	<u>379,416</u>	<u>92,351</u>	<u>471,767</u>	<u>334,749</u>	<u>67,006</u>	<u>401,755</u>
Net income / (expenditure) for the year		47,739	36,564	84,303	(18,479)	(23,440)	(41,919)
Transfers between funds		-	-	-	2,500	(2,500)	-
Net movement in funds		<u>47,739</u>	<u>36,564</u>	<u>84,303</u>	<u>(15,979)</u>	<u>(25,940)</u>	<u>(41,919)</u>
Reconciliation of funds:							
Total funds brought forward		312,462	9,505	321,967	328,441	35,445	363,886
Total funds carried forward	14	<u>360,201</u>	<u>46,069</u>	<u>406,270</u>	<u>312,462</u>	<u>9,505</u>	<u>321,967</u>

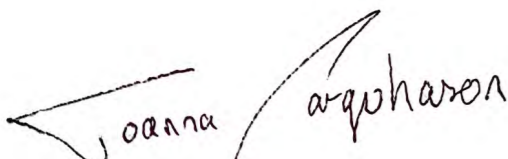
All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 14 to the financial statements.

Balance sheet

as at 31 May 2025

	Note	2025		2024	
		£	£	£	£
Fixed assets:					
Tangible assets	9		16,653		13,660
			<u>16,653</u>		<u>13,660</u>
Current assets:					
Debtors	10	4,560		6,800	
Cash at bank and in hand		390,999		304,214	
		<u>395,559</u>		<u>311,014</u>	
Liabilities:					
Creditors: amounts falling due within one year	11	5,942		2,707	
		<u>5,942</u>		<u>2,707</u>	
Net current assets / (liabilities)			389,617		308,307
			<u>389,617</u>		<u>308,307</u>
Total assets less current liabilities			406,270		321,967
			<u>406,270</u>		<u>321,967</u>
Total net assets / (liabilities)	12		406,270		321,967
			<u>406,270</u>		<u>321,967</u>
The funds of the charity:	13				
Restricted income funds			46,069		9,505
Unrestricted income funds:					
General funds		360,201		312,462	
Total unrestricted funds		<u>360,201</u>		<u>312,462</u>	
Total charity funds		406,270		321,967	
		<u>406,270</u>		<u>321,967</u>	

These financial statements were approved by the Trustees on March 16th, 2026 and signed on their behalf by



 Joanna Farquharson, Trustee

Statement of cash flows

For the year ended 31 May 2025

	Note	2025		2024	
		£	£	£	£
Cash flows from operating activities					
Net cash provided by / (used in) operating activities			88,077		(43,183)
			<u>88,077</u>		<u>(43,183)</u>
Cash flows from investing activities:					
Dividends, interest and rents from investments		9,523		5,954	
Purchase of fixed assets		(10,815)		(2,499)	
		<u>9,523</u>		<u>(2,499)</u>	
Net cash provided by / (used in) investing activities			(1,292)		3,455
			<u>(1,292)</u>		<u>3,455</u>
Change in cash and cash equivalents in the year			86,785		(39,728)
			<u>86,785</u>		<u>(39,728)</u>
Cash and cash equivalents at the beginning of the year			304,214		343,942
			<u>304,214</u>		<u>343,942</u>
Cash and cash equivalents at the end of the year			390,999		304,214
			<u>390,999</u>		<u>304,214</u>



Notes to the financial statements

for the year ended 31 May 2025

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

There are no key judgements that the charitable company has made which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

e) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

1 Accounting policies (continued)

f) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of provision of space and services undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

h) Tangible fixed assets

Items of equipment are capitalised. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Leasehold improvements Over lease period ending in July 2026
- Equipment 33.33% SLM

i) Pensions

Employer contributions to employees defined contribution pension schemes are charged to Statement of Financial Activities during the year.

2 Income from donations and grants

	2025		2024
	Unrestricted	Restricted	Total
	£	£	£
Donations	303,803	17,586	321,389
Grants	68,800	107,329	176,129
Gift Aid	28,885	4,000	32,885
	<u>401,488</u>	<u>128,915</u>	<u>530,403</u>
			<u>353,169</u>

Of the total income of £353,169 in 2024, £43,566 was restricted and £309,603 was unrestricted

3 Income from other trading activities

	Unrestricted	Restricted	2025 Total	2024 Total
	£	£	£	£
Income from fundraising activities - auction	14,534	-	14,534	-
Other Income	1,610	-	1,610	713
	<u>16,144</u>	<u>-</u>	<u>16,144</u>	<u>713</u>

4 Analysis of expenditure

	Cost of raising funds	Charitable activities - Hardship Support	Support costs	2025 Total	2024 Total
	£	£	£	£	£
Staff costs (Note 6)	7,301	292,112	56,567	355,980	320,595
Hot Lunches	-	13,274	-	13,274	6,440
Client Travel and events	-	9,851	-	9,851	10,247
Hardship Client Support	-	12,389	-	12,389	13,619
Study and training Client support	-	2,050	-	2,050	3,304
Fundraising	18,555	-	-	18,555	1,257
General running costs	-	-	19,166	19,166	10,144
Rent and Insurance	-	31,204	-	31,204	27,761
Depreciation	-	-	7,822	7,822	5,324
Group Expenses	-	-	-	-	1,630
Accounting, admin support and independent examination Fees	-	-	1,476	1,476	1,434
Total expenditure on charitable activities	<u>25,856</u>	<u>360,880</u>	<u>85,031</u>	<u>471,767</u>	<u>401,755</u>
Support costs	<u>-</u>	<u>85,031</u>	<u>(85,031)</u>	<u>-</u>	<u>-</u>
Total expenditure 2025	<u>25,856</u>	<u>445,911</u>	<u>-</u>	<u>471,767</u>	<u>401,755</u>
Total expenditure 2024	<u>5,325</u>	<u>396,430</u>	<u>-</u>	<u>401,755</u>	

Of the total expenditure, £379,416 was unrestricted (2024: £334,749) and £92,351 was restricted (2024: £67,006). Support costs are costs incurred to facilitate charitable activities of the charity.

5 Net incoming resources for the year

This is stated after charging / crediting:

	2025	2024
	£	£
Depreciation	7,822	5,324
Independent examination	<u>1,476</u>	<u>1,434</u>

6 Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025	2024
	£	£
Salaries and wages	269,557	229,376
Social security costs	21,319	17,988
Employer's contribution to defined contribution pension schemes	5,974	5,428
Contractors - Wages	55,804	64,792
Therapeutic support staff	<u>3,326</u>	<u>3,011</u>
	<u>355,980</u>	<u>320,595</u>

No employee earned more than £60,000 during the year (2024: nil).

The total employee benefits including pension contributions of the key management personnel were £111,822 (2024: £118,464) Therapeutic support staff, recruitment and training costs include £246 for trustee safe-guard training (2024: £299 for trustee recruitment).

7 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2025	2024
	No.	No.
Fundraising	0.2	0.1
Charitable activities	6.5	5.9
Support	<u>1.1</u>	<u>1.0</u>
	<u>7.8</u>	<u>7.0</u>

8 Related party transactions

No trustees received any remuneration or any other payments for any services provided to the charity (2024: nil). No trustees were reimbursed any expenses incurred during their office as trustee during the year (2024: nil). Donations of £2,600 were received during the year from the trustee, Coco Campbell (2024: nil).

9 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

10 Tangible fixed assets

	Equipment	Leasehold Improvements £	Total £
Cost or valuation			
At the start of the year	3,618	34,231	37,849
Additions in year	955	9,860	10,815
At the end of the year	<u>4,573</u>	<u>44,091</u>	<u>48,664</u>
Depreciation			
At the start of the year	535	23,654	24,189
Charge for the year	1,321	6,501	7,822
At the end of the year	<u>1,856</u>	<u>30,155</u>	<u>32,011</u>
Net book value			
At the end of the year	<u>2,717</u>	<u>13,936</u>	<u>16,653</u>
At the start of the year	<u>3,083</u>	<u>10,577</u>	<u>13,660</u>

All of the above assets are used for charitable purposes.

11 Debtors

	2025	2024
	£	£
Prepayments	-	150
Accrued income	4,560	6,650
	<u>4,560</u>	<u>6,800</u>

12 Creditors: amounts falling due within one year

	2025	2024
	£	£
Net Wages	1,504	-
Taxation and social security	(20)	-
Pension	1,235	1,087
Accruals	3,223	1,620
	<u>5,942</u>	<u>2,707</u>

13 Analysis of net assets between funds at the end of year

	General unrestricted	Designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	16,653	-	-	16,653
Net current assets	343,548	-	46,069	389,617
Net assets at the end of the year	<u>360,201</u>	<u>-</u>	<u>46,069</u>	<u>406,270</u>

Analysis of net assets between funds at the start of year

	General unrestricted	Designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	13,660	-	-	13,660
Net current assets	298,802	-	9,505	308,307
Net assets at the end of the year	<u>312,462</u>	<u>-</u>	<u>9,505</u>	<u>321,967</u>

14 Movements in funds

	At the start of the year	Income & gains	Expenditure & Losses	Transfers	At the end of the year
	£	£	£	£	£
During the year					
Restricted funds:					
Alnur Dhani - Fundraising	-	20,000	(9,622)	-	10,378
Alnur Dhani - Refugee Housing	-	5,000	(1,300)	-	3,700
Choose Love	-	29,956	(29,956)	-	-
Disrupt Foundation	-	9,888	(5,618)	-	4,270
Earles Court Community Fund	-	7,323	(7,323)	-	-
Enthuse - Mark Norton fundraiser	1,118	-	(1,000)	-	118
Friends of Brook Green	1,300	-	(1,300)	-	-
Hammersmith United	-	14,999	(14,999)	-	-
Hardship Fund	2,695	-	(2,695)	-	-
LocalGiving	3,642	1,586	(3,434)	-	1,794
LocalGiving - Hardship Fund	-	2,163	(1,354)	-	809
London Churches Refugee Fund	750	1,000	(1,750)	-	-
London Community Fund	-	25,000	-	-	25,000
Orange Tree Trust	-	10,000	(10,000)	-	-
UK Harvest	-	2,000	(2,000)	-	-
Total restricted funds	<u>9,505</u>	<u>128,915</u>	<u>(92,351)</u>	<u>-</u>	<u>46,069</u>
Unrestricted funds:					
<u>General funds</u>	312,462	427,155	(379,416)	-	360,201
Total unrestricted funds	<u>312,462</u>	<u>427,155</u>	<u>(379,416)</u>	<u>-</u>	<u>360,201</u>
Total funds	<u>321,967</u>	<u>556,070</u>	<u>(471,767)</u>	<u>-</u>	<u>406,270</u>

14 Movements in funds (continued)

	At the start of the year	Income & gains	Expenditure & Losses	Transfers	At the end of the year
	£	£	£	£	£
During previous year					
Restricted funds:					
Big Give Christmas Appeal	4,946	-	(4,946)	-	-
Choose Love	10,000	-	(10,000)	-	-
Daisy Trust	-	2,500	-	(2,500)	-
Enthuse - Mark Norton fundraiser	-	2,953	(1,835)	-	1,118
Friends of Brook Green	-	1,300	-	-	1,300
Hammersmith United	2,691	-	(2,691)	-	-
Hardship Fund	12,808	-	(10,113)	-	2,695
HF Winter Support Fund	-	15,717	(15,717)	-	-
Huguenot	-	6,000	(6,000)	-	-
LBHF	-	5,000	(5,000)	-	-
LocalGiving	-	6,946	(3,304)	-	3,642
London Churches Refugee Fund	-	1,650	(900)	-	750
London Community Response Fund	5,000	-	(5,000)	-	-
SMART	-	1,500	(1,500)	-	-
Total restricted funds	35,445	43,566	(67,006)	(2,500)	9,505
Unrestricted funds					
General funds	328,441	316,270	(334,749)	2,500	312,462
Total unrestricted funds	328,441	316,270	(334,749)	2,500	312,462
Total funds	363,886	359,836	(401,755)	-	321,967

Transfers

Transfers from Daisy Trust to General Funds is for purchase of oven which has been capitalised as fixed asset. In 2023 transfer from Hardship Fund to general funds is the cost for Hardship Fund initially paid from general funds.

14 Movements in funds (continued)

Purposes of restricted funds

Alnur Dhani - Fundraising	Costs of writing grant applications
Alnur Dhani - Refugee Housing	Housing costs
Choose Love	Case Worker salary
Disrupt Foundation	IT projects
Earls Court Community Fund	Meals and gardening
Enthuse - Mark Norton fundraiser	School shoes for clients' children
Friends of Brook Green	Refugee Day party 2024
Hammersmith United	Rent
Hardship Fund	Hardship
LocalGiving	Trhas cycling racing costs
LocalGiving -	Hardship Fund Hardship
London Churches Refugee Fund	Hardship - transport
London Community fund	Salary
Orange Tree Trust	Hot lunches & salaries
UK Harvest	Hot meals

15 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property	
	2025	2024
	£	£
Less than one year	30,000	29,334
One to two years	5,000	30,000
Two to five years	-	5,000
	35,000	64,334

I had the opportunity to meet new people and they are lovely. I enjoy my classes because my teacher is very nice and does her best for us.

- Ali from Afghanistan

I found West London Welcome was like...a turning point in my life because I was in a situation where it was difficult for me to navigate, get my way through...When I just entered the place, the first time, I see a lot of people happy in the place, then I feel like. I just feel like home.

- Ibrahim from Sudan

I love all the activities that I have experienced with WLW. I spent good time during all the group trips. Those trips helped me to change my mood and get away from the routine days.

- Sedigeh from Iran

We all miss our family, all of us, our country, our life being passed. But if we can share good feeling together. When I'm volunteering I feel better...I feel confident and I'm useful and helpful."

- Mia from Iran



Photo by Ernesto Hernandez



www.westlondonwelcome.com

Registered Charity No. 1183261

WEST LONDON WELCOME

England & Wales - Charity number 1183261

Accounts



West
London
Welcome

REFUGEE & MIGRANT CENTRE



Annual Report & Financial Statement

for year ending 31 May, 2024

Registered Charity No. 1183261

After a long journey
comes friendship

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As an asylum-seeking doctor, trapped in a (hotel) room with so little to do, West London Welcome revitalises my spirit. It's a haven where everyone comes together, sharing experiences and hardships, reminding me of the profound impact of compassion and care.

- Zainab from Yemen

Charity Details

Trustees

Joanna Farquharson (Chair)
Rupesh Chatwani
Seema Alibhai
Mohammed Reza Beyad
Savraj Kaur Chopra
Antonia Benfield
Efthymia Stathopoulou
Coco Campbell
Betul Piyade (appointed 27/09/2023)

Executive Director

Joanne MacInnes

Deputy Executive Director

Leyla Williams

Registered Address

PO Box 78236, London, W14 4HQ

Charity Number

1183261

Independent Examiner

Shruti Soni FCCA FCIE
Shruti Soni Limited
Chartered Certified Accountants
117A St. Johns Hill, Sevenoaks, TN13 3PE

Bankers

Metro Bank PLC



Report of the Trustees

for the Year Ending 31st May 2024

The Trustees of West London Welcome present their report and independently-examined financial statements for the year ending 31st May 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 of the accounts. They comply with the charity's governing document, the Charities Act 2011, and the Accounting and Reporting by Charities: Statement of Recommended Practice ("SORP"), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland.

Status and Organisational Structure

The charity's constitution is its governing document. The charity was registered on 7th May 2019 as a charitable incorporated organisation (CIO) and took over all assets, liabilities, and operations from the unincorporated association of the same name.

The trustees are appointed by the Board of Trustees, in consultation with the existing trustees. The constitution requires the Foundation to have a minimum of three trustees each of which has one vote. New trustees are provided with information on trustee guidelines as prepared by the Charity Commission, and information on the charity as appropriate. Briefing discussions are held with the current trustees. Trustees are requested annually to confirm any related party transactions.

Trustee positions are advertised in the public domain and voted in by the Board.

Charity's Objectives

West London Welcome is a daytime drop-in service based in Hammersmith for refugees, asylum seekers and migrants. The objectives of the charity are:

1. To advance education and relieve financial hardship amongst those seeking asylum, those granted refugee status and migrants particularly by the provision of legal and other advice.
2. To provide or assist with the provision of facilities for recreation or other leisure time activity for refugees, asylum seekers, migrants and their dependents in the interests of social welfare with the object of improving their conditions of life and assisting their inclusion into the wider community, in particular but not exclusively by the provision of a drop-in centre.

Public Benefit

The Trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

Vision, Mission, Values and Strategic Aims

Our *Vision* is for all those from refugee and migrant communities to feel welcome and supported by local communities, live in dignity, and be free from injustice.

Our *Mission* is to work together with local people to provide a safe, positive experience of community to reduce isolation, build inclusion and confidence, challenge injustice, and enable people to access the support, education, advice and advocacy they need. We take a holistic approach to support the needs of our members, from the practical and social to the emotional and playful.

Values

We are dedicated to the following values:

- Community, welcome and inclusion
- Collaboration with the local neighbourhood
- Building trust and sanctuary
- Migrant justice
- Anti-racism
- Gender equality

Long-term strategic aims

Based on West London Welcome's mission, vision, and values, the charity is committed to the following long-term strategic aims:

1. Build community:

- Through the maintenance and development of our community centre, providing a warm welcome, holistic support, creative and participatory activities, and education;
- Building inclusion;
- Developing relationships with local people and organisations.

2. Deliver advice:

- Advising and delivering casework on

housing, benefits, asylum support, health, education, and other issues affecting our members;

- Collaborating with other advice organisations to meet need.

3. Advocate:

- Working with our members to understand and feel empowered to access their rights and entitlements;
- Working with our members for justice and change;
- Sharing our knowledge and expertise to improve the public narrative on migration through participating in local and national networks, training, and networking;
- Gathering evidence through our work to contribute to change locally and nationally.

4. Become sustainable: Becoming a sustainable organisation for the long-term, ensuring we have the funding, skills and support for staff to fulfill our mission and meet the needs of our members.

Annual Review of Activities, Achievements and Performance

We are proud to have made considerable progress with our long-term strategic aims this year of **building community, delivering advice, advocacy, and becoming sustainable.**

This year we were also committed to meeting five short-term organisational goals within our broader aims:

- Developing community education and **setting a positive narrative** on refuge and migration with members with **lived experience.**
- Establishing and developing more routes to **legal aid representation.**
- Continue to progress **development of data-capturing systems.**
- Ensuring we had a **sustainable premises option for the long-term.**
- To support the **psychological health and wellbeing** of staff and community members in an increasingly hostile environment.

