

# Migrant Support Service

Northern Ireland · Charity number 107476

## Details

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Known as	Migrant Support Service has been until now a unit of Dialogue for Diversity NI609868
Status	Received
Registered	2020-03-25
Register	<a href="#">View on the Charity Commission for Northern Ireland register</a>

## Contact

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Address	Unit F Mayfair Business Park 193-205 Garvaghy Road Portadown Craigavon Co. Armagh BT62 1ha BT62 1HA
Phone	02838330366
Email	<a href="mailto:migrantappointments@gmail.com">migrantappointments@gmail.com</a>
Website	<a href="https://abcmigrant.co.uk">https://abcmigrant.co.uk</a>

## Activities

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**Purposes:** “The charity’s purposes (‘the purposes’) are specifically restricted to the following: The promotion of diversity, equality, good race and community relations, intercultural understanding, reconciliation and social harmony through activities that foster and increase mutual understanding and respect between people from diverse backgrounds, cultivate a sentiment in favour of equality and diversity and encourage self-development and self-respect among immigrants”

**What the charity does:** The advancement of education, The advancement of citizenship or community development, The advancement of human rights, conflict resolution or reconciliation or the promotion of religious or racial harmony or equality and diversity

**How the charity works:** Advice/advocacy/information, Community development, Education/training, Human rights/equality

**Who the charity helps:** Ethnic minorities

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£83,725	£135,735	£0	3

## Trustees

Name	Role	Appointed
Dr Brendan Macpartlin		
Mr Anthony O'riordan		
Mr Frank Brady		
Mr Gary Moates		
Mr Hemeterio Mendes		
Mrs Alicja Moates		
Mrs Geraldine Mary Elizabeth Lawless		
Ms Yvonne Jennings		

**Migrant Support Service**

Northern Ireland - Charity number 107476

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# Accounts

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Charity Name

Charity No.

Migrant Support Service

107476

## Receipts and payments accounts

For the period  
from

01/04/2024

To

31/03/2025

Migrant Support Service

### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations & legacies	2,502	-	-	2,502	-
Grants	-	81,225	-	81,225	138,468
Fundraising activities	-	-	-	-	-
Interest on deposit account	-	-	-	-	-
Dividend on investments	-	-	-	-	-
Members' subscriptions	-	-	-	-	-
Charitable trading receipts	-	-	-	-	-
Rents from land & buildings	-	-	-	-	-
Other charitable receipts	-	-	-	-	-
<b>A1 Sub total</b>	<b>2,502</b>	<b>81,225</b>	<b>-</b>	<b>83,727</b>	<b>138,468</b>
<b>A2 Asset and investment sales</b>					
Proceeds from sale of fixed asset	-	-	-	-	-
Loan repayments received	-	-	-	-	-
<b>A2 Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>2,502</b>	<b>81,225</b>	<b>-</b>	<b>83,727</b>	<b>138,468</b>
<b>A3 Payments</b>					
Wages	-	104,312	-	104,312	89,525
Rent	-	6,422	-	6,422	6,422
Electricity and gas	-	4,474	-	4,474	3,295
Insurance	-	471	-	471	359
Repairs and renewals	-	385	-	385	555
Materials and equipment	-	189	-	189	556
Office supplies and stationery	-	2,167	-	2,167	-
Printing and photocopying	-	-	-	-	612
Consultancy	-	6,292	-	6,292	3,807
Telephone	-	956	-	956	910
Staff competence	-	186	-	186	-
Accountancy fees	-	750	-	750	600
Food Aid	-	3,473	-	3,473	3,546
General and administrative expenses	-	1,987	-	1,987	-
Sundry expenses	-	-	-	-	412
<b>A3 Sub total</b>	<b>-</b>	<b>132,064</b>	<b>-</b>	<b>132,064</b>	<b>110,599</b>
<b>A4 Asset and investment purchases</b>					
Purchase of investments	-	3,671	-	3,671	3,608
Loans made	-	-	-	-	-
<b>A4 Sub total</b>	<b>-</b>	<b>3,671</b>	<b>-</b>	<b>3,671</b>	<b>3,608</b>
<b>Total payments</b>	<b>-</b>	<b>135,735</b>	<b>-</b>	<b>135,735</b>	<b>114,207</b>
<b>Net of receipts/(payments)</b>	<b>2,502</b>	<b>54,510</b>	<b>-</b>	<b>52,008</b>	<b>24,261</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>2,502</b>	<b>54,510</b>	<b>-</b>	<b>52,008</b>	<b>24,261</b>

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

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Total funds to nearest £	Last year to nearest £
<b>B1 Cash funds</b>	Current account	2,502	20,449	22,951	74,959
	Deposit account	-	-	-	-
		-	-	-	-
	<b>Total cash funds</b>	<b>2,502</b>	<b>20,449</b>	<b>22,951</b>	<b>74,959</b>

