



Solidarity & Support Organisation

Registered Charity No. 1192656

Annual Report

Financial year ending 31st March 2024

Location

Onyx House

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Contents

Contents.....	Error! Bookmark not defined.
Introduction	2
Achievements	2
International Support for Sudanese People Affected by War	10
Approval of the Financial Report.....	12
Conclusion	13
Acknowledgment & Thanks.....	14

Introduction

We are pleased to present the annual report and audited accounts of the solidarity and support organisation for the financial year ending 31st March 2024. As we reflect on another year of dedicated service, our commitment to supporting individuals affected by trauma, displacement, and hardship remains unwavering.

At the heart of our mission is the provision of essential support to those facing mental health challenges, particularly individuals experiencing depression and post-traumatic stress disorder. Through our tailored programs and compassionate approach, we strive to foster resilience, promote wellbeing, and create a sense of belonging for those navigating the complexities of life after displacement.

Operating from our centre at onyx house, Cheetham Hill, Manchester, we provide crucial services three days a week, offering a structured and holistic support system. Our refreshing day on Mondays offers a space for individuals to rebuild confidence, form new connections, and set positive intentions for the week ahead. On Wednesdays, we provide welfare benefits support, assisting with language barriers, ESOL classes, integration courses, and access to essential public services. On Thursdays, we extend practical aid by distributing clothing, shoes, and other necessities to those in need, ensuring that asylum seekers and vulnerable individuals across greater Manchester receive the support they deserve.

Our impact extends beyond Manchester, reaching Sudanese communities globally, including in South Sudan, Chad, Niger, and Egypt. Through strategic partnerships, fundraising efforts, and peace initiatives, we continue to advocate for and assist individuals facing crises beyond the UK.

As we move forward, we remain committed to expanding our reach, strengthening our support systems, and upholding the values of dignity, respect, and cultural preservation. We extend our deepest gratitude to our supporters, partners, and volunteers who make our work possible. Together, we continue to build a compassionate and resilient community for those in need.

Achievements



Although our resources were limited, our trustees and volunteers demonstrated unwavering dedication, striving to make a meaningful impact through various initiatives over the past year. We extend our deepest gratitude to MACC & CVS for their invaluable support, guidance, and training, which have strengthened our capacity to serve our community. Their continued

collaboration empowers us to enhance our services, and we remain hopeful that our next annual report will showcase even greater successes. **Our key achievements this year include:**

1- Providing Essential Support to Asylum Seekers During Ramadan



During the financial year ending 31st March 2024, one of our most impactful initiatives was the Ramadan Meal Support Program, launched on March 2024. This initiative aimed to provide essential nourishment to asylum seekers residing in hotels across Greater Manchester, ensuring that those observing Ramadan had access to warm, nutritious meals.

Recognising the hardships faced by asylum seekers, particularly during this sacred month, we committed to delivering meals

to those in need, starting with Staycity in Manchester. Our vision extended beyond this initial location, with the goal of reaching additional hostels and accommodations across Greater Manchester throughout Ramadan.

This initiative was made possible through the generosity and dedication of individuals and local businesses, and we extend our deepest gratitude to those who supported us. Special thanks go to:

Mr. Kamran from EMT Company, whose generous financial donation played a crucial role in sustaining our efforts.

Mr. Madany, who kindly provided a space for cooking, allowing us to prepare meals efficiently.

Mr. Ibrahim, who selflessly volunteered his time and culinary expertise to prepare nutritious meals.

All our volunteers, donors, and supporters, whose dedication, time, and resources helped ensure the success of this initiative.



Community members and organisations that assisted with food distribution, logistics, and outreach, helping us maximize our impact.

As we reflect on the achievements of the past year, we acknowledge that while this initiative was launched to support asylum seekers during Ramadan, the need for such support

continues year-round. Moving forward, we are committed to expanding this initiative, securing sustainable funding and resources, and ensuring that we can continue providing vital aid to vulnerable individuals beyond the Ramadan period.