1. Building community

Activities at the centre

This year we again expanded the use of our community space with an increased number of activities run for and by beneficiaries with lived experience of seeking refuge and migration.

Building upon our existing wide range of weekly activities - English classes, casework, hot food, foodbank, knitting, yoga, fitness, book group, art, gardening, drumming, myriad practical support and trips - we introduced two new activities this year: a mother and baby group, and comedy workshops.

Run by an experienced West London Welcome volunteer and fellow mother, the mother and baby group meets weekly to offer peer support and friendship to mothers with babies and young children. The group has been highly successful at enabling the confidence of mothers at the





centre to grow, social connections to deepen, and isolation to be countered. Meanwhile, our new comedy workshops are also run by a local West London Welcome volunteer in partnership with the charity Counterpoint Arts, and have likewise facilitated new energy and confidence in the diverse group of West London Welcome beneficiaries attending the workshops.

Inclusion, community solidarity and collective power

Our community brings together local people from a diverse range of ethnic, economic, and cultural backgrounds, including local diaspora groups supporting newly-arriving people, businesspeople, politicians, schools, tenant associations, artists, chefs and healthcare workers. These locals are volunteering, teaching, mentoring, making donations, gathering together for community events, and helping to shape the direction of the charity. We give regular talks locally to educate people about the hostile immigration environment and the asylum system, and mentored another nearby refugee charity from its inception. We also work closely with other refugee groups across the UK, such as the Portland Friendship Group supporting asylum-seeking people on the Bibby Stockholm barge, in order that when those seeking asylum

are moved to other parts of the country with little notice they are well-supported on the other side. This educational and networked approach enables people both within and connected to our community to be inspired to work positively for change and collectively challenge harmful narratives, laws and policies on immigration and asylum.

By the numbers*:

- **492** people were supported with a broad range of in-person classes, activities, advice and support, available at our centre 4 days a week
- More than **100** (mainly local) regular volunteers, of which a fifth are refugees, people seeking asylum or migrants, supported the running of our activities every week
- We opened for **349** in-person sessions
- We ran **186** English classes
- **2,500** casework appointments were held for community members
- We held **15** evening activities, including Senegalese drumming, storytelling and games nights
- We held **98** days of creative classes, including yoga, fitness, knitting, and a book and writing club
- **10,086** individual meals were served to our community
- We held **55** outings in and around London, including a seaside trip, Kew Gardens, museums, cinemas, West End shows and the Royal Albert Hall
- **43** Ukrainian socials, in partnership with Ukrainian Institute, were held at our centre
- **170** foodbank sessions were provided in partnership with the Felix Project
- We provided **129** days of childcare at the centre for parents taking our classes.

**Based on data from our monitoring and evaluation exercise analysing 2023 data.*



English teaching development

Our volunteer English teachers benefit from expert training and ongoing skills development. Our English class coordinator, who is ESOL qualified and works part-time at West London College, trains our 26 volunteer English teachers teaching 140 beneficiaries a week at different ability levels. Interwoven into English classes are our new ‘transactional English’ materials which have been developed by an experienced West London Welcome volunteer and former headteacher, enabling teachers to support students to develop their everyday English skills, for use with GPs, lawyers, the Home Office, Department for Work and Pensions, and so on. In addition, West London Welcome staff have been supporting students to use a usually paid-for English learning app for free to continue their learning with uploaded resources even while not physically at the centre, which has been very well taken up.

Centering those with lived experience

Following our commitment last year to develop roles and responsibilities for people with lived experience of refuge or migration at all levels of the organisation, we took the following action this year:

- In September 2023 we brought on our first Trustee who we successfully supported through the asylum system. Four of our seven staff members have lived experience of refuge or migration, and five of our nine Trustees have lived experience of refuge or migration.
- Our Lived Experience advisory group comprises 15 members of our community with lived experience and aims to foster community and connection; helps West London Welcome to respond better to members; and develops strategies on external advocacy.
- Our Friday socials continue to be a ‘community member takeover’, in which our beneficiaries run the afternoon as they wish.
- We ensure priority is given to members of our community with lived experience for volunteering opportunities at the centre. One fifth of our volunteers have lived experience of refuge or migration.

Trips and events

Introducing our newly-arrived friends from around the world to London’s history and culture is one of the joys of running our community centre. In the two weeks in October alone we took 135 refugee, asylum-seeking people and migrants in our community on 8 different outings around the city. Over the course of the year we took people on 55 outings in total, paying their travel expenses each time, enabling them to really enjoy their new home in ways they would never usually be able to afford.

Our annual Refugee Day party in June was, as always, a festival of dancing, sports, food and joy. Our community reported how appreciated they felt during such difficult times in their lives.





2. Delivering advice

Expanding and developing our advice team

Our advice team has been supported over the year to grow successfully, both in size and skill. The team now comprises a full-time Advice Manager, part-time Casework and Development Coordinator, full-time Senior Caseworker, part-time Senior Caseworker, part-time Advice Support Worker, and two part-time Advice Volunteers. The advice team are generalists, working on matters of housing, immigration, asylum, benefits, health, education, debt, and other related issues.

Navigating the refugee homelessness crisis

At West London Welcome our advice team faced the most challenging casework crisis we have ever had - a refugee homelessness crisis, following the government's pledge in September 2023 to clear their backlog of unprocessed asylum decisions by the end of the year. Hundreds of people living in asylum accommodation in West London were granted refugee status at the same time. Our advice team ensured all 60 of our beneficiaries newly granted refugee status within the last four months of 2023 were housed through a range of solutions, from arranging local authorities to provide accommodation to finding them rooms in YMCAs, hosting, or landlords known to our

community willing to help. They also drafted Assured Shorthold Tenancy agreements, got councils to pay deposits and rent in advance, arranged furniture, and organised utilities and other bills.

Becoming accredited to give immigration and asylum advice

In January we were thrilled to become accredited by the Office of the Immigration Services Commissioner (OISC) at Level 2 Asylum advice and Level 1 for Immigration advice. Our Senior Caseworker and Advice Volunteer passed challenging OISC exams to enable our accreditation and we are now able to give immigration and asylum advice to our beneficiaries as part of our casework service. A West London Welcome volunteer, who was experienced in the refugee sector already accredited at OISC Level 2, worked closely with our advice team in tandem with Refugee Action's OISC training programme to enable us to become accredited. Given the severe lack of legal aid lawyers locally and around the UK, being able to advise people on immigration and asylum matters has been key to meeting need.

Supporting beneficiaries at risk of the Rwanda plan

Throughout the year we practically and emotionally supported a number of our asylum-seeking community members after they received letters from the Home Office suggesting they could be removed to Rwanda to have their asylum claims considered there instead. The Rwanda plan caused huge anxiety amongst the people we support and put huge pressure on our caseworkers, volunteers and the legal aid lawyers we work closely with to navigate and support people through an uncertain legal situation. Our community was extremely relieved when the Rwanda plan eventually did not come to be put into practice.

Case Study: Chioma's Story

I work in the NHS at Charing Cross Hospital as a healthcare worker these days, looking after people. I'm training to be a nurse and can't wait to qualify. But it's been a very long journey to get to do what I love.

In 2019 I was forced to flee Nigeria for my life with my three young kids. I'd recently lost my husband and I was incredibly vulnerable as a young widow facing many very dangerous situations on my own. I was so worried for the safety of me and my kids that I eventually decided to come to London to seek asylum, since I had distant relatives here and I thought we would be safe.

Only a few months after we arrived in London to stay with our extended family, Covid struck. My relatives told us we had to leave the house and we found ourselves homeless. We called the Home Office, who sent us to an asylum hotel in Hammersmith.

It was so isolating. I didn't know what to do – I was very depressed and confused, and we barely left our small room. The kids didn't have enough to eat. I was thin, and sick with worry and stress. The asylum hotel manager was becoming more and more worried about me, but couldn't get me to leave my room

Then, one day in winter, Jo, the Director of West London Welcome, stopped by to visit some members of the charity who were also living at our hotel. The manager told her about me, and Jo thought she would try to see if she could help. She came up to my door and knocked.

It was a life-changing moment, when Jo invited me to come to WLW. The first thing she did was give me vouchers for food – she could see I was frail. At the hotel, it was chaos because of Covid and the kids were hungry. Then we started going to WLW, and that was when our journey really began.

Leyla, Deputy Director of WLW, found us a great legal aid lawyer to take on our asylum claim who started working with us. He was so supportive. Covid was an especially difficult time for us asylum-seeking people

– the Home Office was in turmoil, with an extremely long backlog of asylum claims. I started volunteering at the centre, organising teas and coffees for others, and supporting other local Nigerians. Each week I got fresh groceries from the centre, casework support, and took advanced English classes.

Our claim took several years, during which time we were forced by the Home Office to move four times – shuttled between North London, Reading, Hounslow and Hammersmith. Worst of all, due to all the moves the kids often couldn't attend school. The WLW advice team are trying to change things for asylum-seeking people by contributing evidence for a legal challenge against the Home Office for their huge delays in making decisions on huge numbers of asylum claims across the country.

It was whilst I was in despair during Covid, thinking that our asylum claim would never be granted, that something incredible happened. I saw a job advertised as an NHS healthcare assistant at Charing Cross which I had all the right skills and experience for, and asked WLW's advice on how to get legal permission to work on the shortage occupation list so I could interview for it. WLW and my lawyer supported me to navigate the application process, and amazingly I got the job. Even though I was still seeking asylum, I was able to begin to work at the hospital.

One wonderful day a few months later, we were finally granted refugee status. But after we got refugee status we had to immediately leave our asylum housing and faced homelessness again. WLW's Senior Caseworker Alison worked really quickly and managed to find us a private landlord known to the community, who have rented us a flat right here in Hammersmith with a year-long tenancy, close to the kids' school.

Now I'm working three twelve-hour shifts a week and getting professional training through the NHS to become a nurse. But despite all my shifts I'm still a part of the community at WLW. I still volunteer and am part of the advanced English class. Every week it's like coming back to my core support system.

3. Advocacy

Educating our community through 'know your rights' work and supporting people to advocate for themselves

- **Modern Slavery workshops:** Building on our 'know your rights' workshops last year, this year we turned our focus to educating our community about the signs of modern slavery and trafficking, something a number of our beneficiaries have experienced. For Anti-Slavery Day and Hate Crime Awareness Week in October, we worked together with Hammersmith and Fulham Council's modern slavery and community safety teams, and the Latin American Women's Rights Service, to organise four workshops in a number of languages to enable our community to understand the signs of modern slavery, trafficking, and hate crime, and know their rights.



- **Knowing rights during the Rwanda plan:** Once the Rwanda plan was announced by the government and in the context of Rwanda-specific immigration raids, we delivered 'know your rights' translated information to our asylum-seeking and migrant beneficiaries and volunteers in groups in order that they could understand the law and do their best to protect themselves and their rights should they be detained. The community as a whole became highly educated on this issue, such was the high risk that a member of the community may be detained.

Challenging migrant injustice with lawyers and broader refugee sector

We continue to participate in weekly discussion, relationship-building, knowledge-sharing and strategy within the refugee sector, including on public forums and meetings such as the Asylum Support Appeals Network, Housing and Immigration Group, and Refugee Legal Group. We update Greater London Authority staff on refugee and asylum issues, and were closely involved in the organisation of a recent first conference for caseworkers within the sector. Ongoing is our work advising and giving evidence to legal aid lawyers for their legal challenges on issues affecting refugees, asylum-seeking people and vulnerable migrants, most commonly on asylum accommodation conditions.

Setting a positive narrative on migration

- **Media work:** This year West London Welcome staff and beneficiaries worked with the media on a range of stories highlighting the impact of the hostile immigration environment and the chaotic asylum system on our beneficiaries, as well as spotlighting positive work by our community. The BBC, Guardian, Inside Housing, Big Issue and Chiswick Calendar



all reported on our refugee homelessness prevention work. Meanwhile, the BBC, Guardian and Cycling Weekly published newspaper and television pieces on the cycling journey of Trhas, our asylum-seeking Ethiopian elite cyclist living in a local asylum hotel.

- **Influence in Parliament:** Our local MP for Hammersmith and Chiswick, Andy Slaughter, twice highlighted our work in the House of Commons this year, and we regularly liaise with him regarding issues facing our beneficiaries. He recently met with our Lived Experience Advisory Group in order to take their experiences of the asylum system back to the Commons.
- **Meeting with King Charles's team:** In February we were delighted to meet with King Charles's Deputy Private Secretary at Buckingham Palace, to bring the King and his team updates from our centre and issues affecting our beneficiaries. This was a welcome opportunity to continue our relationship with the King and highlight how small NGOs are supporting people through the hostile immigration environment.

4. Becoming sustainable

Fundraising

- **Welcome Circle:** In April over fifty guests gathered at West London Welcome together with our staff, volunteers and community members for our 'Friendraiser' dinner with our Patrons Dame Harriet Walter and Phyllida Lloyd, where they heard about the Welcome Circle. Three other events were held during the year for Welcome Circle members, including networking and educational talks on the asylum system. The Welcome Circle now brings in a third of our total income and is an essential part of our funding strategy.
- **Working with grant writer and strategist:** In order to improve our funding sustainability over the long-term, in Spring 2024 we began working with an experienced grant writer on our funding strategy and bids. We anticipate this will enable us to access the repeat funding we require for our work to be sustainable into the future.

Premises

In Spring 2024 West London Welcome executives successfully negotiated to renew our premises agreement, ensuring that our community has a secure space for the future.

Development of monitoring, evaluation and data-capturing work

This year we aimed to understand the overall impact of our work on our community in order to plan for the future, ensure that we meet the needs of our members, assess what works and what doesn't, and learn as we grow and evolve. With that in mind, we commissioned an evaluator, whose role it was to survey and listen to members of our community using a range of methods, including a survey, focus group sessions and member data analysis. From this work emerged our first [Impact Report](#), which evaluated how we have changed the lives of our community members throughout 2023. Ongoing work includes the development of a Theory of Change.

In tandem with this new monitoring and evaluation work, we prioritised the development of our data-capturing system Podio, hiring a Podio expert to assist us in ensuring our registration and casework data-capturing methods were as good as they could be in order to effectively evaluate our outputs and impact.

Psychological health and wellbeing of staff and community members in an increasingly hostile environment

We are conscious that the work of frontline West London Welcome staff is increasingly busy and emotionally challenging in a politically hostile environment for those seeking asylum and migrants. To that end, we work closely with three psychologists who provide therapeutic



clinical supervision to five West London Welcome staff to support them with their boundary-making abilities, potential vicarious trauma, and personal issues that impact on their work. This clinical supervision is open to all staff who opt to take it up. Feedback from staff is that this support is needed and valued, and enables staff to feel supported at work into the long-term.



Financial review

Income and expenditure

Income during the period under review was £359,836 (2023: £430,783) of which £43,566 was restricted (2023: £63,755) and the remaining £316,270 (2023: £367,028) was unrestricted. Expenditure during the year was £401,755 (2023: £336,355). Of the total expenditure £67,006 (2023: £47,578) was from restricted grants and remaining £334,749 (2023: £288,777) was unrestricted. The charity had a net deficit during the year of £41,919 (2023: surplus £94,428). This led to a decrease in the total funds held at the year end to £321,967 (2023: £363,886) of which funds for restricted purposes were £9,505 (2023: £35,445) and general unrestricted funds were £312,462 (2023: £328,441).

Risk Assessment

The charity has conducted a risk assessment and has established a register, which will be updated annually. The register will have appropriate systems and procedures in place to mitigate the risks the charity faces. Such headings will be funding and risks, internal control risks, implementation procedures for transactions and projects, health and safety for staff, volunteers and clients.

Key risk factors include: Key staff turnover; Government policy; loss or damage to premises; cash flow.

Reserves policy

The reserves policy is to maintain a cash balance of at least eight months of operating expenses. At this financial year end this equates to an amount of £267,836 (2023: 6 months £168,178) compared to the unrestricted reserves of £312,462 (2023: £328,441).

Plans for future periods and going concern status

In the Trustees' opinion the charity is a going concern and has sufficient funds to continue its current activities over the next 12-15 months.

Our Supporters and Principal Funding Sources

West London Welcome is most grateful for grants this year from the following:

- Michael & Betty Little Trust
- London Churches Refugee Fund
- HF Giving
- Choose Love
- Huguenot Church
- Daisy Trust

We are indebted to the huge generosity of our 46 Welcome Circle members, who play a vital role sustaining our work and being such an energetic part of our community.

Finally, we would like to thank all those locally and around the world supporting us with regular donations, fundraisers, and efforts through their schools and workplaces. Your support is so valued.

The Trustees' Responsibilities

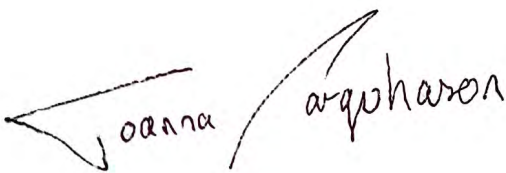
The Trustees are required under the constitution of the charity to prepare financial statements for each financial year to reflect the state of affairs of the charity and of its results for that period.

In preparing those financial statements the Trustees are required to:

- a) select suitable accounting policies and apply them consistently.
- b) make judgments and estimates that are reasonable and prudent; and
- c) prepare the financial statement on a going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity. They are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Trustees on 27 September 2024 and signed on their behalf by:

Handwritten signature of Joanna Farquharson in black ink.

Joanna Farquharson,
Trustee







Report of the Independent Examiner

Independent Examiner's Report to the Trustees of West London Welcome

I report on the financial statements of the charity for the year ended 31 May 2024 as set out on pages 21 to 31.

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

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the Act. I confirm that I am qualified to undertake the examination because I am a member of Association of Chartered Certified Accountants, which is one of the listed bodies

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

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; or
3. the accounts do 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.