**Additional analysis****Analysis of receipts and payments****1 Donations**

	Unrestricted funds to nearest £	Restricted funds to nearest £	Expendable endowment funds to nearest £	Permanent endowment funds to nearest £	Total current period to nearest £	Total last period to nearest £
The Halifax Foundation	2,500	-	-	-	2,500	-
Miscellaneous	2	-	-	-	2	-
	-	-	-	-	-	-
	-	-	-	-	-	-
<b>Total</b>	<b>2,502</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,502</b>	<b>-</b>

**2 Grants**

	Unrestricted funds to nearest £	Restricted funds to nearest £	Total current period to nearest £	Total last period to nearest £
The National Lottery Community Fund - People and Communities	-	77,372	77,372	117,369
ABC Council	-	3,853	3,853	3,099
QUB	-	-	-	1,500
The Halifax Foundation	-	-	-	4,000
Marlay Charity Trust	-	-	-	12,500
	-	-	-	-
<b>Total</b>	<b>-</b>	<b>81,225</b>	<b>81,225</b>	<b>138,468</b>

**3 Payments relating directly to charitable activities**

	Unrestricted funds to nearest £	Restricted funds to nearest £	Expendable endowment funds to nearest £	Permanent endowment funds to nearest £	Total current period to nearest £	Total last period to nearest £
Wages	-	104,312	-	-	104,312	89,525
Rent	-	6,422	-	-	6,422	6,422
Electricity and gas	-	4,474	-	-	4,474	3,295
Insurance	-	471	-	-	471	359
Repairs and renewals	-	385	-	-	385	555
Materials and equipment	-	189	-	-	189	556
Office supplies and stationery	-	2,167	-	-	2,167	-
Printing and photocopying	-	-	-	-	-	612
Consultancy	-	6,292	-	-	6,292	3,807
Telephone	-	956	-	-	956	910
Staff competence	-	186	-	-	186	-
Accountancy fees	-	750	-	-	750	600
Fod Aid	-	3,473	-	-	3,473	3,546
Sundry Expenses	-	-	-	-	-	412
General and administrative expenses	-	1,987	-	-	1,987	-
	-	-	-	-	-	-
	-	-	-	-	-	-
	-	-	-	-	-	-
	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>132,064</b>	<b>-</b>	<b>-</b>	<b>132,064</b>	<b>110,599</b>

## Additional analysis

### 5 Breakdown of restricted funds

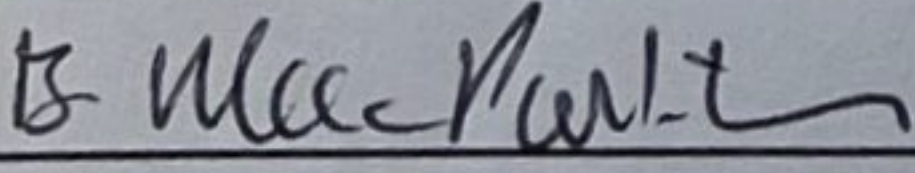
	Restricted fund - The National Lottery Community Fund	Restricted fund - ABC Borough Council	Total restricted funds	Total restricted funds last period
	People and Communities	Community Development Grant		
<b>Receipts</b>				
Donations	-	-	-	-
Legacies	-	-	-	-
Grants	77,372	3,852	81,224	138,464
Receipts from fundraising activities	-	-	-	-
Gross trading receipts	-	-	-	-
Income from investments other than land and buildings	-	-	-	-
Rents from land & buildings	-	-	-	-
Gross receipts from other charitable activities	-	-	-	-
<b>Sub total</b>	<b>77,372</b>	<b>3,852</b>	<b>81,224</b>	<b>138,464</b>
<b>Receipts from asset &amp; investment sales</b>				
Proceeds from sale of fixed assets	-	-	-	-
Proceeds from sale of investments	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>77,372</b>	<b>3,852</b>	<b>81,224</b>	<b>138,464</b>
<b>Payments</b>				
Expenses for fundraising activities	-	-	-	-
Gross trading payments	-	-	-	-
Investment management costs	-	-	-	-
Payments relating directly to charitable activities	128,211	3,852	132,063	138,464
Grants and donations	-	-	-	-
Governance costs:	-	-	-	-
Audit / independent examination	-	-	-	-
Preparation of annual accounts	-	-	-	-
Legal costs	-	-	-	-
	-	-	-	-
	-	-	-	-
<b>Sub total</b>	<b>128,211</b>	<b>3,852</b>	<b>132,063</b>	<b>138,464</b>
<b>Payments relating to asset and investment movements</b>				
Purchases of fixed assets	3,671	-	3,671	-
Purchase of investments	-	-	-	-
<b>Sub total</b>	<b>3,671</b>	<b>-</b>	<b>3,671</b>	<b>-</b>
<b>Total payments</b>	<b>131,882</b>	<b>3,852</b>	<b>135,734</b>	<b>138,464</b>
<b>Net receipts / (payments)</b>	<b>(54,510)</b>		<b>(54,510)</b>	<b>-</b>