With the unwavering support of our community, partners, and volunteers, we remain confident that this program will continue to grow and make a lasting difference in the lives of those who need it most.

2- Weekly drop-in sessions – providing essential support and guidance

One of our most impactful initiatives throughout the past year has been our weekly drop-in sessions, held every wednesday, providing crucial support and guidance to refugees, asylum seekers, and vulnerable individuals navigating life in the uk. These sessions are expertly led by our qualified advisors, adam abdalla and hassan mohamed, whose extensive experience and dedication have enabled us to assist individuals with a wide range of challenges.

Expert guidance from experienced advisors



Adam abdalla has gained invaluable experience working with various organisations, including Manchester refugee Support Network, where he provided general advice on welfare benefits, housing. He has also served as a Cultural Consultant with just psychology, supporting individuals dealing with trauma.

Hassan mohamed has a wealth of experience assisting refugees and asylum seekers through his work with manchester refugee support network and the home office, giving him a deep understanding of the immigration process, social welfare issues, and community integration efforts.



How our drop-in sessions make a difference

Throughout 2023–2024, our drop-in sessions have provided one-on-one support in several critical areas:

- Signposting services – many individuals who attend our sessions require urgent assistance with housing, legal aid, healthcare, and welfare benefits. We work in collaboration with trusted partner organisations across manchester and salford to ensure individuals are directed to the right services.
- Application assistance – language barriers and complex bureaucratic processes often prevent individuals from accessing the support they are entitled to. Our team helps with filling out application forms for universal credit, housing assistance, school enrolment, esol classes, and healthcare registration, ensuring a smooth and efficient process.
- personalized support & listening services – many asylum seekers and refugees arrive in the uk with significant trauma, financial insecurity, and uncertainty about their future. Our drop-in sessions provide a safe and confidential space where clients can discuss their concerns. Adam and hassan carefully assess each case and offer tailored referrals to organisations that specialize in their specific needs.

The impact of our weekly drop-in sessions

Over the past year, our wednesday drop-in sessions have helped many individuals, offering them practical solutions, emotional reassurance, and access to critical services. The demand for this initiative has grown significantly, highlighting the urgent need for continued support.

Looking ahead, we aim to:

Expand the reach of our drop-in sessions to assist more individuals in need.

Strengthen partnerships with additional support organisations and local authorities.

Enhance capacity by recruiting and training more advisors and volunteers.

We extend our heartfelt gratitude to adam, hassan, our volunteers, and our partner organisations, whose dedication has made this initiative a success. With their continued

efforts, we are committed to expanding this service and ensuring that every individual who seeks help receives the guidance and support they need.

3- Monthly Gatherings: Building Connections and Reducing Social Isolation

Monthly Gatherings: Building Connections and Reducing Social Isolation:

As part of our ongoing commitment to supporting asylum seekers, refugees, and vulnerable community members, we introduced monthly gatherings. These gatherings were designed to provide a welcoming space for individuals to come together, alleviate feelings of depression and stress, and foster new friendships.

Recognising the challenges of isolation and loneliness faced by many in our community, particularly those who have recently arrived in the UK, these gatherings played a crucial role in helping individuals form meaningful connections. By bringing together people from diverse backgrounds, the sessions encouraged cultural exchange, mutual support, and relationship-building.

What the Monthly Gatherings Offered

- A Safe & Supportive Space – The sessions provided a relaxed environment where participants could share their experiences, express themselves freely, and find comfort in connecting with others.
- Informal Group Chats & Activities – Conversations were guided by our facilitators, ensuring that everyone had an opportunity to participate in discussions, share stories, and engage in meaningful dialogue.
- Community Integration & Cultural Exchange – The gatherings were not only a place for socialising but also for learning about different cultures, traditions, and shared experiences, creating a sense of belonging and mutual respect among participants.
- Collaborative Partnerships – We worked closely with other local organisations to deliver these sessions, ensuring that we provide the best possible support to individuals and strengthen our collective efforts. Their participation has been invaluable in reaching a wider audience and creating a more diverse and inclusive space.