Shruti Soni

Shruti Soni FCCA FCIE

Shruti Soni Ltd

Chartered Certified Accountants

117a St. John's Hill, Sevenoaks TN13 3PE

Date: 27/09/24

Statement of financial activities

(incorporating an income and expenditure account)

For the year ended 31 May 2024

	Note	2024			2023		
		Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Income from:							
Donations and grants	2	309,603	43,566	353,169	365,972	63,755	429,727
Trading activities		713	-	713	-	-	-
Investment Income		5,954	-	5,954	1,056	-	1,056
Total income		<u>316,270</u>	<u>43,566</u>	<u>359,836</u>	<u>367,028</u>	<u>63,755</u>	<u>430,783</u>
Expenditure on:							
Raising funds		5,325	-	5,325	5,241	-	5,241
Charitable activities - Hardship Support		329,424	67,006	396,430	283,536	47,578	331,114
Total expenditure	3	<u>334,749</u>	<u>67,006</u>	<u>401,755</u>	<u>288,777</u>	<u>47,578</u>	<u>336,355</u>
Net income / (expendi- ture) for the year		(18,479)	(23,440)	(41,919)	78,251	16,177	94,428
Transfers between funds		2,500	(2,500)	-	4,566	(4,566)	-
Net movement in funds		<u>(15,979)</u>	<u>(25,940)</u>	<u>(41,919)</u>	<u>82,817</u>	<u>11,611</u>	<u>94,428</u>
Reconciliation of funds:							
Total funds brought for- ward		328,441	35,445	363,886	245,624	23,834	269,458
Total funds carried forward	13	<u>312,462</u>	<u>9,505</u>	<u>321,967</u>	<u>328,441</u>	<u>35,445</u>	<u>363,886</u>

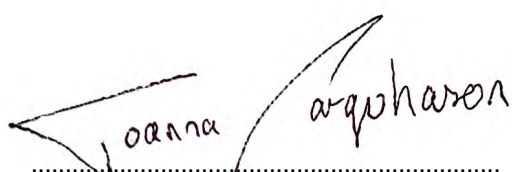
All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 13 to the financial statements.

Balance sheet

as at 31 May 2024

		2024		2023	
	Note	£	£	£	£
Fixed assets:					
Tangible assets	9		13,660		16,485
			<u>13,660</u>		<u>16,485</u>
Current assets:					
Debtors	10	6,800		17,021	
Cash at bank and in hand		304,214		343,942	
		<u>311,014</u>		<u>360,963</u>	
Liabilities:					
Creditors: amounts falling due within one year	11	2,707		13,562	
				<u>13,562</u>	
Net current assets / (liabilities)			308,307		347,401
			<u>308,307</u>		<u>347,401</u>
Total assets less current liabilities			321,967		363,886
			<u>321,967</u>		<u>363,886</u>
Total net assets / (liabilities)	12		321,967		363,886
			<u>321,967</u>		<u>363,886</u>
The funds of the charity:	13				
Restricted income funds			9,505		35,445
Unrestricted income funds:					
General funds		312,462		328,441	
Total unrestricted funds		<u>312,462</u>		<u>328,441</u>	
Total charity funds			321,967		363,886
			<u>321,967</u>		<u>363,886</u>

These financial statements were approved by the Trustees on 27 September 2024 and signed on their behalf by



 Joanna Farquharson, Trustee

Notes to the financial statements

for the year ended 31 May 2024

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

There are no key judgements that the charitable company has made which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

e) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

1 Accounting policies (continued)

f) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of provision of space and services undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

h) Tangible fixed assets

Items of equipment are capitalised. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Leasehold improvements Over lease period ending in July 2026
- Equipment 33.33% SLM

i) Pensions

Employer contributions to employees defined contribution pension schemes are charged to Statement of Financial Activities during the year.

2 Income from donations and grants

			2024	2023
	Unrestricted	Restricted	Total	Total
	£	£	£	£
Donations	169,219	12,699	181,918	252,495
Grants	123,500	30,867	154,367	160,071
Gift Aid	16,884	-	16,884	17,161
	<u>309,603</u>	<u>43,566</u>	<u>353,169</u>	<u>429,727</u>

Of the total income of £429,727 in 2023, £63,755 was restricted and £365,972 was unrestricted.

3 Analysis of expenditure

	Cost of raising funds	Charitable activities - Hardship Support	Support costs	2024 Total	2023 Total
	£	£	£	£	£
Staff costs (Note 5)	4,068	269,602	46,925	320,595	232,428
Hot Lunches	-	6,440	-	6,440	8,110
Client Travel costs	-	10,247	-	10,247	12,066
Hardship Client Support	-	13,619	-	13,619	15,233
Study and training Client support	-	3,304	-	3,304	5,935
Fundraising Costs	1,257	-	-	1,257	1,471
General running costs	-	-	10,144	10,144	11,332
Rent and Insurance	-	27,761	-	27,761	26,079
Depreciation	-	-	5,324	5,324	13,344
Group Expenses	-	1,630	-	1,630	8,948
Accounting, admin support and independent examination Fees	-	-	1,434	1,434	1,410
Total expenditure on charitable activities	5,325	332,603	63,827	401,755	336,355
Support costs	-	63,827	(63,827)	-	-
Total expenditure 2024	5,325	396,430	-	401,755	336,355
Total expenditure 2023	5,241	331,114	-	336,355	

Of the total expenditure, £334,749 was unrestricted (2023: £288,777) and £67,006 was restricted (2023: £47,578). Support costs are costs incurred to facilitate charitable activities of the charity.

4 Net incoming resources for the year

This is stated after charging / crediting:

	2024	2023
	£	£
Depreciation	5,324	13,344
Independent examination	1,434	1,380
	<u>1,434</u>	<u>1,380</u>

5 Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024	2023
	£	£
Salaries and wages	229,376	176,457
Social security costs	17,988	11,543
Employer's contribution to defined contribution pension schemes	5,428	4,246
Contractors - Wages	64,792	39,104
Therapeutic support staff	3,011	1,078
	<u>320,595</u>	<u>232,428</u>

No employee earned more than £60,000 during the year (2023: nil).

The total employee benefits including pension contributions of the key management personnel were £118,464 (2023: £107,704)

Therapeutic support staff, recruitment and training costs include £299 for trustee recruitment

6 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2024	2023
	No.	No.
Fundraising	0.1	0.1
Charitable activities	5.9	5.0
Support	1.0	0.9
	<u>7.0</u>	<u>6.0</u>

7 Related party transactions

No trustees received any remuneration or any other payments for any services provided to the charity (2023: nil). No trustees were reimbursed any expenses incurred during their office as trustee during the year (2023: nil). No donation have been received from trustees whether of restricted or general purposes (2023: Aggregate unrestricted donation of £2,000 was received from one trustee).

8 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

9 Tangible fixed assets

	Equipment	Leasehold Improvements £	Total £
Cost or valuation			
At the start of the year	1,119	34,231	35,350
Additions in year	2,499	-	2,499
At the end of the year	<u>3,618</u>	<u>34,231</u>	<u>37,849</u>
Depreciation			
At the start of the year	93	18,772	18,865
Charge for the year	442	4,882	5,324
At the end of the year	<u>535</u>	<u>23,654</u>	<u>24,189</u>
Net book value			
At the end of the year	<u>3,083</u>	<u>10,577</u>	<u>13,660</u>
At the start of the year	<u>1,026</u>	<u>15,459</u>	<u>16,485</u>

All of the above assets are used for charitable purposes.

10 Debtors

	2024	2023
	£	£
Prepayments	150	-
Accrued income	6,650	17,021
	<u>6,800</u>	<u>17,021</u>

11 Creditors: amounts falling due within one year

	2024	2023
	£	£
Taxation and social security	-	3,565
Pension	1,087	1,132
Accruals	1,620	8,865
	<u>2,707</u>	<u>13,562</u>

12 Analysis of net assets between funds at the end of year

	General unrestricted	Designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	13,660	-	-	13,660
Net current assets	298,802	-	9,505	308,307
Net assets at the end of the year	<u>312,462</u>	<u>-</u>	<u>9,505</u>	<u>321,967</u>

Analysis of net assets between funds at the start of year

	General unrestricted	Designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	16,485	-	-	16,485
Net current assets	311,956	-	35,445	347,401
Net assets at the end of the year	<u>328,441</u>	<u>-</u>	<u>35,445</u>	<u>363,886</u>

13 Movements in funds

	At the start of the year	Income & gains	Expenditure & Losses	Transfers	At the end of the year
During the year	£	£	£	£	£
Restricted funds:					
London Community Response Fund	5,000	-	(5,000)	-	-
Daisy Trust	-	2,500	-	(2,500)	-
Hammersmith United	2,691	-	(2,691)	-	-
Hardship Fund	12,808	-	(10,113)	-	2,695
Big Give Christmas Appeal	4,946	-	(4,946)	-	-
Choose Love	10,000	-	(10,000)	-	-
HF Winter Support Fund	-	15,717	(15,717)	-	-
SMART	-	1,500	(1,500)	-	-
Friends of Brook Green	-	1,300	-	-	1,300
Enthuse - Mark Norton fundraiser	-	2,953	(1,835)	-	1,118
Huguenot	-	6,000	(6,000)	-	-
LBHF	-	5,000	(5,000)	-	-
LocalGiving	-	6,946	(3,304)	-	3,642
London Churches Refugee Fund	-	1,650	(900)	-	750
Total restricted funds	35,445	43,566	(67,006)	(2,500)	9,505
Unrestricted funds:					
General funds	328,441	316,270	(334,749)	2,500	312,462
Total unrestricted funds	328,441	316,270	(334,749)	2,500	312,462
Total funds	363,886	359,836	(401,755)	-	321,967

13 Movements in funds (continued)

	At the start of the year	Income & gains	Expenditure & Losses	Transfers	At the end of the year
	£	£	£	£	£
During previous year					
Restricted funds:					
London Community Response Fund	-	10,000	(5,000)	-	5,000
Daisy Trust	-	3,500	(3,500)	-	-
Hammersmith United	-	10,000	(7,309)	-	2,691
United Summer Household Fund	-	4,997	(4,997)	-	-
London Community Church Fund	-	850	(850)	-	-
Hardship Fund	17,374	-	-	(4,566)	12,808
United Ukrainian Fund	-	7,724	(7,724)	-	-
Big Give Chrstmas Appeal	-	16,684	(11,738)	-	4,946
Choose Love	-	10,000	-	-	10,000
Hammersmith and Fulham Giving	6,460	-	(6,460)	-	-
Total restricted funds	23,834	63,755	(47,578)	(4,566)	35,445
Unrestricted funds					
General funds	245,624	367,028	(288,777)	4,566	328,441
Total unrestricted funds	245,624	367,028	(288,777)	4,566	328,441
Total funds	269,458	430,783	(336,355)	-	363,886

Transfers

Transfers from Daisy Trust to General Funds is for purchase of oven which has been capitalised as fixed asset. In 2023 transfer from Hardship Fund to general funds is the cost for Hardship Fund initially paid from general funds.

13 Movements in funds (continued)

Purposes of restricted funds

London Community Response Fund	Rent
Hammersmith United	Caseworker costs
London Churches Refugee Fund	Client travel
Choose Love	Caseworker costs
Daisy Trust	In 2023 for English classes, in 2024 for an oven
London Community Church Fund	Client travel
United Summer Household Fund	Client travel and lunches
United Ukrainian Fund	Caseworker costs for Ukrainian clients
Big Give Christmas Appeal	Hardship
HF Giving	Caseworker costs
Hardship Fund	Hardship
HF Giving Winter Support Fund	Caseworker costs
SMART	Refugee Day party 2023
Friends of Brook Green	Refugee Day party 2024
Enthuse – Mark Norton fundraiser	School shoes for clients' children
Huguenot	Hardship
LBHF	Salaries
LocalGiving	Trhas cycling racing costs

14 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property	
	2024	2023
	£	£
Less than one year	29,334	26,000
One to two years	30,000	4,333
Two to five years	5,000	-
	64,334	30,333

*They were with me all the day...
on the phone for me all the day...
They say we are with you, don't worry,
and they didn't leave me alone until they
got me somewhere to stay...*

- Ali from Afghanistan

*Running the knitting group as a volunteer has
helped with my confidence and mental health,
and being useful makes me happy and gives me
hope. It's also improved my English. When I put my
head on my pillow at night I think about our day at
the centre and what I and we've achieved together.*

- Sedigh from Iran

*When I got my eviction letter I had
bad nightmares about being homeless,
on the streets, I was crying. I came to West
London Welcome. They said, we won't let you be
homeless. They helped me carry my bags. They
found me a hosting family. It was everything!*

- Muna from Syria

*If you saw me then you wouldn't see the person
sitting here right now. When I started to come to
West London Welcome, I found someone to talk to.
It gave me hope that life is going to get better*

- Maria from El Salvador



REFUGEE & MIGRANT CENTRE

www.westlondonwelcome.com

Registered Charity No. 1183261

WEST LONDON WELCOME

England & Wales - Charity number 1183261

Accounts

WEST LONDON WELCOME

Registered Charity Number: 1183261

**Annual Report and Financial Statements for the Year Ended
31st May 2023**

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Charity Details

Trustees

Joanna Farquharson (Chair)

Rupesh Chatwani

Seema Alibhai

Mohammed Reza Beyad

Savraj Kaur Chopra

Antonia Benfield (appointed 21/11/2022)

Efthymia Stathopoulou (appointed 14/12/2022)

Coco Campbell (appointed 08/02/2023)

Betul Piyade (appointed 27/09/2023)

Executive Director

Joanne MacInnes

Deputy Executive Director

Leyla Williams

Registered Address

PO Box 78236, London W14 4HQ

Charity Number

1183261

Independent Examiner

Shruti Soni FCCA FCIE

Shruti Soni Limited

Chartered Certified Accountants

117A St. Johns Hill, Sevenoaks, TN13 3PE

Bankers

Metro Bank PLC

Report of the Trustees for the Year Ending 31st May 2023

The Trustees of West London Welcome present their report and independently-examined financial statements for the year ending 31st May 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 of the accounts. They comply with the charity's governing document, the Charities Act 2011, and the Accounting and Reporting by Charities: Statement of Recommended Practice ("SORP"), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland.

Status and Organisational Structure

The charity's constitution is its governing document. The charity was registered on 7th May 2019 as a charitable incorporated organisation (CIO) and took over all assets, liabilities, and operations from the unincorporated association of the same name.

The trustees are appointed by the Board of Trustees, in consultation with the existing trustees. The constitution requires the Foundation to have a minimum of three trustees each of which has one vote. New trustees are provided with information on trustee guidelines as prepared by the Charity Commission, and information on the charity as appropriate. Briefing discussions are held with the current trustees. Trustees are requested annually to confirm any related party transactions.

Trustee positions are advertised in the public domain and voted in by the Board.

Charity's Objectives

West London Welcome is a daytime drop-in service based in Hammersmith for refugees, asylum seekers and migrants. The objectives of the charity are:

- (1) To advance education and relieve financial hardship amongst those seeking asylum, those granted refugee status and migrants particularly by the provision of legal and other advice.
- (2) To provide or assist with the provision of facilities for recreation or other leisure time activity for refugees, asylum seekers, migrants and their dependents in the interests of social

WEST LONDON WELCOME

welfare with the object of improving their conditions of life and assisting their inclusion into the wider community, in particular but not exclusively by the provision of a drop-in centre.

Based on these objectives, the charity has developed a set of broader strategic aims:

- (1) to reach local refugees, asylum seekers and migrants who need our support within the borough and wider London area;
- (2) to help people to make positive transitions in their lives by overcoming practical barriers;
- (3) to help people overcome the language barriers preventing them gaining employment, accessing education and integrating into the community;
- (4) to provide immediate relief from poverty, hunger, isolation and health issues; and
- (5) to support people to feel connected to the community and the local community to be supportive to refugees, asylum seekers and migrants.

Public Benefit

The Trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

Annual Review of Activities, Achievements and Performance

West London Welcome is committed to four long-term strategic aims as an organisation: **building community, delivering advice, advocacy, and becoming sustainable.** We are proud to have made considerable progress with our aims this financial year.

This year we were also committed to four short-term organisational goals: developing **roles and responsibilities for people with lived experience of refuge or migration**, developing our **Board of Trustees**, expanding and developing our **advice team**, and developing our **‘know your rights’ work**.

Building community

At the heart of West London Welcome is our community-building work, which is based in our community centre – a home away from home for members of our community.

Development of roles and responsibilities for people with lived experience

In 2022–23 our executive team and Board committed to developing roles and responsibilities for people with lived experience of refuge or migration at all levels of the organisation, from volunteers to staff and trustees. We are determined that those involved in the running of West London Welcome reflect as much as possible the diverse community we are supporting.

Mounia Aqim, a long-time member of West London Welcome whom we have supported since the charity’s inception and who has lived experience of the issues facing others in our community, joined us as Community Outreach and Operations Worker. She supports the work of Mehri Madadi, our Community Outreach and Operations Manager (who also has lived experience), helping to run the day-to-day operations of the building, supporting with donations organisation, translating for our advice team in English, Arabic, Spanish and French, and assisting with trips and general admin.

In February 2023 we started opening the centre on Friday afternoons. During this time, sessions are led by members of our community with lived experience, and the space is used as people wish, for socials, snacks, and creative activities.

We have also continued to ensure priority is given to members of our community with lived experience for volunteering opportunities at the centre. Currently, those with lived experience

WEST LONDON WELCOME

are our main cooks; run the knitting group; welcome and register people at reception; are running the foodbank distribution; run the teas and coffees throughout the day; and are the bedrock of our translation service within the advice team. They also lead outings to museums, parks and London landmarks.

We recruited a new Trustee with lived experience of the UK asylum system from within our existing community. This person has become a liaison figure between the members of our community and the Board of Trustees, highlighting the key issues facing refugee, asylum-seeking and migrant people at the centre through facilitation of a Lived Experience group that feeds back to the Board.

Activities at the centre

This year we have expanded the use of our community space with an increased number of activities.

By the numbers:

- Over the course of the year, we supported more than **600** individuals, not including their extended family members
- Opened **48** weeks in the year for in-person contact
- We opened for community members all day for **192** days
- Cooked **192** buffet lunches, serving **9,600** individual meals
- The majority of community members attend more than **once** a week
- **17** Outings to London attractions and the seaside.
- We have more than **200** visits a week with members registered from **68** countries, speaking **45** different languages: predominantly Arabic, Farsi, Amharic and Spanish.
- **75%** of our beneficiaries are people seeking asylum. The remaining have received refugee status or are migrants.
- WLW benefitted from more than **95** active volunteers, **20%** of who are also beneficiaries, who collectively gave more than **20,000** volunteer hours.

On Tuesdays and Thursdays we continue to run English classes, art, childcare, advice clinics, a foodbank in partnership with the Felix Project, and hot lunches. On Wednesdays our members take classes in knitting and sewing, yoga, fitness and book club.