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

Signature

Print Name

Date of approval

 Alija Moates	BRENDAN Mc MAHON ALICJA MOATES	27/09/2025 27.09.2025
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**Migrant Support Service**

Northern Ireland - Charity number 107476

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# Accounts

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**Migrant Support Service  
 Receipts and Payments Account**

	Year start date		Year end date
For the year from	01/04/2023	To	31/03/2024

**Receipts and payments**

	31/03/2024 Unrestricted funds £	31/03/2024 Restricted funds £	31/03/2024 Total funds £	01/04/2023 Total funds £
<b>Receipts</b>				
Donations, legacies and similar income				
Membership subscriptions	-	-	-	-
Donations	-	-	-	4,267
Legacies	-	-	-	-
Gift Aid	-	-	-	-
Other similar income	-	-	-	1,236
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>5,503</b>
<b>Grants</b>				
Grant	-	138,468	138,468	110,890
Other grants	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>138,468</b>	<b>138,468</b>	<b>110,890</b>
<b>Fundraising (gross)</b>				
Detail 1	-	-	-	-
Detail 2	-	-	-	-
Other fundraising activities	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Investment income</b>				
Bank interest	-	-	-	-
Building Society interest	-	-	-	-
Other investment income	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Gross Income</b>	<b>-</b>	<b>138,468</b>	<b>138,468</b>	<b>116,393</b>
<b>Asset and investment sales, etc.</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>-</b>	<b>138,468</b>	<b>138,468</b>	<b>116,393</b>

**Migrant Support Service  
Receipts and Payments Account**

	Year start date	Year start date	Year end date		Year end date
For the year from	01/04/2023	01/04/2023	31/03/2024	T o	01/04/2023

**Receipts and payments**

	31/03/2024 Unrestricted funds £	31/03/2024 Restricted funds £	31/03/2024 Total funds £	01/04/2023 Total funds £
<b>Payments</b>				
<b>Charitable Payments</b>				
Wages	-	89,525	89,525	77,296
Rent	-	6,422	6,422	6,422
Water			-	-
Electricity and Gas	-	3,295	3,295	3,315
Insurance	-	359	359	457
Repairs and Renewals		555	555	176
Materials and equipment	-	556	556	64
Printing and photocopying		612	612	761
AGM and trustee expenses			-	2,495
Consultancy	-	3,807	3,807	3,900
Telephone	-	910	910	790
Staff Competence	-		-	-
Accountancy Fees	-	600	600	360
Food Aid	-	3,546	3,546	1,045
Sundry Expenses		412	412	1,923
	-	-	-	-
<b>Sub total</b>	-	110,599	110,599	99,005
<b>Fundraising expenses</b>				
Detail 1	-	-	-	-
Detail 2	-	-	-	-
Detail 3	-	-	-	-
Other fundraising costs	-	-	-	-
<b>Sub total</b>	-	-	-	-
<b>Total Gross Expenditure</b>	-	110,599	110,599	99,005
<b>Asset and investment purchases, etc.</b>	-	3,608	3,608	-
<b>Total payments</b>	-	114,206.50	114,207	99,005
<b>Net of receipts/(payments)</b>	-	24,262	24,262	17,388
<b>Cash funds last year end</b>	-	-	-	-
<b>Cash funds this year end</b>	-	24,262	24,262	17,388

**Statement of assets and liabilities at the end of the year**

	31/03/2024	31/03/2024	31/03/2024	01/04/2023
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
<b>Cash funds</b>				
Bank current account	7,971	66,988	74,959	50,698
Bank deposit account	-	-	-	-
Cash/Floats	-	-	-	-
	-	-	-	-
	-	-	-	-
<b>Total cash funds (Agree balances with receipts and payments account(s))</b>	<b>7,971</b>	<b>66,988</b>	<b>74,959</b>	<b>50,698</b>
<b>Other monetary assets</b>				
Tax claim	-	-	-	-
	-	-	-	-
	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Investment assets</b>				
	-	-	-	-
	-	-	-	-
	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Non monetary assets for charity's own use</b>				
Stock	-	-	-	-
Land and buildings	-	-	-	-
Motor vehicles	-	-	-	-
Fixtures & Fittings	392	4,706	5,098	1,490
	-	-	-	-
	-	-	-	-
	-	-	-	-
<b>Sub total</b>	<b>392</b>	<b>4,706</b>	<b>5,098</b>	<b>1,490</b>
<b>Liabilities</b>				
Accounts not yet paid	-	-	-	-
Expenses incurred but not invoiced	-	-	-	-
Subscriptions not yet paid	-	-	-	-
Loan - detail	-	-	-	-
Other liabilities	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**Contingent liabilities and future obligations**

