

Nottingham and Nottinghamshire Refugee Forum

Annual Report

2009



GIFT AID DECLARATION

I (full name) _____ of _____
 Postcode _____ Telephone _____
 would like all donations I make to the Nottingham & Nottinghamshire
 Refugee Forum from the date of my first donation to be treated as Gift Aid
 donations. I understand that I must be paying income or capital gains tax at
 least equal to the amount being reclaimed by the Forum. I understand I can
 cancel this Gift Aid Declaration at any time.

Signature of donor _____ Date _____
 I have received a copy of the Gift Aid Declaration form from the Forum and I have read and understood the terms and conditions of the Gift Aid Declaration form.

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PAYMENT AUTHORITY Please call my/our account record/holders with the following details:
 Name: The Co-Operative Bank
 PO Box 10, 1, Balcon Street, Manchester, M60 4EP
 Sort code: 089204 / Account: 81220011

Monthly amount _____
 No. of months for payment _____
 Starting on _____
 Stop on _____

- Activities
- The Jordan Project
- Resilience Volunteers
- Fast Track
- Gift Aid Report
- The Tuesday Night Project
- The Thursday Night Project (English)
- Nottingham Refugee Week 2009
- Who used the Centre this year?
- Statement of Values and Aims
- Business Report for the Financial Year ending 31st March 2009
- Membership form, standing order form and...

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Who's who at Refugee Forum: 2008 - 2009

Executive Officers:

Chair:	Patsy Brand	Vice chair:	Andrew Wilson
Treasurer:	Leo Keely	Secretary:	John Henson

Other Management Committee members (NB not all those listed were able to serve for the full year):

Joao Afonso	Caron Boulghassoul
Linda East	Alice Edwards
Patrick Essalo	Dave Hewitt
Amdani Juma	James Ramowski
Patricia Stoa	Perpetua Wanyoike
Lynda Wilson	

Refugee Forum staff - 2008-09

Assistant Centre Manager/ Advice Supervisor:	Bahman Mohammed
Senior Administrator:	Gina Musa (to March '09) Imran Asif (from May '09)
Admin. Assistants:	Teresa Pacey Devlin & Tina Patel
One-Stop-Shop Adviser:	Fiona Broome
Benefits Advisers:	Janet Hannay & Yvonne Rowbottom
Volunteer Organiser:	Bill Walton
Reception Co-ordinator:	Victor Simonian

Refugee Futures 'Floating Support'

Team Leader:	Simon Breen
Support workers:	Jasim Ghafur, Saeed Hassani & Julie Whitehead
Locums:	Sara Abraham; Omid Behnam; Sonia Bilkhu

Interpreter:	Ismail Alwan
Refugee Community Groups' support worker:	Stuart Brown
Children's Worker (started Sept. '09):	Liz Burrell
ESOL tutors:	Naomi Jemmett, Sheila Jones, Verity Mould & Kathryn Smale
Cleaner:	Margaret Hanson
Caretaker:	Azad Mohammed

Staffing Notes:

1. There has been no Manager from July 2008 because of the ending of funding for the post. New funding has enabled the post to be re-established from December 2009.
2. We were sad to see the departures of Gina Musa, Yvonne Rowbottom and Naomi Jemmett. Yvonne has suffered from long-term illness this year. We all wish her improved health in the coming year. We express our gratitude to them all for their hard work and exceptional commitment to the Forum.
3. We are very pleased that during the year, staff members have included nine refugees plus several others working as sessional interpreters.

STOP PRESS! We have appointed a new manager for the Forum, Bea Tobolewska, who will start work in December.

Chair's Report

Autumn 2008 was an anxious time at the Forum as several of our funding streams were due to end and we faced the possibility of having to cut back on important areas of activity. Those fears have now been dispelled thanks to several successful bids, detailed later in the Treasurer's report, which enabled us not only to maintain our many activities but also to be responsive to developing needs amongst refugees and asylum seekers.

New funding has made possible the recruitment of a Manager this autumn, a post vacant since July 2008. This gap has placed extra burdens on staff and Management Committee members and our thanks go to all those who have taken on extra responsibilities during this period and who have together enabled the Centre to continue to thrive.

Our long-established information, advice and advocacy services have remained in great demand with busy drop-in sessions on three afternoons each week staffed by volunteers, plus full appointment diaries for the One Stop Shop and Benefits' advisers who provide specialist advice and casework. Basic legal advice has also been available from trained volunteers who are registered with the Office of Immigration Services Commissioner (OISC).

In October 2008 our Tenant Support service ('Floating Support') became part of a consortium called 'Refugee Futures', led by Tuntum Housing Association with Co-operative Community Action as the third member. The Forum's team have worked hard to adapt to the requirements of the contract and to make a success of the partnership.

English classes were held throughout the year, including a course with crèche provision, reserved for women with young children who are often excluded from college places through lack of childcare. A crèche was also provided on Fridays for the Nottingham Refugee Women's Group which is affiliated to the Forum.

Our support for destitute asylum seekers has been maintained throughout the year, thanks to the continued generosity of supporters who have made one-off or regular donations or raised money through a variety of events, and to the dedicated work of many volunteers, including asylum seekers. Despite increasing food costs and the loss of the free Fare Share scheme which redistributed supermarket throwaways, the group has just managed to make ends meet. Destitute people from many countries have been

supported over the past twelve months but the largest numbers have been from Iran, Afghanistan, Zimbabwe and Democratic Republic of Congo.

Volunteers remain central to the life and success of the Forum, working as advisers, receptionists, social organisers, cooks, interpreters, campaigners - and in many other capacities. Having a dedicated post of volunteer organiser this year has been of great benefit, providing improved support and development to the volunteers and in particular encouraging and empowering those many volunteers who are refugees or asylum seekers.

We have had a great increase in out-of-hours use of the Centre this year, supported by the kitchen refitting. Since the spring there has been a series of successful initiatives run by volunteers which have greatly expanded social life at the Forum, helping to reduce the isolation and stress that affects so many Centre users. With a lead from members of STAR (Student Action for Refugees) from Nottingham University, Tuesday evening has become a regular social time with a variety of activities and a cooked meal provided. This has now spread to Thursdays with a focus on English conversation. Another volunteer project has been the conversion of the rubble-filled backyard into an attractive garden, providing outdoor space for parties and barbeques enjoyed by large numbers. Different refugee communities have also used the centre for meetings and celebrations throughout the year.

Volunteers have been involved in campaigns on behalf of both threatened and detained individuals and around issues affecting the well-being of asylum seekers in general. They have also publicised the plight of asylum seekers and the work of the Forum at events including May Day, the Pride Festival and the One World Festival and participated actively in Refugee Week. Staff and Management Committee members have represented the needs of refugees on local forums and contributed consultations by service providers to raise their awareness. Our Open Day in May attracted 110 people, mainly from interested agencies, and resulted in new links being developed.