WEST LONDON WELCOME

We are newly open on Fridays, bringing the number of days we are open each week to four. On Friday mornings we run a new group for new mothers and babies, led by an experienced volunteer. Our new member-led socials take place every Friday afternoon.

Senegalese musician, Dembis Thioung, runs drumming evenings at our centre throughout the year, and West London Welcome staff run several games and music evenings.

We occasionally also run larger events that we open up to our friends and networks. Our annual Refugee Week Summer Party in June was a celebration of all we do and love about our community – games, music, food, dancing. In October, we hosted Exiled Writers Ink, a group of writers from repressive regimes and war-torn situations, for a special evening of performances from writers from around the world.

Our Community Outreach and Operations Manager, Mehri, continues to organise regular outings so our members can explore the city. This year our outings included visits to the Royal Albert Hall, Bush Theatre, Kew Gardens, Sky Garden and city walks led by Blue Badge Guides.

We have also been busy developing our garden this year. Our supporter Karen Liebreich from Abundance London put us in touch with Panoramic Landscape Contractors, who arranged six new raised beds for us with which we have been growing fruit, veg and flowers.

Our members have blossomed and developed their skills at our Wednesday creative classes this year. Pari, a member of our community from Iraqi Kurdistan, who had never picked up a needle and thread before joining our sewing group, was a winner of the London Churches Refugee Fund's Christmas card competition with her embroidered snowy design. Pari said that "learning embroidery at WLW helped me to cope with pain and loneliness."

Our Chiswick satellite group

The enduring hard work of our Chiswick satellite group, run by volunteers Rachel Le Mesurier and Harriet Morgan, focuses on supporting people living in two local asylum hotels. This year they continue to run their weekly Tuesday sessions of socialising, English lessons and creative activities for local asylum-seeking people, as well as their Friday coffee meetings in partnership with the supportive Chiswick Cinema.

In August 2022 the Chiswick Cinema hosted Handa Ibragheeth, a Palestinian refugee member of both our Chiswick and Hammersmith communities, to speak at the screening of *Fadia's Tree*. The film, produced by Susan Simnett who spoke on stage with Handa, tells the story of a

WEST LONDON WELCOME

Palestinian whose family was exiled in 1948. This was a vital opportunity for Handa's lived experience to be heard by the public, and she told her story movingly.

We were thrilled to have won a community award from the Chiswick Calendar in January 2023. Editor Bridget Osborne has now interviewed two of our asylum-seeking members and written sensitive pieces about their experiences.

Delivering advice

This year we have expanded and developed our advice team and its related activities to enable our members to understand their rights and access advice on the asylum system, housing and other issues.

Expanding and developing our advice team

We began 2023 by hiring a new Senior Caseworker, Alison Curtis, who is supporting our members with advice and casework on housing, benefits, the asylum system, and much more. The casework needs of local refugees, asylum-seeking people and migrants are ever-increasing, and we are committed to ensuring these are met with our expert advice. Alison joined us as a highly experienced generalist advisor from Citizens Advice.

All of our more than 300 weekly community members are able to access advice from our casework team at our busy weekly drop-ins. Our small advice team consists of dedicated advisors, support workers, volunteer casework assistants and volunteer translators.

The most recent survey data of our community members shows that over 70% received advice on a range of housing, benefits, or immigration issues in a typical week. 90% of the community members we assisted with casework support told us that they feel more confident about life in the UK as a result of our support.

Access to legal aid

We have continued to build relationships with legal aid lawyers across London who represent our members for their asylum claims and support them with legal advice in times of great need. We found 30 people legal aid lawyers this year, and worked closely with them to resolve their immigration statuses. In addition, the advice team worked to improve relationships and communication breakdowns with the existing lawyers of a large number of community members.

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Case study: Lihn's Story

When we first met Lihn at West London Welcome in 2021, she had recently claimed asylum and was vulnerable, isolated and desperately missing her young children after she had fled Vietnam for her safety without them. Lihn was a regular visitor to our centre, visiting twice a week and volunteering in our free clothes shop on a third day. Despite speaking limited English she quickly made many friends, and was a well-loved member of the community. But despite the warmth and support she found at the centre, she was often tearful and could barely sleep. Our casework team, English teachers and volunteers worked closely with her to support her through the asylum process and improve her health and confidence over time.

As someone seeking asylum and living in a local Home Office hotel, Lihn was banned from working or claiming benefits, and had to live on just £8 a week from the Home Office for two years, severely impacting her self-esteem and ability to plan for the future. Staff and volunteers at West London Welcome had to constantly give her hope.

We found Lihn an excellent legal aid lawyer, Milla Walker at Luqmani Thompson, and worked closely with Lihn and Milla to support her through navigating the asylum system and the long wait for an asylum decision. In 2023, Lihn received refugee status, which meant it became possible for her to then apply for family reunion – a step towards reuniting with her children.

But having received the good news of her refugee status, the Home Office then gave Lihn just 28 days to leave her asylum hotel and find alternative housing options. She was faced with street homelessness. Like thousands of others newly with refugee status, since Lihn had been banned from working and forced to live on so little from the Home Office for so long, she had no savings for a deposit or credit history, and was confronted with a private rental market in which very few landlords are willing to accept housing benefit rates. In addition, she was still learning English and lacked the confidence to navigate the housing market alone. Our Senior Caseworker stepped in and worked hard to find her safe, stable housing in London so she wouldn't face the streets.

Six months later, Lihn received the wonderful news from her lawyer that the children's family reunion visas had been approved. But it was up to our advice team to quickly secure funding for the flights, which would have otherwise been completely unaffordable for Lihn, and work out practicalities before the visas expired. We found a charity, Together Now, to find the flights, and our casework team worked collaboratively with them and Lihn's lawyer to navigate the bureaucracy of family reunion paperwork and logistics of bringing the children safely here.

At long last, Lihn's two children arrived at Heathrow from Vietnam on their family reunion visas, where Lihn was waiting to give them hugs after years apart. We drove the family home from the airport and helped make the children feel comfortable. After 2.5 years of holistic work to bring the family back together, it's clear it really does take a village.

Advocacy

In 2022–23 we have ensured that our community understands their rights as fully as they can in a hostile political environment for those in the asylum and immigration systems. This has been particularly important given the passing of the Illegal Migration Bill, which is at variance with the UK's obligations under international human rights and refugee law and may have profound implications for those we support at West London Welcome.

Developing our 'know your rights' work

Over the course of this year we delivered a series of translated workshops with Lawyers Against Poverty, a movement of lawyers fighting the injustice of poverty, so that our community understood the foundations in which their immigration statuses and support are decided within, and their rights in context. Workshops were delivered on the UK legal and asylum systems, housing, the criminal justice system. 80 community members benefitted from four workshops.

In November we began a new drop-in to support men newly living in West London who had previously stayed in Manston, a camp in Kent for asylum-seeking people, which had terrible living conditions. With the support of our Trustee, barrister Antonia Benfield, and her colleague Shu Shin Luh from Doughty Street Chambers, we organised a mass legal clinic at which 40 of our new members were able to speak with legal aid lawyers from Wilsons, Gold Jennings and JCWI about their asylum claims, their experiences in Manston, and their legal options.

Strategic litigation

This year we also supported lawyers with evidence for their strategic litigation work when we noticed issues and patterns affecting many of our members. Large numbers of our asylum-seeking members experience months of delays in receiving their £9.10 per week from the Home Office, payments for those with young children, decisions on their asylum claims, and other matters. We contributed a number of witness statements for successful legal challenges to the Home Office's asylum support practices.

Becoming sustainable

We are committed to continuing to develop West London Welcome to be a sustainable organisation for the long-term, ensuring we have the funding, skills and support for staff to fulfill our mission and meet the needs of our members.

Developing our Board of Trustees

Following recommendations emerging from the Board Performance Review carried out in Summer 2022, it was agreed that a Trustee with expertise of the refugee sector and immigration and asylum law was needed. The Board also created a new Finance and Audit Committee.

Two new Trustees have as a result joined our Board this year: Antonia Benfield and Efi Stathopoulou. Antonia is a barrister at Doughty Street Chambers and a specialist in immigration, asylum, human rights and public law. Efi is the Programmes Manager at Refugee Legal Support, a qualified lawyer in Greece and an OISC-accredited immigration adviser. At the time of writing this report the Board welcomed two further Trustees: Coco Campbell and Betul Piyade.

Welcome Circle and Annual Fundraisers

We continue to grow our Welcome Circle, a group of key individuals giving us £2,000 or more a year to sustain and respond to the needs of refugees, asylum-seeking people and migrants at our centre.

In April over 50 Welcome Circle guests gathered at West London Welcome for our second Fundraiser dinner. Hosted by our Patrons Dame Harriet Walter and Phyllida Lloyd, along with our staff, volunteers and community members, our guests heard first hand from our members and staff about their experiences and about how the Welcome Circle is a critical enabler of the work we do. This was an essential community-building event, in which our Welcome Circle donors were able to understand from our community members how it might have felt to have arrived in the UK looking for safety and not having English as a first language.

This year we gained more than ten new Welcome Circle members as a result of the event.

Financial review

Income and expenditure

Income during the period under review was £430,783 (2022: £395,963) of which £63,755 was restricted (2022: £75,517) and the remaining £367,058 (2022: £320,446) was unrestricted. Expenditure during the year was £336,356 (2022: £224,319). Of the total expenditure £47,578 (2022: £51,238) was from restricted grants and the remaining £288,777 (2022: £173,081) was unrestricted. The charity had net income during the year was £94,428 (2022: £171,644). This led to an increase in the total funds held at the year end to £363,886 (2022: £269,458) of which funds for restricted purposes were £35,445 (2021: £23,834) and general unrestricted funds were £328,441 (2022: £245,624).

Risk Assessment

The charity has conducted a risk assessment and has established a register, which will be updated annually. The register will have appropriate systems and procedures in place to mitigate the risks the charity faces. Such headings will be funding and risks, internal control risks, implementation procedures for transactions and projects, health and safety for staff, volunteers and clients.

Key risk factors include: Key staff turnover; Government policy; loss or damage to premises; cash flow.

Reserves policy

The reserves policy is to maintain a cash balance of at least six months of operating expenses. At this financial year end this equates to an amount of £168,178 (2022: £112,160) compared to the unrestricted reserves of £328,441 (2022: £124,624). The Trustees made a decision to hold reserves in excess of the reserves policy in the short term to reflect the current uncertain funding environment.

Plans for future periods and going concern status

In the Trustees' opinion the charity is a going concern and has sufficient funds to continue its current activities over the next 12–15 months.

WEST LONDON WELCOME

Our Supporters and Principal Funding Sources

West London Welcome is grateful for grants from the following:

Michael & Betty Little Trust
London Community Response Fund
Hammersmith United Charities
Choose Love
HF Giving
London Churches Refugee Fund

We also wish to thank our 39 Welcome Circle Members who contribute a substantial amount to our income and whose commitment to our sustainability and growth is a lifeline.

And to local schools who have fundraised and collected donations on our behalf.

And finally, to all the lovely local business and members of the public who support us with regular donations.

The Trustees' Responsibilities

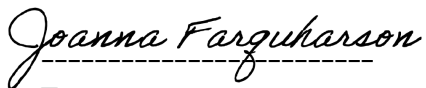
The Trustees are required under the constitution of the charity to prepare financial statements for each financial year to reflect the state of affairs of the charity and of its results for that period.

In preparing those financial statements the Trustees are required to:

- a) select suitable accounting policies and apply them consistently.
- b) make judgments and estimates that are reasonable and prudent; and
- c) prepare the financial statement on a going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity. They are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Trustees on 21st February 2024 and signed on their behalf by:



Trustee

Name:

Joanna Farquharson

Independent Examiner's Report to the Trustees of West London Welcome

I report on the financial statements of the charity for the year ended 31 May 2023 as set out on pages 16 to 25.

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

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the Act. I confirm that I am qualified to undertake the examination because I am a member of Association of Chartered Certified Accountants, which is one of the listed bodies

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

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; or
3. the accounts do 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.

Shruti Soni

Shruti Soni FCCA FCIE

Shruti Soni Ltd ● Chartered Certified Accountants
117a St. John's Hill, Sevenoaks TN13 3PE

Date: 13 March 2024

WEST LONDON WELCOME

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 May 2023

	Note	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Income from:							
Donations and grants	2	365,972	63,755	429,727	320,357	75,517	395,874
Investment Income		1,056	-	1,056	89	-	89
Total income		367,028	63,755	430,783	320,446	75,517	395,963
Expenditure on:							
Raising funds		5,241	-	5,241	2,453	-	2,453
Charitable activities – Hardship Support		283,537	47,578	331,115	170,628	51,238	221,866
Total expenditure	3	288,777	47,578	336,355	173,081	51,238	224,319
Net income / (expenditure) for the year		78,251	16,177	94,428	147,365	24,279	171,644
Transfers between funds		4,566	(4,566)	-	36,572	(36,572)	-
Net movement in funds		82,817	11,611	94,428	183,937	(12,293)	171,644
Reconciliation of funds:							
Total funds brought forward		245,624	23,834	269,458	61,687	36,127	97,814
Total funds carried forward	13	328,441	35,445	363,886	245,624	23,834	269,458

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 13 to the financial statements.

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Balance sheet

As at 31 May 2023

	Note	£	2023 £	£	2022 £
Fixed assets:					
Tangible assets	9		16,485		28,710
			16,485		28,710
Current assets:					
Debtors	10	17,021		23,796	
Cash at bank and in hand		343,942		220,945	
			360,963	244,741	
Liabilities:					
Creditors: amounts falling due within one year	11	13,562		3,992	
Net current assets / (liabilities)			347,401		240,749
Total assets less current liabilities			363,886		269,459
Total net assets / (liabilities)			363,886		269,459
The funds of the charity:					
Restricted income funds	13		35,445		23,834
Unrestricted income funds:					
General funds		328,441		245,624	
Total unrestricted funds			328,441		245,624
Total charity funds			363,886		269,458

These financial statements were approved by the Trustees on 21st February 2024 and signed on their behalf by

Joanna Farquharson

NAME: Joanna Farquharson

Trustee

Notes to the financial statements

For the year ended 31 May 2023

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

There are no key judgements that the charitable company has made which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

e) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Notes to the financial statements

For the year ended 31 May 2023

1 Accounting policies (continued)

f) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of provision of space and services undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

h) Tangible fixed assets

Items of equipment are capitalised. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Leasehold improvements Over lease period ending in July 2024
- Office equipment 33.33% SLM

i) Pensions

Employer contributions to employees defined contribution pension schemes are charged to Statement of Financial Activities during the year.

2 Income from donations and grants

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Donations	235,811	16,684	252,495	221,570
Grants	113,000	47,071	160,071	152,175
Gift Aid	17,161	–	17,161	22,129
	<u>365,972</u>	<u>63,755</u>	<u>429,727</u>	<u>395,874</u>

Of the total income of £395,874 in 2022, £75,517 was restricted and £320,357 was unrestricted

3 Analysis of expenditure

	Cost of raising funds £	Charitable activities – Hardship Support £	Support costs £	2023 Total £	2022 Total £
Staff costs (Note 5)	3,770	195,286	33,372	232,428	153,033
Hot Lunches	–	8,110	–	8,110	6,544
Client Travel and events	–	12,066	–	12,066	7,720
Hardship Client Support	–	15,233	–	15,233	26,394
Study and training Client support	–	5,935	–	5,935	776
Fundraising	1,471	–	–	1,471	673
General running costs	–	–	11,332	11,332	6,335
Classes expenses	–	–	–	–	–
Rent and Insurance	–	26,079	–	26,079	15,793
Website cost	–	–	–	–	–
Depreciation	–	–	13,344	13,344	5,521
Acton group Expenses	–	8,948	–	8,948	–
Accounting, admin support and independent examination Fees	–	–	1,410	1,410	1,530
Total expenditure on charitable activities	5,241	271,657	59,458	336,355	224,319
Support costs	–	59,458	(59,458)	–	–
Total expenditure 2023	5,241	331,115	–	336,355	224,319
Total expenditure 2022	–	224,319	–	224,319	

Of the total expenditure, £288,777 was unrestricted (2022: £172,749) and £47,578 was restricted (2022: £51,238).

Support costs are costs incurred to facilitate charitable activities of the charity.

Notes to the financial statements

For the year ended 31 May 2023

4 Net incoming resources for the year

This is stated after charging / crediting:

	2023 £	2022 £
Depreciation	13,344	5,521
Independent examination	1,380	1,530
	<u>14,724</u>	<u>7,051</u>

5 Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	176,457	109,522
Social security costs	11,543	7,142
Employer's contribution to defined contribution pension schemes	4,246	2,724
Contractors – Wages	39,104	32,790
Therapeutic support staff, recruitment and training	1,078	855
	<u>232,428</u>	<u>153,033</u>

No employee earned more than £60,000 during the year (2022: nil).

The total employee benefits including pension contributions of the key management personnel were £107,704 (2022: £89,117)

6 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2023 No.	2022 No.
Fundraising	0.1	–
Charitable activities	5.0	2.6
Support	0.9	0.4
	<u>6.0</u>	<u>3.0</u>

7 Related party transactions

No trustees received any remuneration or any other payments for any services provided to the charity (2022: nil). No trustees were reimbursed any expenses incurred during their office as trustee during the year (2022: nil). Aggregate unrestricted donations of £2,000 was received from one trustee through welcome circle (2022: nil).

WEST LONDON WELCOME

Notes to the financial statements

For the year ended 31 May 2023

8 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

9 Tangible fixed assets

	Office Equipment	Leashold Improvements £	Total £
Cost or valuation			
At the start of the year	-	34,231	34,231
Additions in year	1,119	-	1,119
At the end of the year	1,119	34,231	35,350
Depreciation			
At the start of the year	-	5,521	5,521
Charge for the year	93	13,251	13,344
At the end of the year	93	18,772	18,865
Net book value			
At the end of the year	1,026	15,459	16,485
At the start of the year	-	28,710	28,710

All of the above assets are used for charitable purposes.