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

Signature

Print Name

Date of approval

*Alicja Moates*  
*Brendan MacPartlin*

ALICJA MOATES  
BRENDAN MACPARTLIN

8.10.2024  
8.10.2024

**Migrant Support Service**

Northern Ireland - Charity number 107476

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# Annual report

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# **Migrant Support Service**

## **Trustee Annual Report 2023 – 24**

### **The issue addressed by Migrant Support Service**

Over 9% of the population of the Armagh City, Banbridge and Craigavon Borough Council were born outside of the British Isles. They include newcomers who are migrant workers, refugees, and increasingly asylum seekers from many continents as well as those who are well settled. There is a high concentration in the more deprived areas of Portadown.

The Migrant Support Service (MSS) is needed because newcomers want support to overcome the obstacles of navigating a new culture and language and of choosing the actions that will better their lives. MSS 'walks with' or accompanies them to learn what support they require. It involves them as agents of their own lives in the development, design, and delivery of the project 'Walking with Migrants'.

The project aimed during the past year to improve the lives of some 300 migrants living in the ABC and Mid Ulster Boroughs. By offering advice and support on a range of social issues, by advocating on behalf of individuals and their families, and by offering language and other training opportunities the project expected to: reduce isolation; to empower newcomers with improved knowledge of available services; to build their confidence in accessing them; to help them develop additional networks; to enable them to integrate better into the community; and to improve the mental wellbeing of individuals.

### **What MSS did to address the needs of newcomers**

The activities we engaged in during the twelve months from 1st April 2023 to April 2024 can be categorised in groups to facilitate description. Under the category of immigration we dealt mostly with settlement status and carried out about 350 interviews that led to decisions and actions. Under the category of 'Settling In' we dealt with issues such as registrations and applications for example to obtain a GP, a bank account, school enrolments, national insurance number, child benefit and this involved 300 interviews. Employment issues included tax credits, tax payments, universal credit, workplace grievances etc and involved about 400 interviews; Training and learning includes ESOL, other languages and social and personal development courses that 90 people completed satisfactorily. The category of food poverty involved food vouchers, Christmas dinners and referrals and amounted to 150 cases.

We attempted to develop the capacity of Migrant Support Service by improving staff communication and skills through training and workshops involving about 80 person-hours. Staff development also saw the emergence of a CEO with responsibilities at the level of strategic oversight, financial management, project management, course development and legal leadership.

In all there were 3750 interactions. Interactions mean mostly problem-solving interviews, two-hour classes and other forms of meeting.

### **The results of these activities**

In the past year we worked with about 385 individuals on a wide range of issues. Each issue that is resolved contributes a quantum of improvement in people's lives. Consider the analogy of tidying up your room: if you start somewhere and put away one thing after another one thing is tidied after another, a point will be reached where an improvement in mental well-being is experienced. Newcomers often report that they are so overwhelmed by the newness of their situation that they don't know where to turn or where to start. When together you resolve an issue they feel much better and gain in hope for the future. Some lives can be said to have been transformed by significant achievements such as finding employment, enrolling in college, or reuniting with families. M described his experience as follows:

"I was lost in the complex immigration system until I found your charity. Your guidance helped me reunite with my family after years apart. The immigration process was difficult for me to understand. Your patient advisors walked me through every step, explaining my options and helping me gather the right documentation. Thanks to your help, I was able to sponsor my wife and children. After four years of separation, we're finally together again, building our life in Northern Ireland. Words can't express how grateful I am for your support during this challenging time."

By working with people on procedure and by resolving issues related to Universal Credit, or other forms of social welfare we build up confidence in the system and in the individual's ability to interact with it. Showing how to use smart phones to deal with service agencies we have enabled many people to sort out their affairs. They achieve autonomy in keeping their situation up to date.

They become adept in dealing with immigration issues such as the right to reside and the right to work which are basic to building up lives.

English classes and other forms training provide, at least, an opportunity to come out of isolation and join with others in shared undertakings. In many cases relationships are formed and continue into daily living. At best, some discovered their capacity to take on further learning which opened doors to other networks and affiliations.

R reported that “learning English through your program opened so many opportunities. I'm now pursuing higher education, something I never thought possible before. When I started your classes, I could barely introduce myself in English. I'm doing my bachelor's degree in social science at the local university. Your teachers didn't just teach me grammar and vocabulary; they instilled in me the confidence to dream bigger. Thanks to your organisation I'm on track to become the first person in my family to graduate from university”.

By supporting people in negotiating the whole range of problems we empowered them to build the substratum of arrangements that underpin a flourishing life.

### **How MSS knows it made a difference**

We maintain a database that records the issues encountered by newcomers and whether or not they resolve their issues. We ask for feedback and accounts of experience. We report regularly to stakeholders on the progress, or not, of the project.