We have continued to support Refugee Community Organisations with help to develop their groups, planning projects and applying for funding. We have facilitated their Network meetings and links with agencies so that their communities' needs can be better understood.

What's been happening to asylum seekers and refugees in Nottingham over the past year?

- The Home Office is still dealing with the enormous backlog of asylum cases; compared to last year's rush, the pace has now slowed to a steady trickle of decisions with some families and individuals being granted Indefinite Leave to Remain but others being refused, facing deportation and having their support terminated, possibly after waiting for five or more years. Others are still in limbo, anxiously waiting to know their fate.
- Fewer new asylum seekers have been dispersed to Nottingham this year; more are being sent to the West Midlands where Home Office caseworkers are based. Instead Nottingham now has more people on Section 4 support i.e. those whose cases have been refused and who may have made fresh claims based on fresh evidence or who are waiting deportation. People on Section 4 only receive food

vouchers and very basic accommodation and are among the most vulnerable. Of those granted refugee status the largest group this year has been Christians from Eritrea, who have fled persecution by the Islamist government.

What of the year ahead?

Government policies will threaten asylum seekers and refugees in several ways:

- Cash support to asylum seekers is to be reduced in spite of rising prices.
- Family reunions will be endangered as spouses will be required to demonstrate competence in English before getting a visa to enter the UK.
- New rules will make it harder to gain British Citizenship.

But most worrying:

- Since July 2005 all new refugees have only been granted five years' Leave to Remain, after which their cases will be reviewed. The first cases will come up for review next summer. Could people who have lived here for five years and built new lives for themselves and their families face deportation? Will this depend on the political climate?
- The Forum will strive to offer support to wherever possible - in these situations and in the daily struggles faced by asylum seekers and refugees.

Patsy Brand - Chair of Management Committee

Charitable Incorporated Organisation

The Charities Act 2006 introduced a new type of constitution for charities, called Charitable Incorporated Organisation (CIO). This is likely to become available to charities around April 2010, following a long consultation period. NNRF will probably adopt this format more or less as soon as it becomes available.

NNRF is both a charity registered by the Charity Commission and a limited company registered with Companies House. This means that, until now, reports in differing formats have had to be made to both bodies under charity law and companies law. In particular, the accounts are required in slightly different form by each body, and the declarations we make are different, which inevitably means more time and costs incurred by our accountant and auditors. Becoming a CIO will mean that we report only to the Charity Commission, but will retain the advantages which we now enjoy as a limited company, such as the reduced risk of personal liability for the trustees, lower costs - reports to the Charity Commission are free of charge, in contrast to companies House - among others. (A full list of changes is available on the Charity Commission website).

Our current understanding is that all that will be required is a registration with the Charity Commission as a CIO, and that no changes to our Memorandum and Articles of Association (which are our governing documents) are required. If so, the Management Committee is likely to consider this option in the early part of next year, with a view to making the switch at that time. Once done, the new, less onerous reporting requirements and regulatory framework will apply to us immediately.

Andrew Wilson, Vice-Chair

Public Benefit Report

There is now a legal requirement for Registered Charities to show that their activities are carried out 'for the benefit of the public, or a section of the public'. This requirement has been brought to the attention of NNRF's Trustees (i.e. the Management Committee). They have discussed the issue and agreed this statement in the Annual Report.

The Aims of our Charity (NNRF) are expressed in the 'Objects' of the Memorandum of Association, stated as 'the promotion and provision of any charitable purpose directed to meet the needs of refugees and asylum seekers living in the City of Nottingham and Nottinghamshire.'

The activities of the Charity include the free provision of:

- o Advice, information and support for refugees and asylum seekers
- o Premises where they may meet and enjoy social contact and recreation
- o Opportunities to extend their education
- o Small grants of cash and food to people in poverty
- o Campaigning about issues relating to refugees and asylum seekers
- o Opportunities to interact with members of the host community.

We believe that this Annual Report, including the annual accounts and financial statement of the Charity, will demonstrate that its income has been applied towards its Objects.

Management Committee Attendance 2008 - 2009

The Committee met 10 times during the year. Because there have been various vacancies and resignations due to people moving etc., not all of the people listed as on the Management Committee have been members for the whole year. The second column in the table indicates the potential number of meetings members could have attended during the year, although this does not take account of periods of illness etc.

John Henson - Secretary

Name	Potential meetings attended	Actual meetings attended
Joao Afonso	10	2
Caron Boulghassoul	4	2
Patsy Brand	10	9
Linda East	6	4
Alice Edwards	3	2
Patrick Essalo	8	3
John Henson	10	9
Dave Hewitt	10	7
Amdani Juma	10	7
Leo Keely	10	6
James Ramowski	9	5
Patricia Stoat	10	5
Perpetua Wanyoike	6	5
Andrew Wilson	10	7
Lynda Wilson	10	7

Membership Report

NNRF currently has 411 members. Of these, 372 are individuals/couples, and 39 are organisations.

81 members are kind enough to fund us with monthly standing orders totalling over £1300 each month, money that goes directly to supporting destitute asylum seekers. Standing order forms are now being included with each membership renewal notice which will hopefully increase the amount of regular contributions from our members.

We have email addresses for 269 members, which makes it much quicker and easier for us to communicate with them. Members are a great support to NNRF - financially, practically and in many other ways. It is very rare that a plea for any kind of help is not met with a response. Many members are volunteers too, and our grateful appreciation goes out to every one of you.

To join NNRF:

Forms can be downloaded from: <http://www.nottsrefugeeforum.org.uk/index.htm>

Standing Order and Gift Aid forms are available here too, and from the Centre.

Alternatively you can join or donate by returning the form on the last page of this Report.

If you are a member but not on our email list, please send your address to paul.carroll@nottsrefugeeforum.org.uk

Finally, a big thank you is due to Stuart Brown, who has continued with the task of sending out regular email updates to members.

Paul Carroll - Membership Secretary.

NNRF Web site (<http://www.nottsrefugeeforum.org.uk/>)

The web site was put up in November 2003, with the purpose of telling the world about NNRF, advertising events, being a resource for campaigners, asylum seekers and refugees and providing web mail. Since then it has become a bit more sophisticated (as we read more chapters of the HTML manual) and grown considerably in size.

A new page has been added with resources that campaigners will hopefully find useful. This sort of information goes out of date quickly, so we are hoping for advice and contributions from those with experience. We helped Vera to examine the site's statistics as part of her college project and later followed Vera's suggestions about making it easier to find important information about NNRF on the home page.