10 Debtors

	2023 £	2022 £
Prepayments	-	1,667
Accrued income	17,021	22,129
	17,021	23,796

11 Creditors: amounts falling due within one year

	2023 £	2022 £
Taxation and social security	3,565	2,074
Pension	1,132	538
Accruals	8,865	1,380
	13,562	3,992

12 Analysis of net assets between funds at the end of year

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	16,485	-	-	16,485
Net current assets	311,956	-	35,445	347,401
Net assets at the end of the year	328,441	-	35,445	363,886

Analysis of net assets between funds at the start of year

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	28,710	-	-	28,710
Net current assets	216,914	-	23,834	240,748
Net assets at the end of the year	245,624	-	23,834	269,458

13 Movements in funds

During the year	At the start of the year £	Income & gains £	Expenditure & losses £	Transfers £	At the end of the year £
Restricted funds:					
London Community Response Fund	-	10,000	(5,000)	-	5,000
Daisy Trust	-	3,500	(3,500)	-	-
Hammersmith United	-	10,000	(7,309)	-	2,691
United Summer Household Fund	-	4,997	(4,997)	-	-
London Community Church Fund	-	850	(850)	-	-
Hardship Fund	17,374	-	-	(4,566)	12,808
United Ukrainian Fund	-	7,724	(7,724)	-	-
Big Give Christmas Appeal	-	16,684	(11,738)	-	4,946
Choose Love	-	10,000	-	-	10,000
Hammersmith and Fulham Giving	6,460	-	(6,460)	-	-
Total restricted funds	23,834	63,755	(47,578)	(4,566)	35,445
Unrestricted funds:					
<u>General funds</u>	245,624	367,028	(288,777)	4,566	328,441
Total unrestricted funds	245,624	367,028	(288,777)	4,566	328,441
Total funds	269,458	430,783	(336,355)	-	363,886

13 Movements in funds (continued.....)

During previous year	At the start of the year £	Income & gains £	Expenditure & losses £	Transfers £	At the end of the year £
Restricted funds:					
LocalGiving Foundation	11,832	-	(11,839)	7	
London Community Response Fund	1,779	-	(1,779)	-	-
Hammersmith United	3,517	500	(4,017)	-	-
The Earls Court West London Grant	402	564	(966)	-	-
Fareshare	970	-	(970)	-	-
London Churches Refugee Fund	900	1,500	(2,400)	-	-
Hardship Fund	13,603	11,342	(7,571)	-	17,374
Study & Training Fund	3,124	-	(776)	(2,348)	-
Leslie Aldridge Trust	-	34,231	-	(34,231)	-
Choose Love	-	10,000	(10,000)	-	-
Hammersmit and Fulham Giving	-	16,380	(9,920)	-	6,460
Inspire Hounslow	-	1,000	(1,000)	-	-
Total restricted funds	36,127	75,517	(51,238)	(36,572)	23,834
Unrestricted funds					
<u>General funds</u>	61,687	320,446	(173,081)	36,572	245,624
Total unrestricted funds	61,687	320,446	(173,081)	36,572	245,624
Total funds	97,814	395,963	(224,319)	-	269,458

Transfers

Transfer from Hardship Fund to general funds is the cost for Harship Fund initially paid from general funds. Transfers between Transfers from Leslie Aldridge Trust in 2022 represent cost of leasehold improvement works funded by Leslie Aldridge Trust. The grant was fully spent during the year. Transfers from Study & Training Fund represent expenditure in previous years from this fund allocated to general fund.

Purposes of restricted funds

LocalGiving Foundation	Payments for general hardship
Barrow Cadbury Trust	£8,966 salary for deputy manager, £9,651 hardship fund, £1,383 hot lunches
London Community Response Fund	In 2022 for salaries and staff therapeutic support and In 2023 for rent of refuge
The National Lottery Community Fund	Salaries
Hammersmith United	Therapeutic Support for Leyla Williams
Dr Edwards & Bishop Kings Fulham	Salaries
United in Hammersmith and Fulham	Hardship fund
The Earls Court West London Grant	Tables for the centre
Fareshare	hardship for Chiswick Hotel clients
London Churches Refugee Fund	Restricted for client travel expenses
Leslie Aldridge Trust	Refurbishment work at the centre
Choose Love	for case worker costs
Daisy Trust	English classes for Ukrainians
United Summer Household Fund August	Travel and lunches for refugees
London Community Church Fund Winter	London Churches Refugee Fund – client travel expenses
United Ukrainian Fund	for case worker costs for Ukrainian clients
Big Give Christmas Appeal	for hardship

Notes to the financial statements

For the year ended 31 May 2023

13 Movements in funds (continued.....)

Hammersmit and Fulham Giving	for case worker costs
Inspire Hounslow	Chiswick group payments to clients for hardship
Small donations	For Hardship Support
Hardship Fund	For relieving financial hardship
Study & Training Fund	For advancing education

14 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property 2023	2022
	£	£
Less than one year	26,000	26,000
One to two years	4,333	26,000
Two to five years	-	4,333
	<u>30,333</u>	<u>56,333</u>

15 Funds received as agent

The charity has acted as an agent for the following third-parties, whose aims and objectives are consistent with those of the charity. Funds, held in cash, are administered on the instruction of the principal and recorded within a separate general ledger sub-code and adjusted in financial statements. The movement in funds during the year was:

	Refugees Welcome, Hounslow	Total
	£	£
Balance at 1 June 2022	4,063	4,063
Funds received	3,000	3,000
Funds paid out	(7,063)	(7,063)
Balance at 31 May 2023 representing cash held	<u>-</u>	<u>-</u>

WEST LONDON WELCOME

England & Wales - Charity number 1183261

Accounts



REFUGEE & MIGRANT CENTRE



**Annual Report
& Financial Statement**
for Year Ending 31 May, 2022

Registered Charity No. 1183261

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“It’s the most wonderful place I have ever attended. All workers help and are concerned about Ukrainians. There is an awesome children’s space with amazing staff. My daughter waits for Tuesday to go there.”

- Ukrainian mother



Charity Details

Trustees

Joanna Farquharson (Chair)
Rupesh Chatwani
Seema Alibhai
Mohammed Reza Beyad
Savraj Kaur
Antonia Benfield (appointed 21/11/2022)
Efthymia Stratopoulou (appointed 14/12/2022)
Coco Campbell (appointed 08/02/2023)

Executive Director

Joanne MacInnes

Deputy Executive Director

Leyla Williams

Registered Address

PO Box 78236, London W14 4HQ

Charity Number

1183261

Independent Examiner

Shruti Soni FCCA FCIE
Shruti Soni Limited
Chartered Certified Accountants
117A St. Johns Hill, Sevenoaks, TN13 3PE

Bankers

Metro Bank PLC



Message from our Chair



It is with great pleasure that I have taken on the role of Chair of the Board of Trustees of West London Welcome – it is an honour and a responsibility that I am looking forward to embrace. I want to thank Reza Beyad for all his work as Chair, and we are pleased that he is remaining involved in WLW as a trustee.

West London Welcome is a truly special charity. I watch with continuing admiration the work of all our people, in particular our Executive Director, Joanne MacInnes' and the Deputy Executive Director, Leyla Williams' seemingly never exhausted supply of dedication, compassion and innovation, alongside their excellent team of executives and volunteers, working tirelessly for the benefit of all the refugee and asylum seekers that come through our doors. It really is a testament to everyone's hard work when you start to see our members' trauma begin to diminish and the smiles start to creep back.

Our new centre has been key to this. Jo and her team have created a special space filled with warmth and safety where our members can obtain critical advice to help them with the practicalities of navigating the new environment that they find themselves in. Crucially too, they meet others who have been traumatically wrenched from their old life, and here they can talk, share food, learn English, knit, garden, do yoga, join a book club, take advantage of a creche, join drumming sessions, even go to a disco. In fact, this summer, we had a very special Refugee Day, a fete-cum-sports day, which ended up with everyone dancing in the evening sun! Such is the spirit of community and joy at West London Welcome.

We were delighted to have HM King Charles III (then Prince Charles) visit us in the summer. This show of recognition for our work was incredibly important to us all – staff, volunteers and of course, our members.

Thank you for your continued support of West London Welcome's work – without the financial and voluntary support we receive from all our partners, none of this essential work would be possible.

Joanna Farquharson
Chair of Trustees

“At West London Welcome I like that everyone is equal and there is no discrimination between anyone. They are all brothers and sisters and friends from any country, nationality and race.

- Salvadoran member

Executive Director's Report



It's amazing how much can change in just a year. Reflecting back on the past year at WLW, change came in the form of a new community centre as well as growth in every area and aspect of what we do. We evolved from the infant stage of our charity into its adolescence. Not in a moody sulky way of course but rather stepping closer to adulthood and all the increasing responsibilities and learning that this stage brings. It was an incredible year of growth as we moved into our first dedicated premises managed and oversaw the building works, organised our first major fundraiser, and trebled the days we open and consequently the number of members we support. We secured funding for a new caseworker and a part-time support staff member, taking us from three to five staff members. We have a wonderful team of gentle yet determined souls, all with different skillsets who get on so well and are extremely supportive of each other. They give immense energy and time and are passionately devoted to the issues faced by our members – all of whom were working voluntarily before becoming paid staff, a testament to their dedication. We also launched our fabulous new website which we are very proud of.

Our community of member beneficiaries has had to navigate an increasingly 'hostile environment' at government level. The increased hostility towards those seeking sanctuary or migrating is dangerous and inhumane, condemning those already most vulnerable to high levels of anxiety, fear, upset and despair. It's painful to witness. The seeming incompetence and indifference exhibited by the Home Office is staggering leaving people who arrive with hope to instead slide into depression and hopelessness as waiting times for interviews and decisions increase while lives are put on hold. Our West

London Welcome community, staff, trustees, volunteers and indefatigable advice team work tirelessly to address this whilst creating a warm, secure and welcoming environment. I feel such pride in our community of dedicated, compassionate volunteers who give me hope for our future and a better world.

I'm immensely grateful to my colleague and Deputy Director Leyla Williams who organises an excellent team of caseworkers, coordinates communications, writes most of our policy and advocacy strategies, as well as our blog and social media posts and is the backbone of the charity making an immeasurable contribution to its health, development, growth and good standing in the sector.

We have a strong and compassionate Board of Trustees who are growing and developing the Governance of our charity and we are deeply grateful to Reza Beyad who stepped down as Chair after three years overseeing our transition from community group to a registered charity in 2019. Our Trustee Joanna Farquharson was voted Chair person and we look forward to the energy and dedication she brings.

One of the wonderful new aspects of having our own building is the sense of ownership it gives our members who take pride in keeping it beautifully both inside and the garden. It has also meant that we are able to increase the number of member-volunteers with so many making a contribution to the everyday running of the centre. We have also seen a significant increase in the number of supporters and volunteers in the community with over 90 active volunteers participating either every week or at least every month. A number of local schools and businesses have also been fundraising, inviting us to speak and collecting donations on our behalf.

At our core, we are first and foremost a community centre and with so much local support that's what we excel at and are so proud of. We all need community and I'm proud that our charity offers that to everyone involved.

Joanne MacInnes
Executive Director

Message from our Patron



This has been a challenging year for global asylum-seekers and WLW has risen to the local challenges with its customary calm, practicality and compassion. They responded to the Afghan and Ukrainian crisis but never let that overshadow the ongoing crises that our clients from other parts of the world are continuing to struggle with.

Our Fundraising Gala in April created many new and generous friends who all expressed their pleasure at being invited to the premises where WLW works. They also said how great it was to properly meet and mingle

with so many volunteers and members, hear their stories and eat their delicious food. They really got a feel for the place and as a result started a relationship with us.

At WLW you enter a place of palpable good will, practical effort, reciprocal learning, friendship and trust. Refugee, asylum-seeking and migrant members of the community often volunteer at the centre so that it is sometimes hard to distinguish between who is being formally supported by WLW. It is a community of friends and WLW endeavours to sustain the contact beyond the building, keeping an eye on people's housing circumstances, and so on.

If this sounds Pollyanna-ish, it isn't. It makes sense. The understanding that someone wishes you to feel safe and happy takes you a long way towards feeling safe and happy. Being given tools for survival, advice, language classes etc gives people dignity and self-reliance. And this is a two-way traffic of benefits. We volunteers cannot know what it is like to be in the asylum-seekers' position so we want and need to listen and learn from them.

I am so proud to have even the slightest connection with them.

Dame Harriet Walter
Patron

“Because to be here in the UK alone is so hard, I didn't know that this country has a hostile policy against refugees, but with West London we found help, love and support and that is like a hug. We don't feel that we are alone here.”

- Iraqi father



Report of the Trustees for the Year Ending 31st May 2022

The Trustees of West London Welcome present their report and independently-examined financial statements for the year ending 31st May 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 of the accounts. They comply with the charity's governing document, the Charities Act 2011, and the Accounting and Reporting by Charities: Statement of Recommended Practice ("SORP"), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland.

Status and Organisational Structure

The charity's constitution is its governing document. The charity was registered on 7th May 2019 as a charitable incorporated organisation (CIO) and took over all assets, liabilities, and operations from the unincorporated association of the same name.

The trustees are appointed by the Board of Trustees, in consultation with the existing trustees. The constitution requires the Foundation to have a minimum of three trustees each of which has one vote. New trustees are provided with information on trustee guidelines as prepared by the Charity Commission, and information on the charity as appropriate. Briefing discussions are held with the current trustees. Trustees are requested annually to confirm any related party transactions.

Charity's Objectives

West London Welcome is a daytime drop-in service based in Hammersmith for refugees, asylum seekers and migrants.

The objectives of the charity are (1) to advance education and relieve financial hardship amongst those seeking asylum and those granted refugee status particularly by the provision of legal and other advice (2) to provide or assist with the provision of facilities and other recreation or other leisure time activity for refugees, asylum seekers and their dependents in the interests of social welfare with the object of improving their condition of life and assisting their inclusion into the wider community, in particular but not exclusively by the provision of a drop-in centre.

Based on these objectives, the charity has developed a set of broader strategic aims: to reach local refugees and asylum seekers who need our support within the borough and wider London area; to help people to make positive transitions in their lives by overcoming practical barriers; to help people overcome the language barriers preventing them gaining employment, accessing education and integrating into the community; to provide immediate relief from poverty, hunger, isolation and health issues; and to support people to feel connected to the community and the local community to be supportive to refugees and asylum.

Public Benefit

The Trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

"We are always happy to visit West London Welcome, where we are greeted by friendly, sincere people. We always feel their support and help. We feel safe there. Thank you very much for everything!"

- Iranian family



Annual Review of Activities, Achievements and Performance

The year brought real highs - we moved into our first permanent premises in September, and partying together for Refugee Week was an especially joyous time – but it also brought some huge challenges. We were confronted with the ongoing threat of the government’s Rwanda Plan, quickly mobilised to respond to the arrival of many Afghan evacuees, and six months later organised to respond to the needs of many newly-arriving Ukrainians and their complex visa and hosting issues which doubled our casework activities.

West London Welcome is committed to four long-term strategic aims as an organisation and this year is proud to have made considerable progress **building community, delivering advice, advocacy, and becoming sustainable.**

Building Community

Our first long-term strategic aim at West London Welcome is to build community. We do this primarily through the maintenance and development of our main community centre in Hammersmith and satellite group in Chiswick, in which we provide warm welcome, holistic support, creative and participatory activities and education. This year we put this aim, as we always have, at the heart of our everyday work.

Opening our new community centre

We moved into our first permanent premises in Hammersmith in September 2021, which whilst requiring a substantial amount of building work was transformed into a beautiful space and an amazing garden, largely furnished and equipped by donations from local businesses and plants donated by the Chelsea Flower Show. Having our dedicated space has meant we can now open three full days a week with extra classes and outings on other days.

Our new centre is already much-loved by our community. The Leslie Aldridge Trust have very generously funded our renovations which included a new kitchen, a private quiet room, new windows and patio doors leading to a new decked area. After a number of painting and decorating parties with our members (big thanks to Farrow and Ball for the paint donations and to so many locals for the furniture and lovely furnishings we needed), we opened our doors and immediately felt at home.

Our new home features a large space for English classes and communal dining, offices for our staff and

advice sessions for clients, a chill-out sofa area (looking colourful and awesome thanks to Knit for Peace donations), a children’s play area, storage, a kitchen, and best of all our own garden. We’ve already been making the most of our new spaces by playing cricket outside with Fulham Cricket Club, screen printing t-shirts with volunteers Rachel and Cat, and welcoming in the Flying Seagulls Circus and regular outdoor fitness and yoga classes. It’s a rare and wonderful thing to find a space that fulfils all our needs, but we’ve done it!

We’ve been busy gardening together in our outside spaces thanks to generous donations from Chiswick Community Allotments, Chelsea Flower Show and some wonderful grasses from the legend that is Knoll Gardens. Gardening has been particularly lovely for those in our community who were used to gardening in their home countries. Our kitchen has allowed our chef Aisha and the fabulous kitchen team to cook to their heart’s delight – as well as for asylum-seeking people living in hotels without kitchens to cook for themselves. And on Tuesdays we have members doing a Guest spot in the kitchen and we are enjoying meals from all over the world.

We now open for in-person community days three days a week: on Tuesdays our Outreach Coordinator, Mehri, runs our free clothing shop and social time for asylum-seeking people living in local hotels; Wednesdays we host a variety of creative classes including knitting, yoga, art and fitness; and on Thursdays we continue with our usual day centre where people receive holistic support from legal advice and housing casework to English classes, our foodbank, hot lunch, social time, creative activities and sport.

Welcoming Afghans and other new arrivals

In September we had the privilege of welcoming newly-arrived Afghans into West London, where hundreds of evacuees are living in bridging hotels while they wait for permanent housing elsewhere. We organised a warm welcome for them, have been working with the council and a variety of local groups including the wonderful parents, teachers and students at Emanuel School to organise donations and support, and have brought Afghan families into our community. Distressingly, by the time our Financial Year ended nine months later, most of the Afghans remain in the hotels and are none the wiser as to when they will be properly housed. Our Director Joanne and our Afghan member Zia spoke about the ongoing uncertainty faced by Afghans on ITV News, and our Deputy Director Leyla spoke about the same issues on the BBC.

Walking with Little Amal

We were unbelievably proud to have been the flag-bearers for Little Amal, the giant refugee child puppet who walked across Europe to find her mother and seek sanctuary, as she was welcomed by hundreds of people at St Paul's Cathedral and around London in October. Our volunteer, Phyllida Lloyd, directed the welcome ceremony brilliantly with hundreds of children singing Consider Yourself from Oliver Twist – hardly a dry eye amongst the



adult crowd of spectators. Our community of refugees, migrants and volunteers will never forget being part of such an inspiring, joyful and moving day. We also partied with Little Amal at the Roundhouse in Camden, and some of our families loved meeting her at the V&A. You can see pictures of our time with Little Amal on Twitter here.