We knew we had achieved success when other organizations began seeking our expertise and assistance. This recognition not only affirmed the value of our work but also demonstrated the trust and respect we've earned within the community. Their requests for our guidance reinforced our impact and inspired us to continue striving for excellence and good practice.

### **How MSS will change its work for the better**

We had previously worked on the assumption that what was relevant to newcomers was 'settling in'. In the current three year project we are guided by the idea of accompanying migrants, or, as we named the project - 'Walking with Migrants' . We wanted to learn from the migrants what they want rather than assume that we already know. We arrived at a model that looks at the migrant's transition as journey through phases of settling in, building relations, participating in the local community, and flourishing. An appropriate response on our part is to journey alongside and enable them to feel welcome and safe, making progress, belonging, and contributing to and receiving from a community.

We have come to understand that a comprehensive approach is called for. It includes legal assistance, language training, employment support, and access to healthcare. Holistic support is necessary if migrants are to make the transition and flourish in their new surroundings.

Projects that engage residents, employers, and local organisations create a more supportive environment for migrants. Community involvement is key to successful integration.

Projects that encourage the sharing of traditions, languages, and experiences foster mutual respect and understanding. Integration is a two-way process where both migrants and host communities benefit from cultural exchange. Cultural exchange enriches everyone.

Creating safe spaces where migrants feel secure and valued is crucial. Trust is built through consistent, reliable support and by protecting migrants' rights and dignity. Building trust and safety is fundamental.

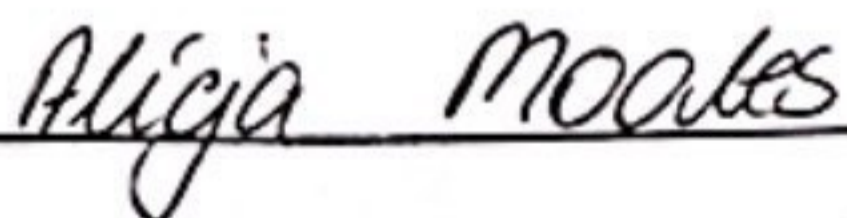
Integration is not a quick process; it requires ongoing effort and resources. Projects must be designed with sustainability in mind, ensuring continuous support for both migrants and the local community. Long-term commitment is required.

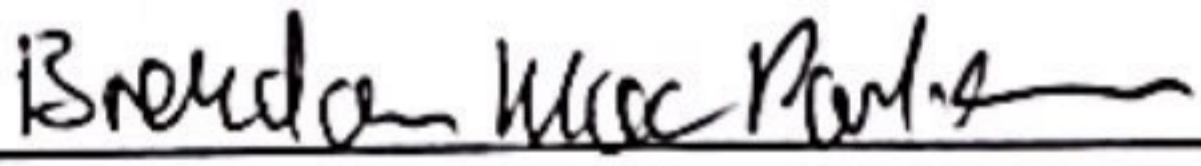
Overall, a well-coordinated, empathetic approach that benefits both migrants and the communities that welcome them is necessary.

Our experience has been that the volume and complexity of the issues that problems are dealt with one at a time and as efficiently as possible. This can lead to a transactional relationship with clients. We also need to spend time building relationships and community. English classes and training events lend themselves more to this approach. Our next project should emphasise community building and integration.

This emphasis is also indicated by the violent expression of anti-migrant sentiment in England and Belfast in the Summer of 2024 which suggests that the emphasis on pluralism and diversity needs to be balanced with emphasis on the commons – shared experience, shared understanding, and co-responsibility for a shared community. A new challenge is beginning to emerge, namely, the arrival of asylum seekers who have experienced refusal, are awaiting a decision about appeal. They are destitute and often without somewhere to sleep. This requires a new response.

**Signed on behalf of the Trustees**

  
Alicja Moates, Trustee, Chairperson  
Date: 18/11/2024

  
Brendan MacPartlin, Trustee, Secretary  
Date: 18/11/2024

## **Migrant Support Service**

Northern Ireland - Charity number 107476

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# **Annual return**

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The Charity Commission for Northern Ireland  
257 Lough Road  
Craigavon  
BT66 6NQ

Our Ref: 3468/T/C/CON/AS

7<sup>th</sup> October 2024

Dear Sirs

**Independent examiner's report to the charity trustees of Migrant Support Service.**

I report on the accounts of the Migrant Support Service for the year ended 31 March 2024

**Respective responsibilities of charity trustees and examiner**

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the Charities Act (Northern Ireland) 2008. It is my responsibility to:

- examine the accounts under section 65 of the Charities Act
- follow the procedures laid down in the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act
- state whether particular matters have come to my attention.