The statistics show that the site gets a surprisingly large number of hits (with a peak in the summer of 2008 when Amdani got arrested).

Bob Cann

One Stop Shop Advice Project

The One Stop Shop Advice Project is a flexible advice service for refugees and asylum seekers living in or around Nottingham. The project is funded by Nottingham City Council. We received good news at the beginning of the year when we learned that NNRF's bid for further funding was successful so the One Stop Shop Project is secure until 2012.

Over the past year a total of 956 people came to the project for advice, support or assistance - mainly in relation to health, housing and education. My role is about giving information, signposting, making referrals on to specialist agencies and guiding people through sometimes quite complicated systems to help access services. I help people into accommodation, find nursery or school places for children, apply to college or university courses and access healthcare. Over the past year I have worked with victims of trafficking, families experiencing harassment in their homes, tenants of properties in serious disrepair and women escaping domestic violence.

Most of my time is spent seeing clients at NNRF but I also visit people at home or accompany them to other agencies such as housing offices, health centres, solicitors and social care. I also hold regular advice sessions at different agencies across the city and recently I have been visiting Sneinton Health Centre and Mellors Lodge Homeless Hostel each month. As well as reaching people who may not know about NNRF it helps to promote the different services within the centre amongst agency workers who can then signpost people or make referrals to NNRF. I also meet with agencies and services at NNRF to show them around the centre and talk about what is available and I answer queries and provide advice to organisations on the telephone.

The OSS volunteer advice sessions have continued over the year with appointments available on Thursday mornings where clients receive help and advice from volunteers with supervision from myself. These additional sessions increase the number of people we can help and provide an opportunity for volunteers to increase their knowledge and experience. We are always looking for more volunteers for this project so if you are interested please get in touch with me.

After talking with Vera Hau earlier in the year I changed the women only advice session on Friday mornings from appointments to drop-in. This allows women attending the women's group to get advice or support on the same day. Previously I was already booked up with appointments and so could not see women needing immediate help or advice. So far this is working well and will carry on.

I continue to be involved with various forums in the city which helps shape services for asylum seekers and refugees and to ensure that the needs of refugees remain on the agenda. This is getting increasingly more difficult as funding is tightening across the board with specialist refugee projects closing or being diluted amongst generic 'vulnerable people' services. The decision to close Children's Services Asylum Seeker Support Team shocked many and illustrates the severity of budget cuts. The impact of this decision has not yet been fully realised. Despite the closure a group of us from across the voluntary and statutory sector continue to meet to discuss the issues

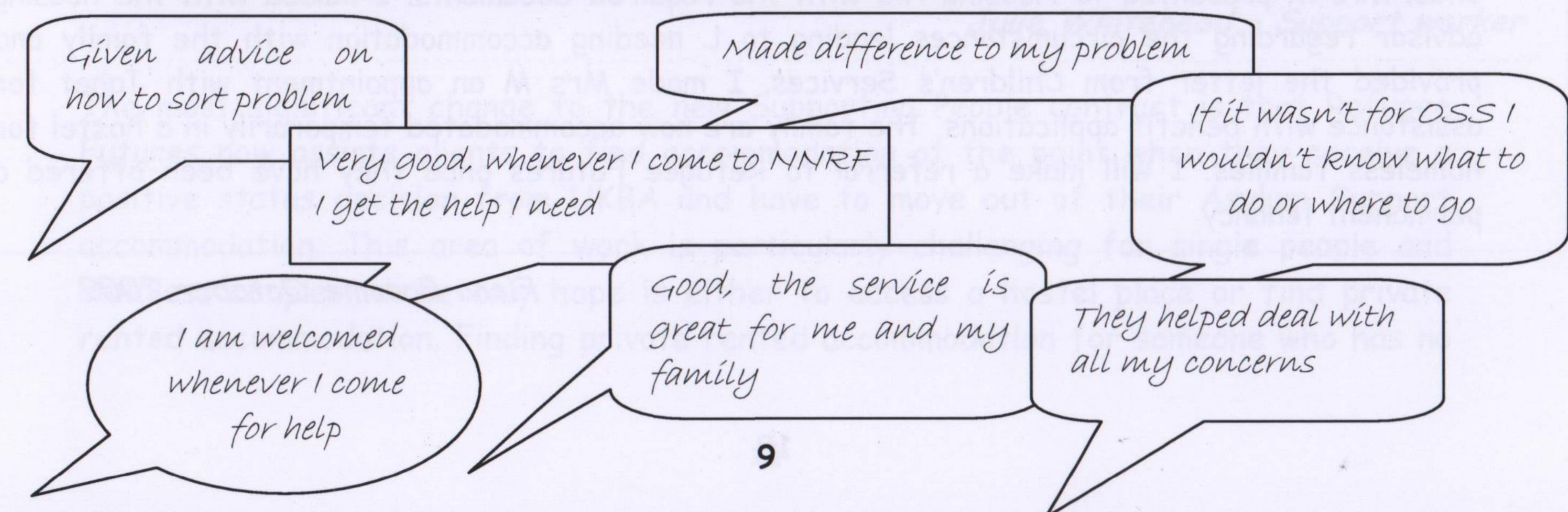
affecting refugee children and young people, to feed into the wider strategic framework and to share good practice as well as a means of mutual support.

Unfortunately there is a similar picture within the health sector with widespread cutbacks predicted across all services. As an offshoot from the Multi Agency Forum NHS Nottingham City formed a health group to focus on the health needs of asylum seekers and refugees looking at areas such as interpreters, GP registration and healthcare entitlements. Registering with a GP for someone who has no identification and no fixed address is getting harder with a reluctance amongst some GP practices to take people on despite immediate healthcare needs. Over the past year I have met three pregnant women who were turned away from GP practices being told they could not be registered without ID. The news of a successful bid for Migration Impacts Funding to provide a specialist team offering additional support and information to agencies and individuals to access better healthcare for asylum seekers and refugees should help to focus on prevention rather than emergency services at a time of crisis.

Finding accommodation is as difficult as ever and not surprising within the context of chronic housing shortages nationwide. Single people leaving UKBA accommodation having been granted Leave to Remain continue to face long delays in accessing appropriate housing. Refugee Futures has made excellent links with private landlords which helps people to secure housing quickly, but the rapid nature of the transition from UKBA support to mainstream services still results in a period of incredible stress and uncertainty for many people. Delays with benefit processing leaves people with no income for weeks, sometimes months, and hinders registration with local authority rent deposit schemes leaving single people and couples with no priority need homeless. Nottingham YMCA accommodates a large number of single refugees and without their provision the numbers of homeless refugees in Nottingham would be even higher.