- Accessible Locations – To ensure inclusivity, the gatherings were held at our office as well as various community spaces across Manchester & Salford, making them accessible to a broader audience.

These sessions have had a positive impact on mental well-being, helping individuals build friendships, gain confidence, and feel more integrated into the community. Looking ahead, we are committed to expanding this initiative to reach more people and strengthen our community support network, ensuring that no one feels alone in their journey toward rebuilding their lives.



4- Clothes Bank Service: Providing Essential Clothing to Those in Need



Our Clothes Bank Service continued to play a vital role in supporting individuals and families facing hardship. Operating bi-weekly from our centre, as well as distributing clothes directly to asylum seekers in hotels, the service is designed to provide essential clothing, shoes, and other necessities to those who are struggling to meet their basic needs. The demand for our Clothes Bank Service has grown significantly over the past year, with an increasing number of families, individuals, and asylum seekers relying on us for essential items. This surge in demand reflects the ongoing challenges faced by many within our community, particularly those who have recently arrived in the UK, those living in temporary accommodation, and those dealing with financial hardship due to displacement or other difficult circumstances.

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Key Aspects of the Clothes Bank Service:

✓ Wide Range of Essentials – We provide a variety of clothing items, including winter coats, shoes, children's clothes, and household essentials to ensure that families and individuals have access to warm, clean, and appropriate clothing.



✓ Direct Distribution – Recognising the difficulties of accessing clothing in some locations, we also distribute items directly to asylum seekers housed in hotels, ensuring they have immediate access to the support they need.

✓ Increased Access to Services – By operating bi-weekly and providing services across multiple locations, we aim to ensure greater accessibility to our resources for individuals who may face mobility or transportation challenges.





We could not have achieved the growth and success of the Clothes Bank Service without the tireless efforts and dedication of our volunteers and trustees. Their unwavering commitment to organising, sorting, and distributing clothing has been invaluable in ensuring that the service runs smoothly and reaches those who need it most.

We would like to extend our sincere gratitude to all of our volunteers, whose time, energy, and hard work make this service possible.

Their compassion and willingness to serve the community have made a profound difference in the lives of many. Special thanks also go to our trustees, whose leadership, guidance, and support have been essential in helping us maintain and expand this important initiative.

As we look to the future, we are committed to



further growing the Clothes Bank Service to meet the increasing demand, ensuring that we can continue providing these critical resources to those who need them. With the help of our volunteers, trustees, and generous donors, we are confident that we will continue to make a meaningful difference in the lives of vulnerable individuals and families.

5- ESOL Classes: Supporting Language Learning and Integration

We launched our twice-weekly English for Speakers of Other Languages (ESOL) classes, aimed at helping non-native speakers, particularly refugees and asylum seekers, overcome language barriers that often hinder their ability to integrate into society and access key opportunities, such as employment, healthcare, and education.

The classes were designed to provide high-quality instruction tailored to the unique needs of the participants. They were delivered by a team of qualified volunteers with extensive experience in teaching ESOL. These volunteers not only brought professional expertise but

also a deep commitment to helping learners build their confidence and communication skills in English. By creating a supportive and inclusive environment, the classes aimed to empower individuals to actively participate in society and pursue their personal and professional goals.

Challenges and Suspension of the Program:



Unfortunately, due to financial challenges, we have had to suspend the ESOL classes for the time being. Despite the positive impact of the program and the growing demand for English language support, the funding limitations have made it difficult to continue delivering these classes at this time. This has been a difficult decision, as we know how critical language skills are in the journey toward

integration and empowerment for refugees and asylum seekers.