**Basis of examiner's statement**

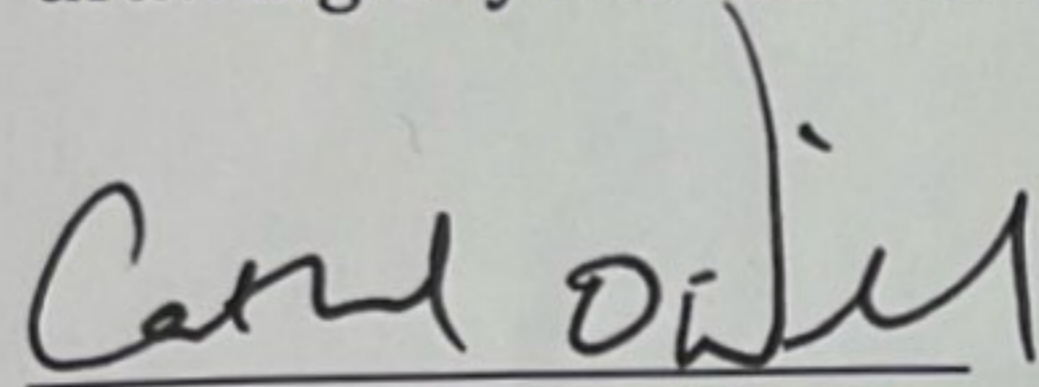
I have examined your charity accounts as required under section 65 of the Charities Act and my examination was carried out in accordance with the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act. The examination included a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also included consideration of any unusual items or disclosures in the accounts and seeking explanations from you as charity trustees concerning any such matters.

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. That accounting records were not kept as required by section 63 of the Charities Act
2. That the accounts do not accord with those accounting records
3. That the accounts do not comply with the accounting requirements of the Charities Act
4. That there is further information needed for a proper understanding of the accounts to be reached.

**Independent examiner's statement**

I have completed my examination and have no concerns in respect of the matters (1) to (4) listed above and, in connection with following the Directions of the Charity Commission for Northern Ireland, I have found no matters that require drawing to your attention.



**Cathal O'Neill, FCA**

For and behalf of:

Kelly & O'Neill Ltd

15e Molesworth Street

Cookstown

BT80 8NX

**Migrant Support Service**

Northern Ireland - Charity number 107476

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# Accounts

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**Migrant Support Service  
 Receipts and Payments Account**

	Year start date		Year end date
For the year from	01/04/2022	To	31/03/2023

**Receipts and payments**

	31/03/2023 Unrestricted funds £	31/03/2023 Restricted funds £	31/03/2023 Total funds £	31/03/2022 Total funds £
<b>Receipts</b>				
<b>Donations, legacies and similar income</b>				
Membership subscriptions	-	-	-	-
Donations	4,267	-	4,267	31,226
Legacies	-	-	-	-
Gift Aid	-	-	-	-
Other similar income	1,236	-	1,236	1,229
<b>Sub total</b>	<b>5,503</b>	<b>-</b>	<b>5,503</b>	<b>32,455</b>
<b>Grants</b>				
Grant	-	110,890	110,890	51,873
Other grants	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>110,890</b>	<b>110,890</b>	<b>51,873</b>
<b>Fundraising (gross)</b>				
Detail 1	-	-	-	-
Detail 2	-	-	-	-
Other fundraising activities	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Investment income</b>				
Bank interest	-	-	-	-
Building Society interest	-	-	-	-
Other investment income	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Gross Income</b>	<b>5,503</b>	<b>110,890</b>	<b>116,393</b>	<b>84,328</b>
<b>Asset and investment sales, etc.</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>5,503</b>	<b>110,890</b>	<b>116,393</b>	<b>84,328</b>

**Migrant Support Service**  
**Receipts and Payments Account**

	Year start date	Year start date	Year end date	Year end date
For the year from	01/04/2022	01/04/2022	31/03/2023	To 31/03/2022

**Receipts and payments**

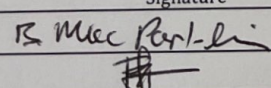
	31/03/2023 Unrestricted funds £	31/03/2023 Restricted funds £	31/03/2023 Total funds £	31/03/2022 Total funds £
<b>Payments</b>				
<b>Charitable Payments</b>				
Wages	-	77,296	77,296	38,972
Rent	-	6,422	6,422	3,494
Water	-	-	-	-
Electricity and Gas	-	3,315	3,315	1,409
Insurance	-	457	457	513
Repairs and Renewals	-	176	176	-
Materials and equipment	-	64	64	64
Printing and photocopying	-	761	761	-
AGM and trustee expenses	-	2,495	2,495	-
Consultancy	-	3,900	3,900	2,745
Telephone	-	790	790	681
Staff Competence	-	-	-	897
Accountancy Fees	-	360	360	240
Food Aid	-	1,045	1,045	500
Sundry Expenses	-	1,923	1,923	-
	-	-	-	-
<b>Sub total</b>	-	<b>99,005</b>	<b>99,005</b>	<b>49,517</b>
<b>Fundraising expenses</b>				
Detail 1	-	-	-	-
Detail 2	-	-	-	-
Detail 3	-	-	-	-
Other fundraising costs	-	-	-	12
<b>Sub total</b>	-	-	-	<b>12</b>
<b>Total Gross Expenditure</b>	-	<b>99,005</b>	<b>99,005</b>	<b>49,529</b>
<b>Asset and investment purchases, etc.</b>	-	-	-	<b>1,078</b>
<b>Total payments</b>	-	<b>99,004.78</b>	<b>99,005</b>	<b>50,607</b>
<b>Net of receipts/(payments)</b>	<b>5,503</b>	<b>11,885</b>	<b>17,388</b>	<b>33,722</b>
<b>Cash funds last year end</b>	-	-	-	-
<b>Cash funds this year end</b>	<b>5,503</b>	<b>11,885</b>	<b>17,388</b>	<b>33,722</b>