The number of destitute asylum seekers in need of help is still alarmingly high. Many referrals come to OSS from NNRF's anti-destitution group. They form part of the hidden homeless who are sleeping on the streets, in parks or waiting for their friend to come home so that they can access shelter. Recently a man came to us who had been living under cardboard on the Forest recreation ground. He had a painful skin condition and serious mental health problems soon became apparent. The Nottingham Arimathea Trust was able to accommodate him almost immediately and provided a much needed roof and support to enable him to get the healthcare he so desperately needed. The recently established East Midlands No Recourse to Public Funds Network should raise awareness of the needs of those who have fallen in the gap between disjointed policies and provision and should assist agencies to find support solutions for vulnerable people.

Some quotes from people who received advice from the OSS in the past year



OSS Case Study

Mrs M and her sons are refugees from the Democratic Republic of Congo and had recently been granted Indefinite Leave to Remain. Asylum Support was to end three weeks after we met. In addition Mrs M had very recently been reunited with her daughter L who had just arrived in Nottingham to join the family. Previously L had been under the care of Children's Services in Manchester. L was approximately 7 months pregnant but the estimated due date was not known as she had not received any maternity care due to not having told anyone of the pregnancy until three weeks earlier. The family were referred to OSS by their legal advisor. L has made a claim for asylum but had received no decision.

HEALTH: Mrs M attempted to register L with the family GP but had been asked for identification. All L's documents were with Children's Services. I contacted the GP, explained the situation and they agreed to register L. I also referred L directly to the midwifery team who arranged an appointment to see her.

SOCIAL CARE: Mrs M and L had not informed the social worker of their arrival in Nottingham. Mrs M and L were concerned that they would not be allowed to stay together. I reassured them that the main purpose of Social Care is to support families to stay together and explained the need to inform them of L's whereabouts and that she was safe. I contacted Children's Services who arranged to visit the family in Nottingham to complete a wellbeing and safety check before discharging L from their care. I also informed NCC Social Care duty team of L's arrival in the city.

EDUCATION: L is keen to resume schooling. I referred her to Connexions and we met with Jane Oakley at NNRF who made a referral to a specialist school for young mothers. Funding for travel and childcare will be available once L has the baby.

FINANCIAL SUPPORT: Children's Services stated they were no longer financially responsible for L since she had left their care. Mrs M has included L in her claim for child benefit and child tax credits with the assistance of Janet Hannay, Benefits Advisor at NNRF. Children's Services provided a letter to confirm L had left their care as evidence for Inland Revenue of Mrs M's entitlement to benefits for her daughter.

I referred L to The Arches for some clothing and items for the baby. NNRF women's group referred L to a new project at the National Childbirth Trust which provides a new mothers pack and baby equipment to families in need. Jane and I accessed some funding from Nottingham Teenage Pregnancy Hardship Fund administered by Base 51 who also provided some clothing and a food parcel offered support from their family support worker.

IMMIGRATION: Mrs M's legal advisor is planning to submit an application for L to be granted status in line with the family. A DNA test is being organised as required by UKBA.

MOVE-ON ADVICE: At the same time as giving advice and support to the family in relation to L's arrival I supported Mrs M now that she had been granted Leave to Remain. I explained the process for families leaving Asylum Support and their entitlement to housing and benefits once Asylum Support ends. Mrs M presented to Housing Aid with the required documents. I liaised with the housing advisor regarding the circumstances leading to L needing accommodation with the family and provided the letter from Children's Services. I made Mrs M an appointment with Janet for assistance with benefit applications. The family are now accommodated temporarily in a hostel for homeless families. I will make a referral to Refugee Futures once they have been offered a permanent tenancy.

Fiona Broome October 2009

Refugee Futures Floating Support Service



During the past year the Floating Support Team based at Refugee Forum has undergone significant changes in how it delivers support to refugees. The team is now part of the Refugee Futures consortium which works in partnership with Tuntum Housing Association and Co-operative Community Action (CCA). Refugee Futures over the past 12 months has played a significant role in assisting refugees to settle and integrate into the City of Nottingham.

Refugee Future Floating Support Case Study 1

Mr Q was referred to me for Floating Support. He needed to obtain private accommodation as he had no local connection to Nottingham and would not be eligible for local authority accommodation.

Mr Q's wife had died 3 years previously in a London Hospital in an act of suicide. The family then relocated from London to Nottingham to be nearer Mr Q's brother so that he could help with the children, as he was finding it very difficult coping by himself, especially with his youngest child.

Mr Q is a single parent with 3 children of school age, the youngest child being disabled with an incurable genetic disorder called Fragile X syndrome.

Within the week I managed to acquire private accommodation in a very nice area of Nottingham.

My first concern was to change the address for all of Mr Q's benefits straight away to prevent future complications. I have discussed applying for Disability Living allowance (DLA) for Mr Q's son Jason with our Benefit Advisor as I wasn't sure if Mr Q was receiving his full benefit entitlement for Jason. As result of this, Mr Q was awarded DLA for Jason.

Through people working within Refugee Forum I was also able to obtain private donations of electrical items, bedding, linen, crockery and some small pieces of furniture. I applied for a Community Care Grant for new mattresses as the ones in the property were not in good enough condition.

I contacted Admissions & Exclusions at the Sandfield Centre for the two eldest boys and got them admitted to the local school. The youngest son required a nursery place; I arranged an appointment to meet with the Principal of a local nursery who later accepted Jason. Nottingham City Pupil Benefits department were contacted and the relevant forms were completed for free school dinners and uniforms.

Mr Q and I are very keen to have Jason statemented to allow him to attend a 'special school' which he urgently needs. His doctor has previously made an appointment with the local hospital. I contacted Children's Services to arrange a visit to ensure that all precautions have been taken to make the home appropriate and safe for a disabled child.

Julie Whitehead - Support worker

The most significant change to the new Supporting People contract is that Refugee Futures now assists clients to find accommodation at the point when they receive a positive status decision from UKBA and have to move out of their Asylum Support accommodation. This area of work is particularly challenging for single people and childless couples whose only hope is either to access a hostel place or find private rented accommodation. Finding private rented accommodation for someone who has no

savings, poor language skills and is not receiving any benefit is immensely challenging. It is a challenge that the team has risen to over the past 12 months and it has had some good success in helping clients to find accommodation.

Besides helping refugees to find accommodation or sustain their tenancies the other major area of work for the team has been working with benefit entitlement and debt. A major area of concern is the length of time that it takes Her Majesty's Revenue and Customs (HMRC) to process and award both Child Benefit and Tax Credits. Some clients have to wait more than 5 months for their applications to be processed, especially in cases regarding family reunion. This means that families are living in poverty during this period - often on as little as £100.95 per week.