We remain committed to finding sustainable funding sources so that we can relaunch and expand the ESOL program in the future. We are actively seeking partnerships and funding opportunities to ensure that we can provide this essential service once again to those who need it most.

We would like to extend our sincere thanks to the volunteers who have contributed to the ESOL classes and to the learners who participated with enthusiasm and dedication. We hope to resume this important work in the near future, as we recognise the significant role language learning plays in supporting the integration and well-being of our community members.

International Support for Sudanese People Affected by War

As part of our mission to support vulnerable Sudanese individuals and families, Solidarity and Support Organisation has always aimed to extend its reach beyond the UK, offering assistance to Sudanese communities who are suffering from the devastating effects of war in Sudan and neighbouring countries.

Our organisation has been dedicated to providing support to Sudanese refugees and displaced people who are facing extreme hardships in South Sudan, Chad, Niger, Egypt, and other regions affected by conflict. These individuals often face dire circumstances, including lack of access to basic necessities like food, shelter, and healthcare, while also grappling with trauma from the violence and displacement they have endured.

Unfortunately, due to financial constraints, we have been unable to fully implement the level of assistance we had hoped to provide. While we have made small-scale efforts to raise awareness and engage in some fundraising, the lack of consistent funding has meant that we cannot offer the scale of support that these individuals desperately need.

The situation for Sudanese communities affected by conflict is critical. The humanitarian crisis continues to unfold, and the need for aid has only grown more urgent as resources in the region remain scarce. These individuals and families are in a constant battle for survival, trying to rebuild their lives in the face of unimaginable challenges.

We urgently call upon both international and local organisations, governments, and individual donors to come forward and support this critical cause. Your help can make a significant difference in providing the necessary resources to support Sudanese refugees and displaced people. Together, we can work towards alleviating some of the suffering and ensuring that these vulnerable individuals receive the humanitarian aid, medical assistance, and emotional support they so desperately need.

As an organisation, we remain committed to helping Sudanese people in any way we can, but we cannot do it alone. With partnerships and support from the wider community, we can create a much-needed network of resources that will aid in providing relief and creating long-term solutions for those affected by the ongoing conflict.

This section emphasizes the financial limitations in providing international aid, the urgent situation in Sudan and surrounding regions, and makes an appeal to both international and local organizations to collaborate in supporting the cause. Let me know if you need any adjustments or further changes!

Financial Report During the financial year, the Solidarity and Support Organisation operated with significant reliance on the generosity of our trustees, and donors, given the lack of external funding or grants. We faced considerable financial challenges, but through the selfless contributions of our supporters, we managed to cover essential costs and continue our vital work. Below the list of individuals and donations received as part of our income for the year.

Name	Amount
Adam Abdalla	£1,766
Adam Mubarak	£450
Tagried Bashir	£450
Abdulaziz Hussein	£200
Ahmed Dahaellah	£400
Mazin Saad	£100
Dr Noor	£110
Fayros	£70
Donors	£74
The total income	£3,620

Please find below the list of expenses for the year ending 31st March 2024:

Unit	Cost
Rent	£1,950
Ramadan Costs	£784
Utilities Bills	£170
Website Design	£380
Website Monthly Cost (x12)	£336
The total spending	£3,620.

Other Initiatives

All other operational initiatives, such as our weekly drop-in sessions, Clothes Bank service, and various support programs, were covered solely by the trustees. While these programs were critical to our mission, the lack of external funding created financial strain. Nevertheless, the trustees' continued dedication ensured that we were able to maintain these services for those who rely on us.

Summary

The financial year has been an extremely challenging one for our organisation. With no external grants or funding, the support from our trustees and donors has been the lifeblood that kept our services running. We are incredibly grateful to each individual who contributed, whether through financial donations or by volunteering their time and skills. Without this generosity, we would not have been able to continue supporting the communities in Graeter Manchester and other vulnerable groups in the way we have.