**Statement of assets and liabilities at the end of the year**

	31/03/2023	31/03/2023	31/03/2023	31/03/2022
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
<b>Cash funds</b>				
Bank current account	7,971	42,726	50,698	33,722
Bank deposit account	-	-	-	-
Cash/Floats	-	-	-	-
	-	-	-	-
<b>Total cash funds (Agree balances with receipts and payments account(s))</b>	<b>7,971</b>	<b>42,726</b>	<b>50,698</b>	<b>33,722</b>
<b>Other monetary assets</b>				
Tax claim	-	-	-	-
	-	-	-	-
	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Investment assets</b>				
	-	-	-	-
	-	-	-	-
	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Non monetary assets for charity's own use</b>				
Stock	-	-	-	-
Land and buildings	-	-	-	-
Motor vehicles	-	-	-	-
Fixtures & Fittings	392	1,098	1,490	1,078
	-	-	-	-
	-	-	-	-
<b>Sub total</b>	<b>392</b>	<b>1,098</b>	<b>1,490</b>	<b>1,078</b>
<b>Liabilities</b>				
Accounts not yet paid	-	-	-	-
Expenses incurred but not invoiced	-	-	-	-
Subscriptions not yet paid	-	-	-	-
Loan - detail	-	-	-	-
Other liabilities	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Contingent liabilities and future obligations

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

Signature  


Print Name  
 BRENDAN MACPARTLIN  
 FRANCISCA SOARES

Date of approval  
 29/08/23  
 30/09/23

**Migrant Support Service**

Northern Ireland - Charity number 107476

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# Annual report

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# Trustee Annual Report

2022- 2023

This is the Trustee Annual Report of Migrant Support Service, registration number NIC107476, and principal address at Office Unit F, Mayfair Business Centre, 193-205 Garvaghy Rd, Portadown, BT62 1HA. It covers the period of the 1<sup>st</sup> April, 2022 to the 31<sup>st</sup> March, 2023.

On the date of approval of this report, the charity trustees were Alicja Moates, Brendan MacPartlin, Frank Brady, Hemiterio Mendes, Gary Moates, and Francisca Soares.

Migrant Support Service registered as a charity on 23<sup>rd</sup> March 2020. It is unincorporated and governed by a Constitution. Its charitable purposes are welcome and support, .migrants who happen to be our neighbours and integrate them into a community of right relations where they can flourish and enjoy equal opportunities and parity of esteem. .

The current project, Walking with Migrants, is funded by the National Lottery and has undertaken to improve, over three years, the lives of some 900 Migrants living in the ABC Council and general Mid Ulster area by offering advice and support on a range of social issues as well as advocating on behalf of the individuals and their family.

## What we have done in the 2022-23

We envisaged four avenues of action relevant to newcomers namely, settling down, finding employment, building community, recovering from the Pandemic, and dealing with the cost-of-living increases.

Categories of Action	No. of Cases	Activities
Immigration issues	392 face to face meetings	As we progress beyond the Brexit deadlines, we are faced with increasingly difficult immigration cases. We had about 275 face-to-face meetings linked with settlement status, Biometric Residence Card applications, and visas.
Settling in	350 cases	The cases concerned National Insurance number; Child Benefit; Rate rebates; Tax return penalties; Driving Licence etc.
Employment issues	379 cases	The cases concerned Tax credits; HMRC overpayments; Universal Credit, Writing CVs, Job applications, Pension, PIP (Disability Allowances); research on the living wage as distinct from the minimum wage.

Sharing Learning	155 People	Of 155 enrolled for English about 100 individuals have successfully completed a language module and have shown a noticeable improvement in their English proficiency. Many have already secured employment. Approximately 30 children were registered for Romanian classes where they enhanced their skills and formed new friendships.
Community Services	125 cases	The cases concerned crime prevention, assisting with contracts, and help with energy suppliers.
Training	5 Events	Concerning mental health and wellbeing
Food Poverty	1030 people	140 Food Vouchers, 90 Referrals to the food bank; 800 Xmas dinners in collaboration with the Knights of Columbanus and Drumcree Community Centre.