Refugee Future Floating Support Case Study 2

Ms P was allocated to me after she had secured a private rented house through the Housing Aid Bond scheme.

When she was allocated to me, Ms P had already applied for her benefits, which for a single mother included Income Support, Child Tax Credit and Child Benefit. However, she needed a lot of assistance following up these applications for benefits to ensure that they were processed. Since starting this role in January I have come to appreciate how challenging it is for refugees who have just been granted status to understand and deal with the benefits system. Not only are welfare benefits something totally alien to most refugees, but the system is so complex that I think it is fair to say that even most people born in the UK have difficulty understanding it. In addition, from my experience I have learnt that a lot of administrative errors get made which significantly increases the risk of groups such as refugees who have no experience of the benefits system not receiving the benefits or correct amount of benefit money to which they are entitled.

Ms P initially had difficulties with her Income Support payments which I assisted her to resolve. I also assisted her to do another application for Child Tax Credit as when we rang the Tax Credit helpline they could not locate her first claim. Ms P's benefits have now all been processed and she is getting the correct amount of money to which she is entitled. Ms P has now also received her Community Care Grant and bought furniture for her flat.

Ms P has recently received £1000 backdated Child Benefit as I have assisted her to take advantage of a clause in the Child Benefit regulations which states that people granted refugee status can have their Child Benefit claim backdated to the time they claimed asylum providing they claim within three months of being granted their refugee status. The same clause is also included in the Tax Credit regulations and I am currently assisting Ms P to appeal the decision by the Tax Credit office not to award her backdated Tax Credit under this clause on the basis that she applied too late by arguing that she submitted her first Tax Credit application well within three months of being granted her refugee status.

Helen Wriglesworth - Support worker

Over the past year the team has been working increasingly with debt problems for clients. This includes arranging payment plans for utility debts and rent arrears. For some clients whose debt has been sold to bailiffs we have referred our clients to specialist debt counselling services. In one example a client was charged £125 by a bank for arranging an unauthorised overdraft facility. The client was referred to a local debt advice service who wrote to the bank requesting that they withdraw the £125 charge as it was excessive and unreasonable. The bank had also not explained to the client

their fees and charges in the client's own language. The bank did eventually withdraw the charges.

In the past twelve months the team has supported 133 clients coming from 20 countries with their accommodation and support needs. This could range from helping a client to change their GP to working in partnership with a wide range of services to ensure that an appropriate support package is in place to support a disabled child to access school. At present the team is working with a case load of 39 clients.

Team wise the last 12 months has seen the team consolidate, Helen Wriglesworth joined the team in December 2008. She has considerable housing knowledge and also works part-time at Refugee Action. At present Jasim Ghaffur has had an operation on his knee and is likely to be out of action for the rest of the year. Sonia Bilku and Sara Abraham have been recruited to cover Jasim's role for the rest of the year. Between the two of them they can speak over 7 languages and have made a very positive contribution to the team. Saeed Hassani and Julie Whitehead have continued to provide the mainstay of the service throughout the year. Amdani Juma, a highly valued member of the team, continues to live with uncertainty regarding his status. Amdani is still unable to work for the team in a paid capacity but operates as a volunteer and hopes to forward a short project to document the views of clients. I hope that 2010 will bring some good news for Amdani Juma and that UKBA comes to a common sense decision and grants him the right to stay in the UK, so that he can return to the team as a permanent member of staff.

Finally, I would like to thank our volunteers Omid Behnam and Fida Khatib who have supported the team over the past year and given their time and energy freely to support refugees.

Simon Breen - Team Leader

Refugee Community Organisation (RCO) Support Work

The main focus over the last 12 months has been to:

Develop the Networking Group / Meetings and encourage RCOs to attend, share information and work together. Unfortunately these meetings are still not as successful or as well attended as we would like. However we are confident that the situation will improve over the next 6 months given both the economic climate and the African Community Audit (see below). Meetings have been attended by other professionals working in the field: Police, City Council, NCISE, NCVS, as well as consultants researching into the specific needs of BME communities: BME Housing Inquiry, Needs of refugee & asylum seeker young people, Support needs of BME community organisations.

Provide support and advice for individual groups in relation to funding, developing projects and organisational capacity building. Despite a significant number of funding applications being turned down, successful project grants by groups included: PQSSO &

food hygiene training; purchase of IT & office equipment; volunteer training and office space; Healthy Eating projects; Saturday Supplementary Schools.

Support was also given to Heri Kwetu's 'Integration Conference' in Hyson Green in March where a workshop was facilitated in 'The role of RCOs in Community Relations'. Despite low numbers it was a very successful event and had a lot of support from other workers from the Forum and across the sector as a whole.

Advice and support has also been given to a new organisation representing the Afghan community that was formed earlier this year.

Over 300 emails have been sent out to the groups with information ranging from:

- o Notices for Voluntary Sector Partnerships & BME Forums
- o Meetings and seminars on education, immigration and healthcare.
- o Training courses on funding, child protection, employment & immigration.
- o Job & recruitment adverts + volunteer opportunities
- o Arts & cultural events and workshops
- o Funding sources

Future sustainability is still the biggest problem for the vast majority of RCOs. However the good news is that African Initiative Support have been successful in their funding applications to undertake an African Community Skills & Needs Audit. This project has the support of all the other African RCOs in the city.

Entitled 'Beating the Recession, Harnessing Skills and Encouraging Local Participation & Integration', the audit includes two community public awareness events and the production of country information displays & flyers. A final report will be ready by March 2010 and should, together with the report due out from One Nottingham's research into the "Support Needs of BME voluntary & community sector organisations", provide compelling evidence to support future funding applications. The exercise also aims to increase the membership and numbers of active volunteers in all RCOs, as well as ensuring that all groups are far more representative and responsive to the needs of their communities.

Despite the economic climate we are all hopeful that 2010 could be the start of real and sustainable activity for all RCOs and their communities in Nottingham.

Stuart Brown - NNRF RCO Support Worker

Immigration Advice and the OISC Project

Since last year, we have had two more volunteers achieve accreditation at OISC Level 1, which allows us to do Asylum (Limited Advice) and Nationality and Citizenship work in straightforward cases. Since November 2008, we have run sessions by appointment on Wednesday mornings, in which we have



seen 89 cases. A 'case' can be anything from a single person requiring a travel document to eight people in the same family needing help with applications for citizenship, so we have probably helped somewhere around 150 people in that time. The waiting list for appointments is now several weeks, which raises the concern that we are not able to respond quickly enough to the need. We are hoping to help matters by training three more volunteers to Level 1 standard in the next few weeks, which may allow us to run another session.