Winning a Civic Honour

In March we were awarded a Civic Honour for Act of Compassion in Hammersmith and Fulham's Civic Honours, for our work 'supporting Afghan refugees, including providing a free clothes shop, and working with community and council officers and the NHS to organise covid vaccines for refugees and asylum seekers.'

Jo and Leyla were awarded the honour, but it takes a whole community to put in place long-term compassion, support and solidarity with refugees, asylum seekers and migrants. This award was won by every one of our friends who work so hard with so much dedication and love.



“It is the space where I can be myself, it is a break from being a mother, it is intense being a mother 24/7.”

- Afghan mother

Partying for Refugee Week

Our Refugee Week party in June gave us all what we needed so much after such a long and difficult pandemic - to come together and dance, drum, eat amazing food, read poetry, get haircuts, have facials, and laugh together. All our members and so many in the local community played a huge part in making the party so special, including our guests, MP Andy Slaughter and Hammersmith and Fulham Mayor, PJ Murphy.

We also marked the week by celebrating every day with different community activities in the sunshine with our asylum-seeking neighbours in temporary hotel accommodation. Our Community Outreach and Operation Manager, Mehri, coordinated picnics and worked in collaboration with our Chiswick satellite group. The Chiswick group and other pop-up communities have been a real lifeline for people and demonstrate the possibilities of what neighbourhoods can achieve together.



Community Childcare

An essential part of our community support, which is rare to find in the refugee sector in London, is weekly childcare for our members. Only 15 hours of free childcare is available to kids aged three and four whose parents have 'no recourse to public funds', and even this is difficult to access given lack of places, little information about where to find childcare, and parents not knowing their rights. Since we first opened in 2018, lead childcare volunteers Charlotte Davies, Kim Bussell and Sandra Pfeiffer have been plugging the gap in this lack of childcare by running our warm and wonderful weekly crèche, and long may it continue.



Our Chiswick Satellite Group

Volunteers Harriet and Rachel, along with their asylum-seeking member-volunteers including the wonderful Steasy, continue to take our Chiswick satellite group from strength to strength.

They meet each week, enjoying socialising, creative activities, English classes, delicious food, and more. Cooking has become a celebrated affair, with different members cooking for the group so everyone can sample each other's cuisines. The group now have a partnership with Chiswick House and Gardens and local artists from Art Jar, who run monthly art sessions (such as silk painting) with the families and individuals the group supports.

"I have been volunteering for two years helping to run the Chiswick drop-in with Harriet Morgan. Watching the news and witnessing first hand the experiences of people seeking asylum and struggling to survive in the current hostile environment is both depressing and frustrating and volunteering with WLW goes some way to negate this - it feels good to be doing something to help on a human level. Following a long and isolating lockdown shielding, joining the vibrant West London Welcome community has been an uplifting and rewarding experience and has had a hugely positive impact on my own mental health and wellbeing. I really look forward to the sessions and I know other volunteers feel the same - it is the highlight of our week."

- Rachel Le Mesurier, Volunteer

Access to Advice

Our second long-term strategic aim is to enable access to advice and deliver casework at our centre. This year we responded to a growing need for advice and casework by investing in our advice team and developing partnerships with other organisations.

Advice Team Development

Our advice team continued to take on dozens of cases a week of refugees and people seeking asylum in need of support on housing, the asylum process, benefits, education, health, finances, and more. This year Margaret Magnusson joined us as an advisor from Citizens Advice Hammersmith and Fulham (CAHF) and Sanne van den Bergh joined us as Casework and Development Coordinator.



Supporting Ukrainian New Arrivals

In April we started opening weekly social and advice mornings supporting newly-arriving Ukrainians and their hosts. Our centre is located close to the Ukraine embassy, consulate and social club in Kensington, and nearby Ealing has the second-highest population of Ukrainian citizens in the UK, so we were poised to

expect lots of people in need of support.

Working in partnership with Citizens Advice at our centre, we have been supporting Ukrainians who are homeless or with unstable housing situations with safe local hosting through Refugees at Home, helping people access urgent legal advice via Ukraine Advice Project, food, clothes, English classes, childcare, and all the social activities and friendship that comes with joining our community centre. We are grateful to HF Giving for their appeal collecting donations which allowed us to hire someone to organise the support we give. At the very end of this Financial Year we secured funding from The Daisy Trust to start collaborating with Ukraine Institute to provide local Ukrainians with English classes and we are excited about this commencing shortly.

The needs of local newly-arriving Ukrainians can be complex, and lots of casework and support is needed for them, as well as for their hosts. Some Ukrainians arriving in West London are falling quickly into destitution, either because their hosting arrangements have broken down or because they have arrived without visas. We expect they will need on-going support as hosting arrangements come to an end, and those in need of housing, advice and friendship will continue to be welcome at our centre.

“I have gained confidence and motivation through your help with the advice of a support worker. Belonging to this community has built my self-esteem”

- Syrian teenager



Advocacy

Our third long-term strategic aim is to advocate for change with and on behalf of our members. In 2021-22 we shared our knowledge and expertise to improve the public narrative on migration through relationship building; participating in local and national networks, training, events, and networking; and gathering evidence through our work to contribute to change locally and nationally.

Building knowledge and understanding

Every week our staff attended forums, meetings and events within the refugee sector, with local authorities, and with a variety of other organisations, to improve our own knowledge of the rights and entitlements of our members; to shine a light on the experiences of our members; and to build knowledge and understanding of the challenges facing members amongst professionals and the public locally and nationally.

Highlighting local issues in the media

We have been supporting our members to amplify their voices and experiences in the media. This year our members, staff and volunteers have featured in the Guardian, BBC News, The Independent, New York Times, ITV News, Daily Express, My London, Hammersmith Today and the Chiswick Calendar. Journalists highlighted our work and interviewed us on issues from missing asylum support payments to Afghan refugee experiences and the first months Ukrainians spent in the UK.

King Charles' Visit

King Charles visited our centre in April when he was still Prince, meeting many of our members and volunteers.

It was an important opportunity for the stories of our friends most affected by the hostile environment to be heard – he spoke with people who have crossed the Channel to seek safety here, who have been in detention, who have been trafficked, who have been waiting 18 months for an interview on their asylum claim, and who are banned from working and survive on only £8 per week from the Home Office. On his visit he expressed concern and a 'need to do something' about the situation of asylum-seeking people.



Rallying against the Nationality and Borders Bill

We joined hundreds of friends and allies for the Refugees Welcome rally against the Nationality and Borders Bill (now the Nationality and Borders Act 2022) at Parliament Square. The Act attacks the 70-year-old Refugee Convention by punishing people by the means of their arrival, creating a two-tier system of treatment of asylum seekers based on whether they travelled here by 'formal' or 'informal' routes. There are currently no safe or legal routes for people to get here, so people we know have been forced to take very dangerous journeys by boat. We were proud to come together with other groups to defend the right for people to seek safety by any means.

Sustainability

Our fourth and final long-term strategic aim is to become a sustainable organisation for the long-term, ensuring we have the funding, skills and support for staff to fulfill our mission and meet the needs of our members. The issues and hostile environment facing our community of refugees, migrants and people seeking asylum aren't going away anytime soon, so we're working hard to ensure our work and our community are sustainable for the long term.

Hosting our First Friendraiser and the Launch of our Welcome Circle

In April we hosted our first Friendraiser to officially launch our Welcome Circle, a key group of supporters sustaining WLW by giving minimum £2000 annually. We gathered with our patron Dame Harriet Walter and theatre and film director Phyllida Lloyd at our centre, where we had a delicious dinner prepared by our chefs



Aisha and Betul, premiered our new short film produced by Phyllida, and heard from those we support. The evening enrolled 33 Welcome Circle members and the scheme raised £88,990 in this financial year.

Our wonderful group of Welcome Circle members give a minimum of £2000 annually to sustain the charity. We are grateful to them for donating these much-needed funds, which contribute significantly to our core costs including enabling us to hire a new member of staff in our team as Casework and Development Coordinator, giving us the time and expertise to develop our strategic aims on a longer-term basis.

‘Running the knitting group as a volunteer has helped with my confidence and mental health, and being useful makes me happy and gives me hope. It’s also improved my English. When I put my head on my pillow at night I think about our day at the centre and what I and we’ve achieved together.’

- Member-volunteer from Iran

Some Key Facts and Figures:

We ran **168** drop-in sessions.

The foodbank was open on more than **100** days.

We served at least **8,820** hot lunches.

32 Outings to London attractions and the seaside.

Opened **47** weeks in the year for in-person contact.

We have more than **200** visits a week with members registered from **53** countries, speaking **32** different languages: predominantly Arabic, Farsi, Amharic and Spanish.

75% of our beneficiaries are people seeking asylum.

The remaining have received refugee status or are migrants.

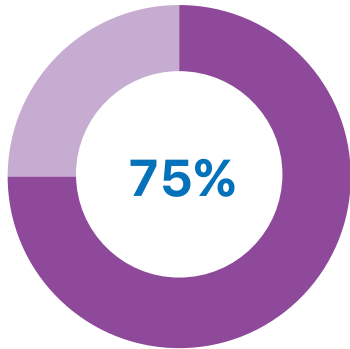
WLW benefitted from more than **90** active volunteers, **20%** of who are also beneficiaries, who collectively gave more than **20,000** volunteer hours.

“They help me with food, clothes, a phone, and exploring London and trips like Kew Gardens. I take English classes and they found me a special maths tutor, Johnny. At the centre I meet friends and I even met King Charles. They have really helped me mentally and I am part of the community here. This is the only family I have.”

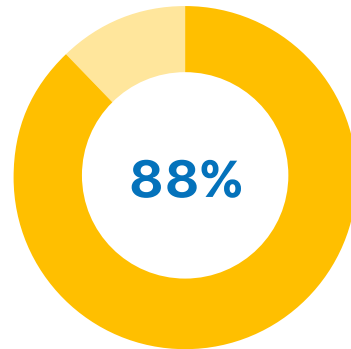
- Unaccompanied teenager from Nigeria



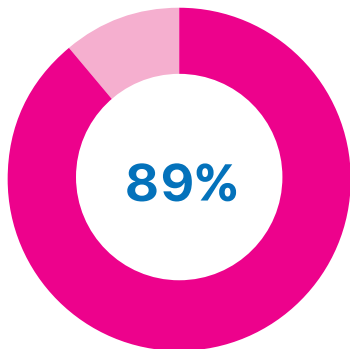
Some key results from our 2022 data collection exercise*



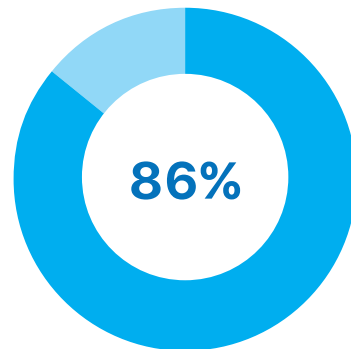
said the centre helped them with English classes



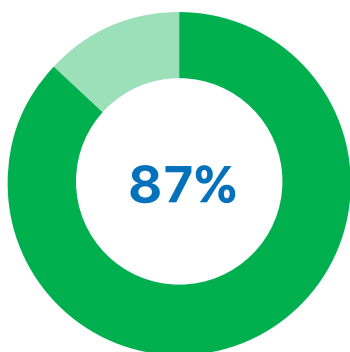
said the centre helped them with making friends



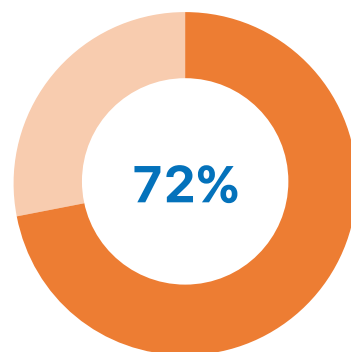
said they feel happier now since they started coming to WLW



said the centre helped them with food



said they feel more connected to the community since they started coming to WLW



said they feel more confident since they started coming to WLW

* Note: This survey was conducted in October 2022 with 95 members of West London Welcome.

Case Studies



Ruth's Story

"I left Eritrea ten years ago to save my life. I had to leave behind everybody I loved, but I had no other choice. As a Pentecostal Christian I was persecuted for my religion and experienced violence, and I knew that if I wanted to stay alive I had to go. I escaped and came to the UK because I thought I would be safe here.

My first few years seeking asylum in the UK were so hard. The Home Office sent me to detention centres many times, where I was terrified that they would deport me to Eritrea and then I would be killed. I felt like nobody believed me when I told them about my life being in danger at home.

Eventually I moved to West London to stay on my friend's sofa, and that's when I discovered West London Welcome. For three years they have supported me at the centre to find a support network, study English, have given me clothes and hardship money, and worked with my immigration lawyer to follow up with the Home Office about their many delays and errors with my asylum claim application. Even my MP Andy Slaughter helped me to ask the Home Office why I had been waiting so long to hear back from them.

Last month my lawyer told me I had received refugee status. I still can't believe it! I'm over the moon. West London Welcome helped me to find a room to rent and supported me to sort out my finances, and now they are helping me to find my first job here. It's the beginning of my new life. Words can't express how much they have done for me."

Ruth got married in the summer of 2022.



Alina's story

Alina fled Ukraine with her young sons after the February invasion started and soon after started coming to our drop-in dedicated to newly-arriving Ukrainians. She was extremely worried about her husband and extended family who were still in Ukraine, while at the same time trying to settle into a completely new environment, alone with two children.

She was constantly crying: "When I came to London, I was deeply depressed and felt very bad. WLW helped me to relax and feel secure and I feel they care about me. Through them, I met new friends which has made me feel stronger and able to cope. When I wanted to get help with documents and housing, I knew I could turn to WLW. I knew that I was not alone."

WLW helped Alina to claim Universal Credit, register for schools and when her sponsors through the Homes for Ukraine scheme told her to leave before six months had expired, our caseworker helped to get her onto Housing Benefit to pay for council emergency accommodation in a bed and breakfast. However, as this was only one cramped room for three of them, WLW sought and found that very rare thing - a sympathetic private landlord willing to accept Universal Credit and waive the standard monthly deposit. She moved into a beautiful furnished flat with a garden near her son's school and nursery. We assisted her to set up a rental agreement and helped to ensure she had everything she needed - from sheets to cooking equipment.

Alina continues to visit WLW at least twice a week for English classes, knitting and other social activities. While she and her kids are much more settled now, she still very much enjoys the social aspect of the drop-ins: "I meet women with similar problems, and we can talk and share ideas and give each other support."

Financial review

Income and expenditure

Income during the period under review was £395,963 (2021: £195,505) of which £75,517 was restricted (2021: £120,625) and expenditure was £224,319 (2021: £134,324). Of the total expenditure £51,238 (2021: £98,865) was from restricted grants. The charity had net income during the year of £171,644 (2021: £61,181). This led to an increase in the total funds held at the year end to £269,458 (2021: £97,814) of which funds for restricted purposes were £23,834 (2021: £36,127).

Risk Assessment

The charity has conducted a risk assessment and has established a register, which will be updated annually. The register has appropriate systems and procedures in place to mitigate the risks the charity faces. Such headings are; funding and risks, internal control risks, implementation procedures for transactions and projects, health and safety for staff, volunteers and clients.

Key risk factors include; key staff turnover, Government policy, loss or damage to premises, cash flow.

Reserves policy

The reserves policy is to maintain a cash balance of at least six months of operating expenses. At this financial year end this equates to an amount of £112,160 compared to the unrestricted reserves of £245,624.

Plans for future periods and going concern status

In the trustees' opinion the charity is a going concern and has sufficient funds to continue its current activities over the next 12-15 months.

Funds held as custodian trustees on behalf of others

The charity has acted as an agent for the local group Refugees Welcome Hounslow which shares similar aims and objectives. At the year end the charity held funds on behalf of Refugees Welcome Hounslow of £4,063.

Our Supporters and Principal Funding Sources

West London Welcome is grateful for grants from the following:

LocalGiving Foundation
Michael & Betty Little Trust
London Community Response Fund
Leslie Aldridge
Hammersmith United Charities
Choose Love
HF Giving
The Earls Court West London Grant
Network for Social Change
London Churches Refugee Fund
AB Charitable Trust
Inspire Hounslow

We also wish to thank our 33 Welcome Circle Members who contribute a substantial amount of our income and whose commitment to our sustainability and growth is a lifeline.

A very special thanks to St Pauls Hammersmith for hosting our Thursday drop-ins and St Mary's Church Kensington for allowing us to set up our free shop in their chapel for six months.

And to the following local schools who have fundraised and collected donations on our behalf;

Norland Place School
Emanuel School
Fulham School
Lady Margaret School
Wendell Park School
West London Free School

And finally, to all the lovely local business and members of the public who support us with regular donations.

“My English is getting better, I have discovered I have a creative side, I discovered places around London, I went out a lot and made many friends, and I feel really good.”

- Albanian member



The Trustees' Responsibilities

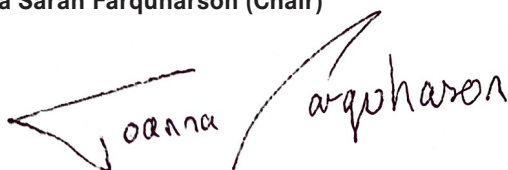
The Trustees are required under the constitution of the charity to prepare financial statements for each financial year to reflect the state of affairs of the charity and of its results for that period. In preparing those financial statements the Trustees are required to:

- a) select suitable accounting policies and apply them consistently.
- b) make judgments and estimates that are reasonable and prudent; and
- c) prepare the financial statement on a going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity. They are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Trustees on 8 February 2023 and signed on their behalf by:

Joanna Sarah Farquharson (Chair)

A handwritten signature in black ink that reads "Joanna Farquharson". The signature is written in a cursive style with a large, sweeping flourish at the end.

“I’m from a small island and came to England eight years ago and spent the first five years on the streets. My life changed when I started going to the centre at WLW who gave me a chance to rebuild my confidence through volunteering. I’ve had a lot of practical help from WLW but what’s most important is the help and support I get from being a member of the community - as soon as I walk through the door I feel happier and leave my anxieties behind. “

- Member-volunteer from Mauritius

LONDON
REFUGEES



Report of the Independent Examiner

Independent examiner's report to the Trustees of West London Welcome

I report on the financial statements of the charity for the year ended 31 May 2022 as set out on pages 22 to 33 .

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

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the Act. I confirm that I am qualified to undertake the examination because I am a member of Association of Chartered Certified Accountant, which is one of the listed bodies.