### Outcomes – what we have achieved

Immigration issues came to the fore with Brexit and required European residents to apply for settlement. By helping with this we enabled hundreds to settle and gain confidence and increased independence. Maria, for instance, said: “I just wanted to say a huge thank you for all the help and support you gave me during my settlement application. Your advice and resources made everything so much easier and helped me to feel more confident about starting my new life. I really appreciate all the hard work and dedication you put into helping people like me find stability and new opportunities. Thanks to you, I can now look forward to this exciting new chapter with real excitement and confidence.”

The schools are good in these parts and newcomers want to see their children get into education. Poverty is an obstacle and causes anxiety. Lenguta, for example, found that help in this area lifted her anxiety and stress: “I am immensely thankful for your support in securing free school meals and uniforms. Your assistance lightened our financial burden and enabled my child to thrive in their education. Your dedication to helping families like mine is truly appreciated. Thank you for making a meaningful difference in our lives.”

Learning to speak English is key to many aspects of integration and not only involves imparting learning and skills but also reduces isolation, builds community, and empowers people with confidence in their daily interactions. Felicia’s experience was that it made a difference: “I just wanted to say a big thank you to your organization for all the help you've given me in learning English. Your classes and resources have made such a difference - not only have they opened up new opportunities for me, but they've also boosted my confidence and made my life richer. I'm so impressed with your dedication to education, and I feel lucky to have benefited from it. Thanks for empowering me to communicate effectively and achieve my goals!”

## Successes, Challenges and Learnings from Experience

The project, Walking with Migrants, was developed and is delivered by members of the migrant community who serve as trustees, staff, and volunteers as well as those who seek our services. Their skills are crucial in achieving our proposed goals. We learn from each other as we work together. We also use user feedback is crucial to identify the needs of migrant communities and areas of improvement in our services.

We aim to build on the strengths of those who walk with us and in that way build their confidence. Assistance with settling down increased peoples, confidence in controlling their lives and claiming their rights.

People who attended the English felt empowered to pursue job opportunities and become active members of the community.

By helping with settlement status, benefits, and skills development people learned how to access their entitlements, gained in self-sufficiency, and leveraged their unique strengths and experience to contribute to their communities.

Newcomers are entitled to the many services provided by many agencies but not knowing their way around is a big obstacle. In providing information and referring onwards we have made good connections with the relevant statutory agencies as well as the Food Bank and the local Borough Council (ABC). We have organised joint events with the PSNI and been materially supported by the Knights of /Columbanus.

The rise in the cost of living has been a challenge, as it has for everybody, and our funders have responded well to needs that arose in this context.

Brexit has changed the position of EU citizens who are resident here. So far the immigration authorities have ensured that the transition has gone successfully but we think cases will be more difficult to deal with further changes in the immigration rules. There is a scarcity of immigration advice in Northern Ireland and we see a need to skill ourselves up to deal with the need.

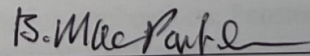
750 people benefitted from our activities in the past financial year. The beneficiaries are migrants living mainly in the boroughs of the Armagh City, Banbridge, and Craigavon Council and of the Mid-Ulster Council. They originated mostly in the Portuguese-speaking countries of Europe, Asia, Africa and Latin America as well as European and Middle Eastern countries. The activities and services were delivered by 3 paid staff and 16 volunteers. The total expenditure on these activities amounted to £99,005 during that year which was met by a total gross income of £116,393. These activities flowed from the purposes of Migrant Support Service and are beneficial to the newcomers involved. No harm has followed from the charity's purposes.

Signed on behalf of the Trustees



Francisca Soares, Trustee

Date: 30/09/2023



Brendan MacPartlin, Trustee

Date: 30/09/2023

## **Migrant Support Service**

Northern Ireland - Charity number 107476

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# **Annual return**

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The Charity Commission for Northern Ireland  
257 Lough Road  
Craigavon  
BT66 6NQ

Our Ref: 3468/T/C/CON/AS

24<sup>th</sup> August 2023

Dear Sirs

**Independent examiner's report to the charity trustees of Migrant Support Service.**

I report on the accounts of the Migrant Support Service for the year ended 31 March 2023

**Respective responsibilities of charity trustees and examiner**

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the Charities Act (Northern Ireland) 2008. It is my responsibility to:

- examine the accounts under section 65 of the Charities Act
- follow the procedures laid down in the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act
- state whether particular matters have come to my attention.

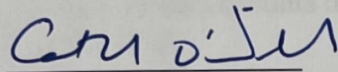
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**Cathal O'Neill, FCA**

For and behalf of:

Kelly & O'Neill Ltd

15e Molesworth Street

Cookstown

BT80 8NX