From next year, there will be many people granted Limited leave to Remain whose leave will expire and who will need help in applying for Indefinite Leave. Currently, OISC does not allow our project to work on Leave to Remain cases, partly because they are classified under their Entry Clearance category, which includes the points based system for general entry to the UK which we are hardly ever likely to have to work with. This situation will get worse in 2011 when the rules for naturalisation change. We believe there will be an increasing demand from our clients for help not only with extensions for Leave to Remain, but also with Family Reunions, so we intend to ask OISC if we can start to work in those fields as well.

We are still closely working with Nottingham Law School's *pro bono* project, but we are both having to reconsider how we can best achieve meaningful results for the students and ourselves. Timetabling changes now make it difficult for students to come to many of our sessions, which makes it more difficult for them to get OISC accreditation. Nevertheless, we are jointly exploring ways of exposing students to this particular area of social justice work.

Finally, it must be obvious that we have not employed a caseworker to work on Fresh Claims as we had hoped this time last year. The idea has not been abandoned, but as we have seen from other reports this year, finances for much of the year were such that we were not in the end able to progress this proposal. Let's hope we can change that soon!

Andrew Wilson

Benefits Advice

This has continued to be a busy year for Benefit's Advice at the Forum. There have been 839 benefit-related interviews, mostly concerned with applications for benefits or queries regarding non-payment. The new claims have been mainly for families who have been granted Indefinite Leave to Remain, after several years' as asylum seekers.

There have been many distressing cases where families have been left for several weeks without any money after their home Office (NASS) support has ended because of delays in processing claims by Job Centre Plus or the Benefits Agency. This often results in temporary destitution and people falling into debt just as they are trying to rebuild their lives.

This year Job Centre Plus has implemented more changes within the Benefits System which have made it more difficult for people with limited English to find their way through the system. Incapacity Benefit has been replaced by Employment and Support

Allowance and lone parents are required to register for Job Seekers Allowance when the youngest child is 12 years old.

Customers cannot enter the Job Centre without an appointment. All queries are dealt with by Call Centres based in Derby, Exeter and Scotland who in turn email the appropriate Benefit Section to call clients back regarding payment. These calls can take between 3 and 24 hours before contact is made. The Call Centre staff have very little Benefits knowledge and it is frustrating for customers and myself to achieve our aim as 90% of all enquiries are dealt with by email.

I still accompany our clients to court when the City Council issues Possession Orders due to rent arrears. I am pleased to say that I have managed to suspend any action and arrange payment plans for our clients to clear arrears. I have also persuaded the court to waive some court costs if the council have issued summonses incorrectly.

To illustrate the work I do, I have compiled an example below.

Janet Hannay

Benefits Case Study

Mrs B was claiming Income Support, Child Benefit and Child Tax Credit for herself and her son. Her husband joined the family under the family reunion scheme and was entitled to claim Job Seekers Allowance for the family.

I closed down Mrs B's claim for Income Support and claimed Job Seekers Allowance for her husband. Child Tax Credit was also informed of the change of circumstances and a new claim was submitted. Unfortunately Mr B did not have a National Insurance Number which meant that no Child Tax Credit would be awarded until the National Insurance Number was allocated to him.

I was puzzled when the couple received notification that Mr B was not entitled to Job Seekers Allowance and I immediately asked Job Centre Plus to reconsider this decision. In the meantime the family had no income apart from Child Benefit.

To prevent further hardship I made a new claim for Job Seekers Allowance for Mrs B to generate some money for the family. Rent arrears were also accruing and the family were threatened with eviction. I liaised with Nottingham City Home's enforcement officer who gave me extra time to resolve the eviction problem.

Finally Mr B was issued with a National Insurance Number which released payment of Child Tax Credit. The decision not to pay Job Seekers Allowance to him was revoked and he is now attending ESOL classes to enable him to find employment. NCH did not take any further action regarding rent arrears as they were cleared when the Job Seekers Allowance was in payment.

After a struggle the couple are now receiving all the benefits they are entitled to.

Nottingham - City of Sanctuary?

The City of Sanctuary movement - now active in a dozen cities in Britain - is about promoting climate change! Nothing to do with rising temperatures, though! City of Sanctuary (CofS for short) is about trying to create a welcoming and inclusive climate of opinion and attitude towards those who have had to flee their homelands because of

war, persecution or other severe causes. As we know all too well at NNRF, refugees and people seeking sanctuary are too often easy victims of misunderstanding, false rumours, and discriminatory treatment, whereas they often have so much to contribute to the life of a city or local community.



CITY OF SANCTUARY

The Nottingham working group has had a useful year trying to spread the word about its objectives. One of the criteria for being granted official City of Sanctuary status is that we gather broad support from different sectors of the city's life - local government, faith groups, the business world, trades unions, the voluntary sector, community groups and so on.

A lot of effort has been put in trying to secure Resolutions of Support for CofS values and for Nottingham's bid to become an official City of Sanctuary. If you know of, or belong to, a group which has not yet 'signed up', please let us know.

One really good thing that has happened fairly recently is that achieving CofS status by 2012 has now been adopted as a specific aim of Nottingham City Council, as expressed in its new Equality Scheme entitled 'A Fair and Just Nottingham'. There have also been two public meetings during the year which have attracted considerable interest from individuals and groups new to the movement. We hope to build on that.

But the movement is not just about organisation and groups, whether large or small. It is also about encouraging every one of us to do what is within our power to challenge misconceptions and take positive action to promote harmony and interaction between the host community and refugees & asylum seekers.

We are currently managing on a shoe-string, so donations and grants would be extremely valuable to us.

Finally, there is an excellent and informative website at www.cityofsanctuary.org which is well worth a look.

John Henson - Nottingham CofS working group

English for Speakers of Other Languages (ESOL)

During the year the following courses have run:

ESOL Entry 2: Kathryn Smale

ESOL for Women: Naomi Jemmett (see separate report)

The ESOL Entry 2 course, for Listening and Speaking and Reading and Writing were funded by a grant from the Nottingham and Notts Learning and Skills Council made available to us via *Enable* (Nottingham and Notts Voluntary and Community Sector Learning and Skills Consortium). The contract was dependent on outcomes and outputs, i.e.:

- numbers of students enrolling
- those undertaking first steps learning
- employment status
- increased motivation
- exam success
- moving on to further courses or employment

The course ran for 9 months. Kathryn built up an excellent rapport with her students and as a result, students' attendance was good. This was reflected in the exam results. Most of our students passed a City and Guilds exam at Entry 1, 2 or 3 level.