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

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

Shruti Soni

Shruti Soni FCCA FCIE

Date: 16 March 2023

Shruti Soni Ltd

Chartered Certified Accountants

117a St. John's Hill, Sevenoaks TN13 3PE

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 May 2022

		2022			2021		
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Income from:	Note	£	£	£	£	£	£
Donations and grants	2	320,357	75,517	395,874	74,880	120,625	195,505
Investment Income		89	-	89	-	-	-
Total income		320,446	75,517	395,963	74,880	120,625	195,505
Expenditure on:							
Raising funds		2,453	-	2,453	-	-	-
Charitable activities - Hardship Support		170,628	51,238	221,866	35,459	98,865	134,324
Total expenditure	3	173,081	51,238	224,319	35,459	98,865	134,324
Net income / (expendi- ture) for the year		147,365	24,279	171,644	39,421	21,760	61,181
Transfers between funds		36,572	(36,572)	-	-	-	-
Net movement in funds		183,937	(12,293)	171,644	39,421	21,760	61,181
Reconciliation of funds:							
Total funds brought forward		61,687	36,127	97,814	22,266	14,367	36,633
Total funds carried for- ward	13	245,624	23,834	269,458	61,687	36,127	97,814

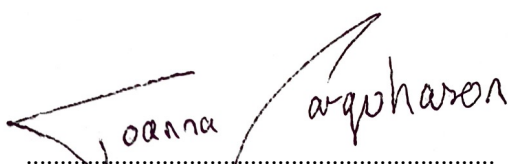
All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 13 to the financial statements.

Balance Sheet

As at 31 May 2022

			2022		2021
	Note	£	£	£	£
Fixed assets:					
Tangible assets	9		28,710		
Current assets:					
Debtors	10	23,795			
Cash at bank and in hand		220,945		101,752	
		244,740		101,752	
Liabilities:					
Creditors: amounts falling due within one year	11	3,992		3,938	
Net current assets / (liabilities)			240,748		97,814
Total assets less current liabilities			269,458		97,814
Total net assets / (liabilities)	12		269,458		97,814
The funds of the charity:	13				
Restricted income funds			23,834		36,127
Unrestricted income funds:					
Designated funds					
General funds		245,624		61,687	
Total unrestricted funds			245,624		61,687
Total charity funds			269,458		97,814

These financial statements were approved by the Trustees on 8 February 2023 and signed on their behalf by



 Joanna Farquharson, Trustee



Notes to the Accounts

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

There are no key judgements that the charitable company has made which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

e) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Notes to the Accounts

1 Accounting policies (continued)

f) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of provision of space and services undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading
- Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

h) Tangible fixed assets

Items of equipment are capitalised. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Leasehold improvements Over lease period ending in July 2024

i) Pensions

Employer contributions to employees defined contribution pension schemes are charged to Statement of Financial Activities during the year.

2 Income from donations and grants

			2022	2021
	Unrestricted	Restricted	Total	Total
	£	£	£	£
Donations	210,228	11,342	221,570	77,094
Grants	88,000	64,175	152,175	118,412
Gift Aid	22,129	-	22,129	-
	<u>320,357</u>	<u>75,517</u>	<u>395,874</u>	<u>195,506</u>

Of the total income of £195,506 in 2021, £120,625 was restricted and £74,880 was unrestricted

Notes to the Accounts

3 Analysis of expenditure

	Cost of living funds	Charitable activities - Hardship Support	Support costs	2022 Total	2021 Total
	£	£	£	£	£
Staff costs (Note 5)	1,780	134,378	16,875	153,033	71,290
Hot Lunches	-	6,544	-	6,544	5,417
Client Travel costs	-	7,720	-	7,720	3,286
Hardship Client Support	-	26,394	-	26,394	45,520
Study and training Client support	-	776	-	776	455
Fundraising Costs	673	-	-	673	
General running costs	-	-	6,335	6,335	2,665
Rent and Insurance	-	-	15,793	15,793	763
Website cost	-	-	-	-	4,800
Depreciation	-	-	5,521	5,521	-
Accounting, admin support and independent examination Fees	-	-	1,530	1,530	129
Total expenditure on charitable activities	2,453	175,812	46,054	224,319	134,325
Support costs	-	46,054	(46,054)	-	-
Total expenditure 2022	2,453	221,866	-	224,319	134,325
Total expenditure 2021	-	134,325	-	134,325	

Of the total expenditure, £172,749 was unrestricted (2021: £35,459) and £51,238 was restricted (2021: £98,866). Support costs are costs incurred to facilitate charitable activities of the charity.

Notes to the Accounts

4 Net incoming resources for the year

This is stated after charging / crediting:

	2022	2021
	£	£
Depreciation	5,521	-
Independent examination	1,530	129
	=====	=====

5 Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2022	2021
	£	£
Salaries and wages	109,522	51,873
Social security costs	7,142	3,952
Employer's contribution to defined contribution pension schemes	2,724	1,265
Contractors - Wages	32,790	11,875
Therapeutic support staff	855	2,325
	=====	=====
	153,033	71,290

No employee earned more than £60,000 during the year (2021: nil).

The total employee benefits including pension contributions of the key management personnel were £89,117 (2021: £51,680)

6 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2022	2021
	No.	No.
Fundraising	0.0	-
Charitable activities	2.6	1.9
Support	0.4	0.4
	=====	=====
	3.0	2.3

Notes to the Accounts

7 Related party transactions

No related party transactions have taken place in 2022 (2021: nil). No trustees received any remuneration or any other payments for any services provided to the charity (2021: nil). No trustees were reimbursed any expenses incurred during their office as trustee during the year (2021: nil). No donations or other payments were received from any trustees or related parties that had conditions attached to their use.

8 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

9 Tangible fixed assets

	Leasehold Improvements £	Total £
Cost or valuation		
At the start of the year	-	-
Additions in year	34,231	34,231
At the end of the year	<u>34,231</u>	<u>34,231</u>
Depreciation		
At the start of the year	-	-
Charge for the year	5,521	5,521
At the end of the year	<u>5,521</u>	<u>5,521</u>
Net book value		
At the end of the year	<u>28,710</u>	<u>28,710</u>
At the start of the year	<u>-</u>	<u>-</u>

All of the above assets are used for charitable purposes.

Notes to the Accounts

10 Debtors

	2022	2021
	£	£
Prepayments	1,667	-
Accrued income	22,129	-
	<u>23,795</u>	<u>-</u>

11 Creditors: amounts falling due within one year

	2022	2021
	£	£
Taxation and social security	2,074	3,608
Pension	538	330
Accruals	1,380	-
	<u>3,992</u>	<u>3,938</u>

12 Analysis of net assets between funds at the end of year

	General unrestricted	Designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	28,710	-	-	28,710
Net current assets	216,914	-	23,834	240,748
Net assets at the end of the year	<u>245,624</u>	<u>-</u>	<u>23,834</u>	<u>269,458</u>

Analysis of net assets between funds at the start of year

	General unrestricted	Designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	-	-	-	-
Net current assets	61,687	-	36,127	97,814
Net assets at the end of the year	<u>61,687</u>	<u>-</u>	<u>36,127</u>	<u>97,814</u>

Notes to the Accounts

13 Movements in funds

	At the start of the year	Income & gains	Expenditure & Losses	Transfers	At the end of the year
	£	£	£	£	£
During the year					
Restricted funds:					
LocalGiving Foundation	11,832	-	(11,839)	7	-
London Community Response Fund	1,779	-	(1,779)	-	-
Hammersmith United	3,517	500	(4,017)	-	-
The Earls Court West London Grant	402	564	(966)	-	-
Fareshare	970	-	(970)	-	-
London Churches Refugee Fund	900	1,500	(2,400)	-	-
Hardship Fund	13,603	11,342	(7,571)	-	17,374
Study & Training Fund	3,124	-	(776)	(2,348)	-
Leslie Aldridge Trust	-	34,231	-	(34,231)	-
Choose Love	-	10,000	(10,000)	-	-
Hammersmith and Fulham Giving	-	16,380	(9,920)	-	6,460
Inspire Hounslow	-	1,000	(1,000)	-	-
Total restricted funds	36,127	75,517	(51,238)	(36,572)	23,834
Unrestricted funds:					
<u>General funds</u>	61,687	320,446	(173,081)	36,572	245,624
Total unrestricted funds	61,687	320,446	(173,081)	36,572	245,624
Total funds	97,814	395,963	(224,319)	-	269,458

Notes to the Accounts

13 Movements in funds (continued)

	At the start of the year	Income & gains	Expenditure & Losses	Transfers	At the end of the year
	£	£	£	£	£
During previous year					
Restricted funds:					
LocalGiving Foundation	-	29,685	(17,853)	-	11,832
Barrow Cadbury Trust	-	20,000	(20,000)	-	-
London Community Response Fund	-	19,776	(17,997)	-	1,779
The National Lottery Community Fund	-	10,000	(10,000)	-	-
Hammersmith United	-	9,550	(6,033)	-	3,517
Dr Edwards & Bishop Kings Fulham	-	5,000	(5,000)	-	-
United in Hammersmith and Fulham	-	4,800	(4,800)	-	-
The Earls Court West London Grant	-	3,192	(2,790)	-	402
Fareshare	-	2,500	(1,530)	-	970
London Churches Refugee Fund	-	1,750	(850)	-	900
Hardship Fund	10,788	14,372	(11,557)	-	13,603
Study & Training Fund	3,579	-	(455)	-	3,124
Total restricted funds	14,367	120,625	(98,865)	-	36,127
Unrestricted funds					
<u>General funds</u>	<u>22,266</u>	<u>74,880</u>	<u>(35,459)</u>	<u>-</u>	<u>61,687</u>
Total unrestricted funds	22,266	74,880	(35,459)	-	61,687
Total funds	36,633	195,505	(134,324)	-	97,814

Transfers

Transfers from Leslie Aldridge Trust represent cost of leasehold improvement works funded by Leslie Aldridge Trust. The grant was fully spent during the year. Transfers from Study & Training Fund represent expenditure in previous years from this fund allocated to general fund.

Notes to the Accounts

13 Movements in funds (continued)

Purposes of restricted funds

LocalGiving Foundation	Payments for general hardship
Barrow Cadbury Trust	£8,966 salary for deputy manager
	£9,651 hardship fund
	£1,383 hot lunches
London Community Response Fund	Salaries and staff therapeutic support
National Lottery Community Fund	Salaries
Hammersmith United	Therapeutic Support for Leyla Williams
Edwards & Bishop Kings Fulham	Salaries
United in Hammersmith and Fulham	Hardship fund
The Earls Court West London Grant	Tables for the centre
Fareshare	Hardship for Chiswick Hotel clients
London Churches Refugee Fund	Restricted for client travel expenses
Leslie Aldridge Trust	Refurbishment work at the centre
Choose Love	Part payment of case worker from Citizens Advice Bureau
Hammersmith and Fulham Giving	£6,760 for a caseworker
	£3,620 food and contingency costs for asylum seeking families and other individuals
	£6,000 hardship for asylum seekers
Inspire Hounslow	Chiswick group payments to clients for hardship
Small donations	For Hardship Support
Hardship Fund	For relieving financial hardship
Study & Training Fund	For advancing education

Notes to the Accounts

14 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property	
	2022	2021
	£	£
Less than one year	26,000	-
One to two years	26,000	-
Two to five years	4,333	
	56,333	

15 Funds received as agent

The charity has acted as an agent for the following third-parties, whose aims and objectives are consistent with those of the charity. Funds, held in cash, are administered on the instruction of the principal and recorded within a separate general ledger sub-code and adjusted in financial statements. The movement in funds during the year was:

	Refugees Welcome, Hounslow	Total
	£	£
Balance at 1 June 2021	-	-
Funds received	5,141	5,141
Funds paid out	(1,078)	(1,078)
Balance at 31 May 2022 representing cash held	4,063	4,063

WEST LONDON WELCOME

England & Wales - Charity number 1183261

Accounts



REFUGEE & MIGRANT CENTRE



**Annual Report
& Financial Statement**
for Year Ending May 31, 2021

Registered Charity No. 1183261

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“I spent six years in London without any help and was feeling very alone. In the three years I have been coming to the centre I feel I have more than just help and support, I feel I belong somewhere, like part of a family and community. I am very proud and happy to be volunteering now at West London Welcome and give back to a place I love.”

Charity Details

Trustees

Mohammed Reza Beyad (Chair)
Rupesh Chatwani
Joanna Sarah Farquharson
Seema Alibhai
Savraj Kaur

Executive Director

Joanne MacInnes

Deputy Director

Leyla Williams

Registered Address

PO Box 78236, London W14 4HQ

Charity Number

1183261

Independent Examiner

Carole Hunt
P & C Services (Gatwick) Ltd
4 Picketts
Picketts Lane
Salfords
Surrey
RH1 5RG

Bankers

Metro Bank PLC

“I was grateful to get food from the foodbank throughout the pandemic – it was difficult for me to buy food, and West London Welcome offered a weekly foodbank and during the lockdown delivered food to my house.”



REFUGEE & MIGRANT CENTRE

Message from our Chair



It has been another difficult year. But it has also been a year in which we have witnessed the best of humanity amongst people. The WLW team, under the leadership of the ever-dynamic and energetic Director, Joanne MacInnes, has proven once again that we can, and indeed should, help restore the dignity and hope of refugees, asylum seekers and migrants that come to this city and country.

We all undertake our own journeys in life; sometimes in selfish pursuits and at other times for the goodness of humanity. I am humbled when I see what the staff and volunteers of WLW have achieved, and how tirelessly they continue to work towards our mission of creating a safe and supportive community. Each one of them works for a better world, and each one of them is an inspiration to me. I applaud and thank them for their continued contributions to our community.

Reza Beyad
Chair

“Right now everything is perfect, you are working hard to make sure that we are safe and to make us feel happy and caring. We are beyond blessed to be part of the West London Welcome family.”

Director's Report



This financial year took place entirely over the Covid-19 pandemic and yet it was a time of significant growth for West London Welcome. We took on our first full-time paid staff, opened satellite groups, started a free clothing shop, grew our advice team, and supported a record number of people.

When everything else was slowing and closing down due to the pandemic, West London Welcome stayed open to meet the urgent needs of the growing number of asylum-seeking people placed in local hotels. We provided essential in-person support for these extremely isolated newcomers whilst operating safely within public health guidelines, opening every week without a single Covid outbreak. Staying open enabled us to run an educational programme on the benefits of Covid vaccinations and testing, and organise early vaccination clinics at our centre with local NHS staff. Thanks to our generous hosts the Hammersmith Quakers, St Nicolas' Church Chiswick and St Paul's Church Hammersmith, we were able to continue running our core activities including our foodbank, hot lunches, English classes and advice.

I am immensely proud of what we have achieved this year thanks to our incredibly dedicated staff and volunteers who give huge amounts of time and always go the extra mile. We believe strongly in creating a community where people can bump into each other in the streets, explore the neighbourhood together, and enjoy the benefits of local people and businesses willing to make contributions of all kinds. 90% of our staff, Trustees and volunteers live within walking distance of our centre and 75% of our beneficiaries do as well. This creates a wonderful sense of belonging and being rooted, which for people new to the area, who have spent so much time in transit, is of extreme importance. Our neighbours, politicians, faith groups, and businesses have all joined in our efforts to make our newly arrived friends feel welcome and become part of a strong local community.

Spending time together is the highlight of our weeks, and we all agree that the best thing about WLW is that we are “a family”.

Joanne MacInnes
Director

“We have a great time with this lovely community as a family together.”

Poem by our Patron



In 2018 the UN's Universal Declaration of Human Rights was 70 years old. To mark the anniversary a group of us was brought together by film director and friend of WLW, Phyllida Lloyd, to write a poem for each of the articles listed in the Declaration. The aim was partly to bring them up to date, partly to see which of these rights were being upheld, and which still aren't being respected. Sadly Article 14 which states that "Everyone has the right to seek and to enjoy in other countries asylum from persecution" is more relevant than ever, and I wrote this poem in response.

Asylum by Dame Harriet Walter

I didn't start the trouble
That has turned my home to rubble
And I didn't start the fight
That keeps me up all night

You tell me to go home
What home?

My life was good before
I had doctorates galore
I didn't choose to risk my life
Lose my children and my wife
In a dinghy on the ocean

Can you get around that notion?
Can you follow your emotion?
Why not put my skills to use
'Stead of dealing out abuse

What is Britain for
If it won't open the door
To the victims of a war
You send your own to fight?

All I'm asking you to do
Is imagine I am you
And it's your boat that is rocking
And that War could come a' knocking
-like I'm knocking- at your door

“They gave me the amazing opportunity to be a volunteer and that was very important to me and my integration to the community.”

Report of the Trustees for the Year Ending 31st May 2021

The Trustees of West London Welcome present their report and independently-examined financial statements for the year ending 31st May 2021.

Status

The charity's constitution is its governing document. The charity was registered on 7th May 2019 as a charitable incorporated organisation (CIO) and took over all assets, liabilities, and operations from the unincorporated association of the same name.

Charity's Objectives

West London Welcome is a daytime drop-in service based in Hammersmith for refugees, asylum seekers and migrants.

The objectives are threefold: to create community/ encourage integration, advance education and relieve financial hardship amongst asylum seekers, refugees, and other migrants with the provision of advice, training, and support.

Based on these objectives, the charity has developed a set of broader strategic aims: to reach local refugees, asylum seekers and other migrants who need our support within the borough and wider London area; to help people to make positive transitions in their lives by overcoming practical barriers; to help people overcome the language barriers preventing them gaining employment, accessing education and integrating into the community; to provide immediate relief from poverty, hunger, isolation and health issues; and to support people to feel connected to the community and the local community to be supportive to refugees, asylum seekers and other migrants.

Annual Review

West London Welcome continued to open in Hammersmith every Thursday in term times but as of this year our new satellite group in Chiswick also opened on Tuesdays. Our free clothing shop opened two days a week and outings took place on other days and weekends. We continued our regular trips to Kew Gardens, museums and London sites when these were permitted during the pandemic. Our key partnerships continued with the Felix Project which provides us with our essential foodbank, donations from Gail's bakery and Pret, and immense support from our local politicians. Our partnership with Citizens Advice meant we could meet the huge level of need of the increasing number of people placed within a mile of our centres. We are forever indebted to St Paul's Church Hammersmith for stepping in at our hour of need and hosting our centre for most of the year without charge. We continued to support our members with essentials like free laptops, phones, phone credit, bikes, furniture and travel expenses.

“West London Welcome helped me, giving me a laptop so I can get online English classes in lockdown.”