As we move into the next year, we remain hopeful for more sustainable funding and support so that we can expand our services and reach more people in need. We continue to call upon individuals, organisations, and corporate sponsors to join us in our mission to support those who need it most.

Approval of the Financial Report

This financial report has been prepared and carried out by the trustees of Solidarity and Support Organisation based on the actual expenses incurred during the financial year ending 31st March 2024. The report reflects the financial challenges faced by the organisation and highlights the invaluable contributions made by trustees, volunteers, and donors to sustain our operations.

As per good governance practices, this financial report has been reviewed and approved by the Board of Trustees before submission as part of our Annual Report to the Charity Commission. The trustees take full responsibility for the accuracy and transparency of the financial information presented.

Moving forward, we aim to establish a more sustainable financial plan and seek external funding opportunities to ensure the long-term viability of our organisation. We invite local

and international organisations, as well as individual donors, to support our cause and help us continue making a difference in the lives of those we serve.

Conclusion

As we reflect on the year ending 31st March 2024, we are both proud of what we have accomplished and deeply aware of the challenges we have faced. The Solidarity and Support Organisation has remained steadfast in its mission to provide vital services to refugees, asylum seekers, and vulnerable individuals, despite operating with limited resources.

Throughout the year, we have managed to deliver key initiatives, such as the Clothes Bank Service, monthly gatherings, support for asylum seekers during Ramadan, and our weekly drop-in sessions. These programs have made a real difference in the lives of those who rely on our support, helping to alleviate hardship, build a sense of community, and offer hope for a brighter future. The weekly drop-in sessions, in particular, have provided essential support and guidance, addressing key issues such as housing, welfare benefits, legal aid, and health care. Our dedicated team of advisors has worked tirelessly to ensure that individuals have access to the resources they need to navigate the often complex systems of support available to them.

However, despite our best efforts, we have faced significant financial challenges. Unfortunately, throughout the year, we did not receive any external funding or grants to support our work. All of our programs, including the drop-in sessions, have been sustained solely by the commitment and hard work of our trustees and a small team of dedicated volunteers. As trustees, one of the most difficult aspects has been finding the financial resources to cover our rent and bills, which has placed the organisation at great risk of closure. The reality of potentially shutting down is a constant concern, and without the support of donors and partners, we are unsure of our ability to continue in the long term.

We have worked tirelessly to support diverse communities across Greater Manchester, as well as Sudanese individuals affected by war on an international level. Unfortunately, financial constraints have prevented us from providing the level of assistance we had hoped for. The demand for humanitarian aid, medical support, and psychosocial assistance remains urgent. We are now appealing to local and international organisations, governments, and generous donors to help us sustain and expand this vital work. Your support is essential in enabling us to continue providing critical relief to those in desperate need.

At this crucial juncture, we urgently appeal to our community, supporters, and potential donors. Your contribution, whether financial or in-kind, is critical to our survival and growth. We are determined to expand our services and continue supporting those in need, but we cannot do it alone. By coming together, we can ensure that our programmes, including the weekly drop-in sessions, not only continue but thrive, reaching even more individuals and families who rely on us for support and hope.

We deeply appreciate the efforts of our trustees and volunteers, whose unwavering dedication and sacrifices have allowed us to continue operating during this difficult time. We also thank the organisations and community partners who have supported us in various ways.

We hope that, with your help, we will be able to secure sustainable funding to ensure the future of the Solidarity and Support Organisation. Together, we can create a stronger, more resilient community for those who need it most.

Acknowledgment & Thanks

We would like to extend our heartfelt gratitude to all our donors, volunteers, and supporters who have contributed to our work throughout the year. Your generosity and dedication have made a significant impact on the lives of those we support.

A special thanks to our team and community partners for their unwavering commitment and hard work. Together, we have achieved great milestones, and we look forward to continuing our mission in the coming year.

Thank you for being part of this journey with us.

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