On all our courses we continue to monitor the reasons for non-attendance. These are:

Reporting to Loughborough	Refugee Status granted
Housing allocated	Section 4
Destitute and sleeping with friends	Pregnancy
Child care	Court cases
Solicitors' meetings	Job Centre plus appointments
Little previous experience of learning	Getting a job
Moving away	Offer of place at FE college or training provider

My thanks go to Kathryn and Naomi for the enormous amount of extra work they put in to ensure that students benefited not only from the formal classes, but visits and social events which they attended.

The future

2009-10 brings a European Social Fund course for women. This successful bid was made by the Nottingham Refugee Women's Group. The 12 week course focuses on jobs skills, interview preparation and in particular on pronunciation.

We are partners with the three local F.E. Colleges to deliver provision funded by the Migrant Integration Fund (MIF). MIF Gateway courses are very short (36 hours) but students who complete our courses are then offered a place on a suitable college course.

Lynda Wilson

Women's ESOL Class

From September 2008 to July 2009 a women's ESOL class was run by Refugee Forum. The class was held at 'Playworks' in Nottingham, where a crèche was provided by qualified play workers. The class was possible due to generous funding provided by the Oaklands Trust.

The class had a maximum of 15 students at any one time, with the average number attending being 9. The class was held two mornings a week for a total of 4 hours a week.

The women were a mixture of asylum seekers and refugees from the following countries- Eritrea, Afghanistan, Sudan, Nigeria, Somalia, and Guinea. Bus passes were provided for students who lived out of walking distance from the Centre.

The class focused on gaining skills in reading, writing, speaking and listening. The content of the course included the following topics - Daily life, Shopping, Local Transport, Health, The Neighbourhood, Homes, Friends and Family, and Going to Work. Skills for Life materials along with Citizenship materials were incorporated into each lesson.

At the completion of Entry 1, students are able to listen and respond to spoken language, including simple narratives, statements, questions and single step instructions. They are able to communicate basic information, feelings and opinions on familiar topics, and engage in discussion with another person in a familiar situation about familiar topics. Students can read and understand short texts with repeated language on familiar topics and read and obtain information from common signs and symbols.



At the end of the course 6 women took the Entry 1 City and Guilds speaking and listening assessment.

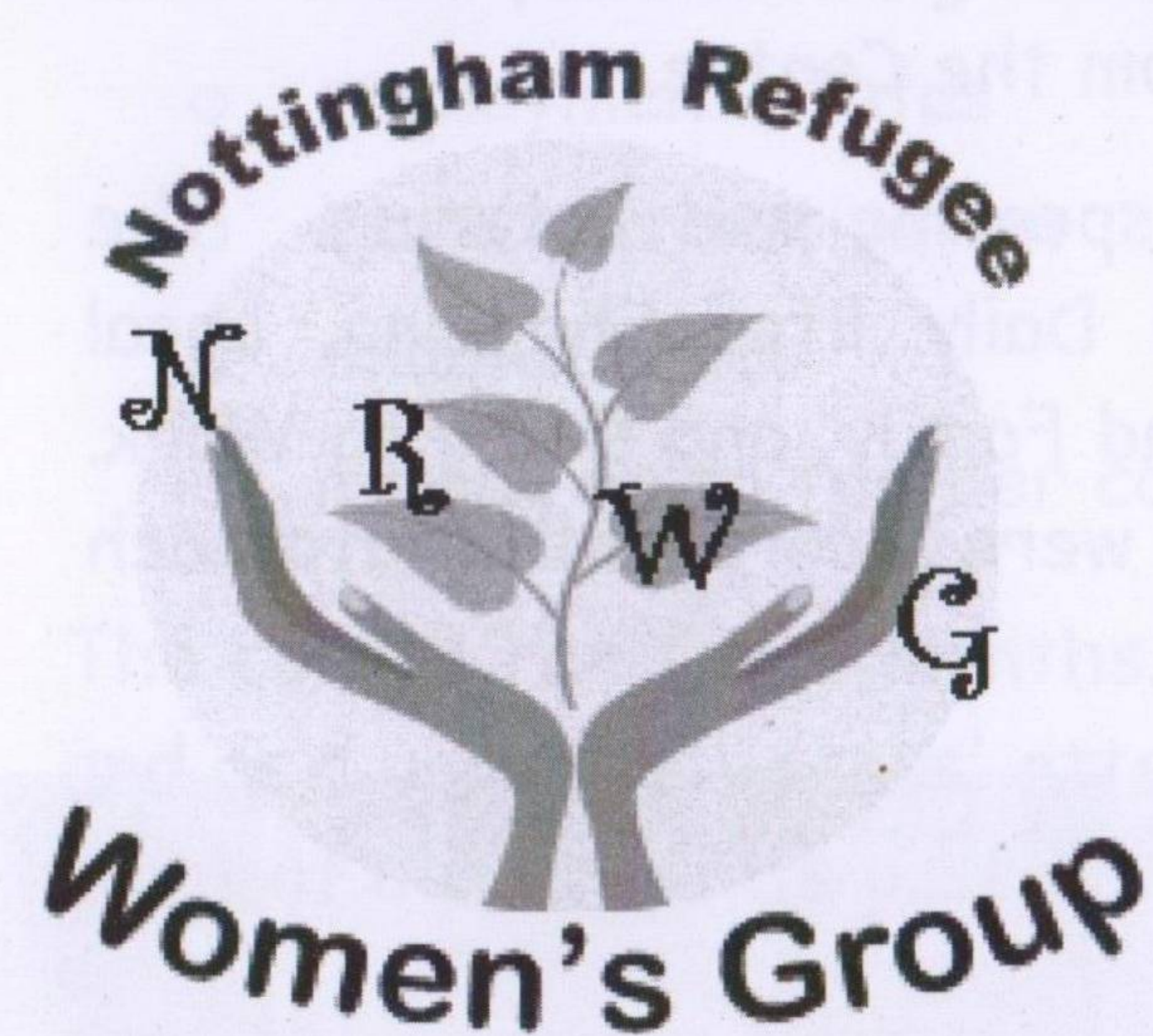
Positive feedback was gained from all who attended the class. For many of the women, it was the first time they had left their children in the care of strangers. At first the children were unsettled but they quickly developed into a routine and enjoyed the play opportunities provided by the crèche. The crèche workers gave positive feedback about how the children were developing and playing together, and also acquiring English language skills. The women were able to focus on learning English together in a supportive environment whilst building friendships and learning about each other's lives.

A highlight of the course was a trip to Central Library in Nottingham, after we had covered the topic of libraries in class. Eleven women and their children were given an organised tour of the library facilities and all signed up for a city card enabling full use and access to library facilities, including dual language children's books, computer access, children's story telling sessions and a wide range of books.

Time was made for social activities where possible, and the class finished with an indoor picnic where each student enjoyed the opportunity to contribute food from their home countries.