Launching a Chiswick satellite group

In September our Chiswick satellite group began a Tuesday coffee morning in support of asylum-seeking families in a local hotel with a weekly community gathering, where local residents eat together, learn English, make art (including painting with Abundance London), go on trips to Chiswick House, and more. The group's lead volunteers who all live in the area poured so much energy and love into the project, developing relationships with other local organisations and businesses in order to make their new neighbours feel as welcome and supported as possible.

"I look forward to the session all week. My 2 year old finds it hard in the hotel room. Here she can run around with other children, paint and play with toys while I help cook lunch and chat to friends I've made. It makes me feel stronger."

Advice clinics on immigration and housing

Also commencing in September, we started a partnership with Citizens Advice who joined our Advice Team in supporting our members with urgent immigration and housing advice and legal aid lawyers. Every week we ensure that our members have the advice and support they need to meet their essential needs, from finding lawyers to taking on asylum cases and registering people for GPs and schools, to working with local authorities to ensure people avoid homelessness and challenging the Home Office when accommodation is inadequate.

"I am here because of caring for my disabled son. For many years I didn't have any help until WLW started helping me. They have helped me with finding a lawyer and financial help."



Campaigning and working with other community groups

Such is the intensity of the hostile environment and the uphill battles faced by our members, the possibility of making real change lies with working with other community groups.

This year we joined hundreds of other groups in opposition to the Nationality and Borders Bill. We also campaigned for the improvement of food in hotels for asylum seekers alongside Care4Calais, Kensington Mutual Aid, and other groups, featuring on Sky News and other outlets, which resulted in improvements in hotel food local to us. The Smile Brigade, UNITED in Hammersmith and Fulham, Fusion Nutrition, and the Barons Court Project helped us to support asylum seekers with alternative food and supermarket vouchers.

We campaigned on the issue of asylum seekers being stranded without any money by the Home Office, alongside other groups like Positive Action In Housing and our MP Andy Slaughter. Finally, we worked with others in forums and the media to repeatedly raise the issue of asylum seekers facing huge housing issues and being moved from one accommodation to the next with no notice. With the housing circumstances of asylum seekers being so unstable, we have built strong relationships with groups who are ready to support people wherever they may be moved to.



Early Covid vaccinations

In the Spring we worked with Hammersmith and Fulham Clinical Commissioning Group and Council to organise early first and second Covid vaccination doses for the refugees, asylum seekers and migrants we support locally and all our staff and volunteers, who otherwise would have been waiting for weeks or months.

In the lead-up to the vaccinations we worked closely with local pharmacist Hala Abusin and volunteer translators on multiple educational sessions around the vaccine, which did wonders to help clarify unknowns and dissipate the anxieties of our members, leading to virtually everyone wanting the vaccine. Our members are living in cramped housing conditions, many survive on only £8 a week from the Home Office or nothing at all, and a number have a variety of health conditions. They are especially at risk of Covid, so early vaccinations brought huge relief to them and us.



Opening a free clothing shop for new arrivals

We kicked off 2021 by opening our free clothing shop in partnership with Care4Calais, which had by the end of our financial year now been visited over 2,000 times by newly arriving asylum-seeking people. Our patch of West London has the highest concentration of temporary Home Office accommodations in the country for new arrivals, who arrive with little more than the clothes on their backs, so our shop has been essential. As well as providing clothing, the shop has been vital for those who have recently arrived in the UK to meet their essential needs of finding legal aid lawyers, GPs, and making their first friendships here.

“WLW gave me confidence, feeling accompanied, feeling that we have friends and family, feeling part of something, being visible, feeling like people with rights to be able to dream and feel safe and secure, WLW rescued us from a state of darkness.”

“We had no idea how to get vaccinated, and WLW guided us on how to register for the GP and gave us the vaccine against covid at their centre.”

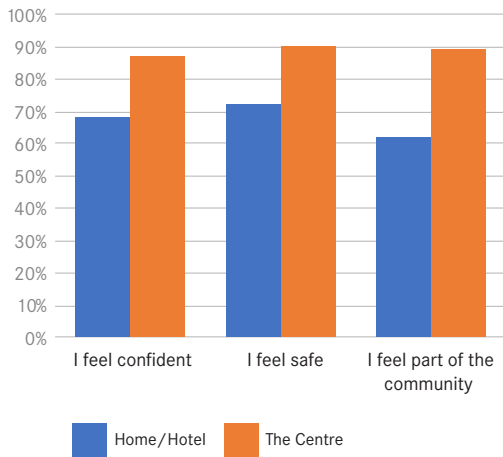
Some Key Facts and Figures:

- **135** new members joined our Thursday Club
- Over **200** visits to our Tuesday Coffee Mornings in Chiswick
- WLW benefitted from more than **60** active volunteers, 20% of whom are also beneficiaries
- In 5 months we had over **2000** visits to our free shop
- We ran **25** Thursday drop-ins and **50** Foodbanks - meaning we were open **50** weeks in the year for in-person contact
- We have people registered from **53** countries, speaking **32** different languages: predominantly Arabic, Farsi, Amharic and Spanish
- **75%** of our beneficiaries are people seeking asylum

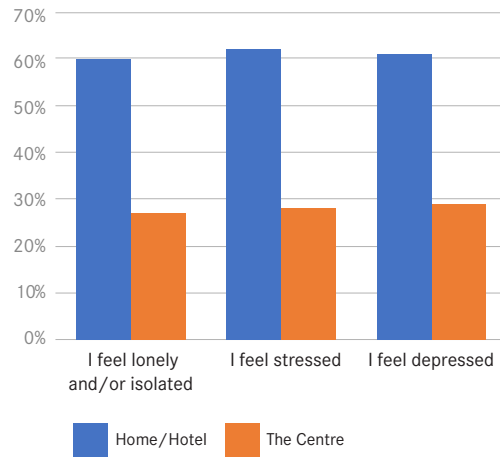
“They helped us by getting schools for our daughters, and uniforms and food benefits in the schools. They also helped us by getting a lawyer to help us with our asylum process.”

Some key results from our 2021 data collection exercise

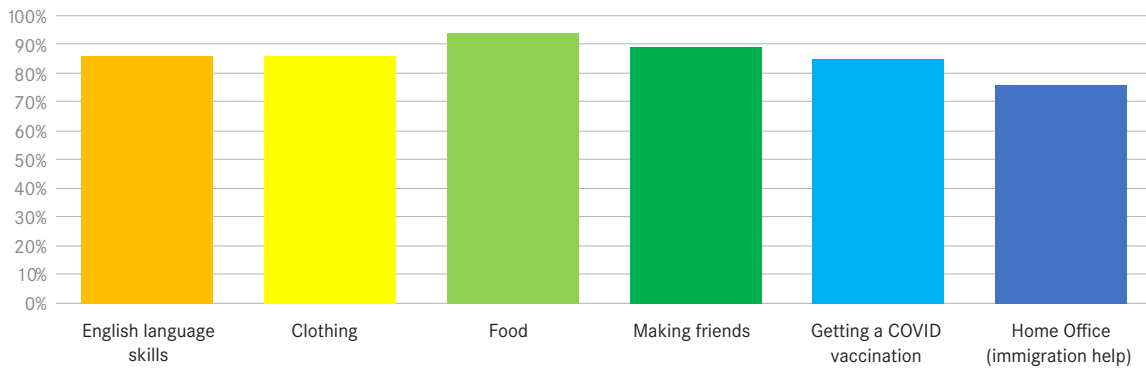
Positive Feelings



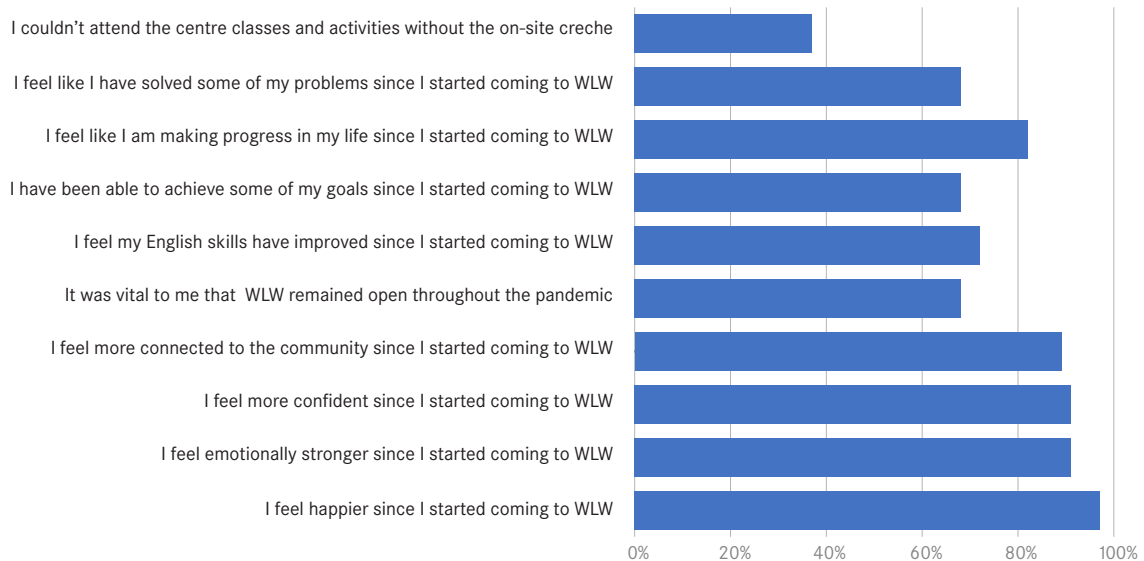
Negative Feelings



How much did the centre help you with...



Please tick the statements that apply:



REFUGEE & MIGRANT CENTRE

West London Welcome Case Studies



Ali Ghaderi from Iran – Winner of Young Leader 2021 in Hammersmith and Fulham

My life in the UK didn't really get started until I went along to West London Welcome one day.

I came to London by myself at 17. I had no friends and was very unhappy and needed somewhere to live. They found me a host family, helped get me a flat, and introduced me to youth charities where I met friends and became a youth leader. They enrolled me in college to improve my English. Anytime I need help they are there for me and if they can't help they put me in touch with others who can.

Before my interview with the Home Office I was very anxious, so they sent a nice volunteer with me to the interview and that really made me calm down and relax. Last month I finally got a positive decision on my asylum claim from the Home Office which means I have the right to work and begin my life. I don't think I could have got refugee status without West London Welcome's help.

Dori's Story

When we first met Dori and her two young children during the pandemic, the family was traumatised from their experiences both in their home country of Albania and were extremely isolated in their cramped hotel room where they had barely left their room for four months during the pandemic. The family suddenly had to escape their hometown after threats from gangs and lost everything. Dori was exhausted from



anxiety while struggling to survive on only £8 per week from the Home Office, and her children were subdued and had lost the ability to interact with others. She had no idea that the children had had the option of going to school.

For the past few months we have supported Dori and her family to rebuild their confidence and trust in others, understand their rights as asylum seekers, and find friendship and respite in the West London Welcome community. Our volunteers slowly helped bring Dori's children out of their shells and learn to laugh again, playing football with them outside and supporting them at our Children's space. "Before we found WLW my 9 year old son could not make eye contact with anyone and he was very angry. Now he is at school and we have good accommodation and better food, he smiles brightly and that gives me such peace."

We found the family an experienced legal aid lawyer, helped them to move into better housing and gave them new clothes, and provided them with fresh, nutritious food as they had been struggling to eat the unhealthy food given at the hotel. The children enrolled in school and are thriving, and Dori has bonded with other mothers at our centre and has started taking English classes. Dori has told us that finding West London Welcome was like "finally seeing a light along a very dark and difficult road - thank you very much to all of you."

Our Supporters

West London Welcome is grateful for grants from the following: LocalGiving Foundation, Barrow Cadbury Trust, London Community Response Fund, The National Lottery Community Fund, Hammersmith United, London Borough of Hammersmith & Fulham, Dr Edwards & Bishop Kings Fulham Charity, UNITED in Hammersmith & Fulham, The Earl's Court West London Grant, Fareshare, St Michael & Angels Church, Tudor Trust, Community Barnet – W12 Together, London Churches, Refugee Fund, Groundwork UK, Fund for Human Need

We also wish to thank the local communities and our many individual donors and volunteers, for their generous contributions and support, specifically to St Paul's Church Hammersmith for allowing the use of their entire premises from September to July.

The Trustees' Responsibilities

The Trustees are required under the constitution of the charity to prepare financial statements for each financial year to reflect the state of affairs of the charity and of its results for that period. In preparing those financial statements the Trustees are required to:

- a) select suitable accounting policies and apply them consistently.
- b) make judgments and estimates that are reasonable and prudent; and
- c) prepare the financial statement on a going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity. They are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Public Benefit

The Trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

Independent Examiner

Carole Hunt was appointed to carry out an independent examination.

This report was approved by the Trustees on March 18th, 2022 and signed on their behalf by:



Mohammed Reza Beyad (Chair)

Report of the Independent Examiner

Independent examiner's report to the Trustees of West London Welcome

I report to the charity Trustees on my examination of the accounts of West London Welcome (the Charity) for the Year ended 31st May 2021.

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 Act and in carrying out my examination I have followed all 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 giving me cause to believe that in any material respect:

1. Accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. The accounts do not accord with those records; or
3. The accounts do 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.

Carole Hunt
P & C Services (Gatwick) Ltd
4 Picketts
Picketts Lane
Salfords
Surrey

“My English has improved. They helped with my legal case and I built good friendships.”

Receipts and Payments Accounts

For the year ending May 31, 2021

	2021 GBP	2020 GBP
INCOMING RESOURCES		
Transfer from previous charity	-	19,728
Grants	118,412	21,980
Donations	77,096	31,870
TOTAL INCOMING RESOURCES	195,508	73,578
RESOURCES EXPENDED		
Staff costs	71,290	13,632
Hot lunches	5,417	4,253
Client travel costs	3,286	3,294
Hardship client support		
<i>Hardship Fund - Payments</i>	<i>15,003</i>	<i>5,027</i>
<i>Hardship - Communications</i>	<i>11,178</i>	<i>-</i>
<i>Hardship Fund - Housing</i>	<i>9,350</i>	<i>1,578</i>
<i>Hardship Fund - Foodbank/Clothing Bank</i>	<i>9,235</i>	<i>1,749</i>
<i>Hardship - Transport</i>	<i>461</i>	<i>-</i>
<i>Hardship - Other</i>	<i>294</i>	<i>-</i>
Total hardship client support	45,520	8,353
Study & Training client support	455	5,290
General running costs	2,665	1,560
Website	4,800	-
Insurance	762	562
Audit Fees	129	-
TOTAL RESOURCES EXPENDED	134,325	36,945
NET MOVEMENT IN FUNDS	61,181	36,633
TOTAL FUNDS BOUGHT FORWARD	36,633	-
TOTAL FUNDS CARRY FORWARD	97,814	36,633

Statement of Assets and Liabilities

As at May 31, 2021

	2021 GBP	2020 GBP
CURRENT ASSETS		
Cash at bank & in hand	101,752	36,633
CURRENT LIABILITIES		
Creditors	3,938	-
NET ASSETS	97,814	36,633
NET ASSETS		
Restricted	36,127	14,367
Unrestricted	61,687	22,266
TOTAL FUNDS	97,814	36,633

“I was so lonely and depressed with no hope. WLW supports me a lot. Every week I come to the centre and meet people and find friends and if I have problems I have someone to talk to.”

Notes to the Accounts

Accounting Policies

Accounting convention

These accounts have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The accounts are prepared in Pound Sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Going concern

At the time of approving the accounts, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the accounts.

Incoming Resources

Grants gratefully received in the financial year are as below:

<u>Organisations</u>	<u>Purpose</u>	<u>Amount</u>
LocalGiving Foundation	Restricted	29,685
Barrow Cadbury Trust	Restricted	20,000
London Community Response Fund	Restricted	19,776
The National Lottery Community Fund	Restricted	10,000
Hammersmith United Charities	Restricted	9,550
London Borough of Hammersmith & Fulham	Unrestricted	5,000
Dr Edwards & Bishop Kings Fulham Charity	Restricted	5,000
UNITED in Hammersmith & Fulham	Restricted	4,800
The Earls Court West London Grant	Restricted	3,192
Fareshare	Restricted	2,500
St Michael & Angels Church	Unrestricted	2,479
Tudor Trust	Unrestricted	2,000
Community Barnet – W12 Together	Unrestricted	1,900
London Churches Refugee Fund	Restricted	1,750
Groundwork UK	Unrestricted	500
Fund for Human Need	Unrestricted	280
Total Grants Received		<u>118,412</u>

Fund Analysis

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

Organisations	Opening	Income	Expend	Closing
LocalGiving Foundation	-	29,685	17,853	11,832
Barrow Cadbury Trust	-	20,000	20,000	-
London Community Response Fund	-	19,776	17,997	1,779
The National Lottery Community Fund	-	10,000	10,000	-
Hammersmith United	-	9,550	6,033	3,517
Dr Edwards & Bishop Kings Fulham	-	5,000	5,000	-
United in Hammersmith and Fulham	-	4,800	4,800	-
The Earls Court West London Grant	-	3,192	2,790	402
Fareshare	-	2,500	1,530	970
London Churches Refugee Fund	-	1,750	850	900
Hardship Fund – for relieving financial hardship	10,788	14,372	11,557	13,603
Study & Training Fund – for advancing education	3,579	-	455	3,124
Restricted Funds	14,367	120,625	98,866	36,127
Unrestricted Funds	22,266	74,880	35,459	61,687
Total Funds	36,633	195,506	134,325	97,814

“I really enjoy the trips because I can see different places in London and being in nature improves my mental health.”

Administrative and Fundraising costs

The charity incurred £23,556 to support the operations of the charity as below:

Salaries	10,176
Staff Therapeutic support	2,325
Accounting services	2,828
General running cost	2,665
Website	4,800
Insurance	762
TOTAL	23,556

This represents a total of 12% of income spent on administrative and fundraising and 88% on charitable activities.

Barrow Cadbury Trust

The charity received £20,000 from the Covid-19 Support Fund and expended the grant as below:

Salary for deputy manager	8,966
Hardship fund for accommodation	5,114
Hardship fund for essentials (foodbank)	4,537
Hot lunches cost	1,383
TOTAL EXPENDITURES	20,000

“I came to your country alone without relatives or friends and my language is different but WLW help me. I feel very happy at the centre because everyone loves and helps me.”