Naomi Jemmett - ESOL Tutor

Nottingham Refugee Women's Group



The Group is open to all refugee and asylum seeker women and their children, and in the past year, its membership has encompassed over 40 women from more than a dozen different countries. The Women's Group is affiliated to NNRF but has its own constitution and committee. During the year, a partnership agreement has been formalized including an arrangement for the Forum to provide support with financial management until the Women's Group committee is ready to take this on. As Chair of the Group, I have represented it on the

Forum's Management Committee. We have also received advice on developing our organisation from NCVS.

The Group has benefitted from several private donations during the year which supported a regular programme of Friday meetings. From September 2009 funding from Nottingham City Council will allow these to continue well into 2010. We have also obtained ESF funding to run two ESOL + Work Preparation courses for women this autumn.

Our Friday meetings have been attended by an average of 25 women and up to 20 under 5s. From 10am to 12pm we meet at Playworks with an organized programme of activities. A crèche is provided for these sessions, now paid for by Refugee Forum from a Children in Need grant. This year's activities have included arts & crafts, exercise and information sessions with outside contributors from a variety of agencies including the Library Service, SureStart, the Red Cross, a Palestinian Women's delegation, the Police, Children's Services. At 12pm, everyone returns to the Forum for a communally cooked lunch and noisy social time! Volunteers also regularly sort out donations of clothes and goods and distribute them to those in need, including toiletries provided by Boots.

In addition to these regular meetings, we organized several family activities - a summer trip to Twycross Zoo, and local outings to the cinema and a picnic in the Arboretum, which have involved older children as well. A very popular Christmas party was organized with support from Forum volunteers and presents generously donated by supporters and the Salvation Army.

The Group has played a vital role in reducing isolation and empowering women who can be deeply affected by the stresses of the asylum system and the struggle to bring up their children in an alien culture. New friendships and peer support are essential elements in the life of the Group.

Our thanks go to Judy Daniels and Joan Matthews who as volunteers devoted so much time during the year to help organise our activities.

Vera Hau

Partnership Working and Networking

Our achievements in supporting asylum seekers and refugees have been greatly enhanced by the quality and range of our partnership working with both statutory and voluntary sector organisations.

- Our membership of the **Refugee Futures** consortium, led by **Tantum Housing Association**, together with **Co-operative Community Action**, started work in October 2008 and has consolidated during the year.
- We have good working relationships with **City Council staff in Housing Aid, the Homelink Team, Supporting People, Nottingham City Homes, Community & Culture department, Children's Services, Welfare Rights, the Race Harassment Team** and especially the **Social Services Asylum Team** who have responsibility for unaccompanied minors.
- We have supported initiatives organised by the **Library Service** including English conversation sessions and assistance with preparing for the Life in the UK test.
- Our relationship with **Refugee Action** in Nottingham with regard to asylum seeker support problems and in supporting women and families has continued to be mutually beneficial. Our staff and volunteers have also benefited from their training and updates on recent changes to the asylum system.
- In regard to English language training we have worked in partnership with **ENABLE**, maintain regular contact with **BEGIN** and liaise with local FE colleges, **New College Nottingham, Castle College and South Notts College**.
- On asylum accommodation issues we have liaised with **Refugee Support and Priority Properties North West**. In the difficult search for accommodation for those granted leave to remain, we have worked with the **Hostels Liaison Group (HLG), YMCA, Salvation Army, Mellors Lodge-** and the City Council's **Homeless Gateway**.
- Our work with destitute failed asylum seekers has been greatly aided by support and donations from churches and other faith groups, schools.
- We have close links with the **Rainbow Project** based at St. Stephen's (Bobbersmill) and the **Nottingham Arimathea Trust** and the **Red Cross**.
- New refugee tenants are referred to **Family First** and the **Vineyard Arches** for assistance with furniture and household goods.
- **STAR** (Student Action for Asylum Seekers & Refugees) at Nottingham University has made a great contribution to the life of the Forum this year,

setting up regular Tuesday social evenings, volunteering and contributing financially to further events.

- **Playworks and Greenfields Children's Centre** have been our partners in
 - Providing a crèche and rooms for The Refugee Women's Group meetings and our
 - ESOL classes for women. **SureStart Children's Centre** have supported the
 - Women's Group and individual mothers.
- Health service links have continued to be important - with **GPs, health visitors, NHS Direct, the Positive Care Team, Terence Higgins Trust** and mental health teams. We are members of the **Primary Care Trust's Refugee & Asylum Working Group**.
- We have had close links with **Refugee & Migrant Justice** who provided basic legal training for our volunteers and from July have been offering casework interviews at the Forum. **Nottingham Law Centre** and both **St. Ann's** and the **Meadows Advice centres** have provided expert advice.
- NNRF has continued to take part in relevant fora including the City Council-led **Multi Agency Asylum Seeker & Refugee Forum**, the **Meadows Asylum & Refugee Group**, the **Floating Support Providers' Forum**.
- It is important that Forum staff and volunteers keep up-to-date with national developments relating to asylum and immigration issues. We rely heavily for this on bulletins from, among others, the **Refugee Council, Refugee Action, the National Coalition of Anti-deportation Campaigns (NCADC)** and the **East Midlands Strategic Migration Partnership**.
- Other organisations that we are pleased to have collaborated with this year with include **Long Journey Home, Connexions, Groundworks** and the **Children's Society**.
- We are grateful to all these and other agencies and organisations involved in working with refugees and asylum seekers for their support and co-operation over the past 12 months.

Patsy Brand

Open Day Held at the Square Centre on 20th April 2009

The aim of the Open Day, which was organised with great skill by Vera Hau, was to widen knowledge about the work of the Forum and of several partner organisations working with refugees and asylum seekers, amongst members, supporters and other agencies. Partner agencies that set up stalls included Refugee Action and Refugee Support. Food was provided by members of the Refugee Women's Group and a DVD was shown of paintings by Kurdish artist, Jasim Ghafur, who is a Forum employee.

110 visitors attended, 90% of whom were from other organisations. For nearly 50% of these, this was their first visit to the Forum. Several new contacts were made between Forum staff and visitors from other agencies and useful links were also made between visitors e.g. those interested in working with young refugees.

Some visitors welcomed the opportunity to obtain a broader view of the wide range of services and activities at the Forum, for example SureStart staff who work with the Refugee Women's Group, were unaware of the One Stop Shop and Refugee Futures.



NNRF Open Day Evaluation Form Summary

Q1. Have you been to the NNRF before? Yes 50% No 50%

Q2. Did you know about the wide range of services of NNRF & partners?

Yes - 50%

No - 49%

Some - 1%

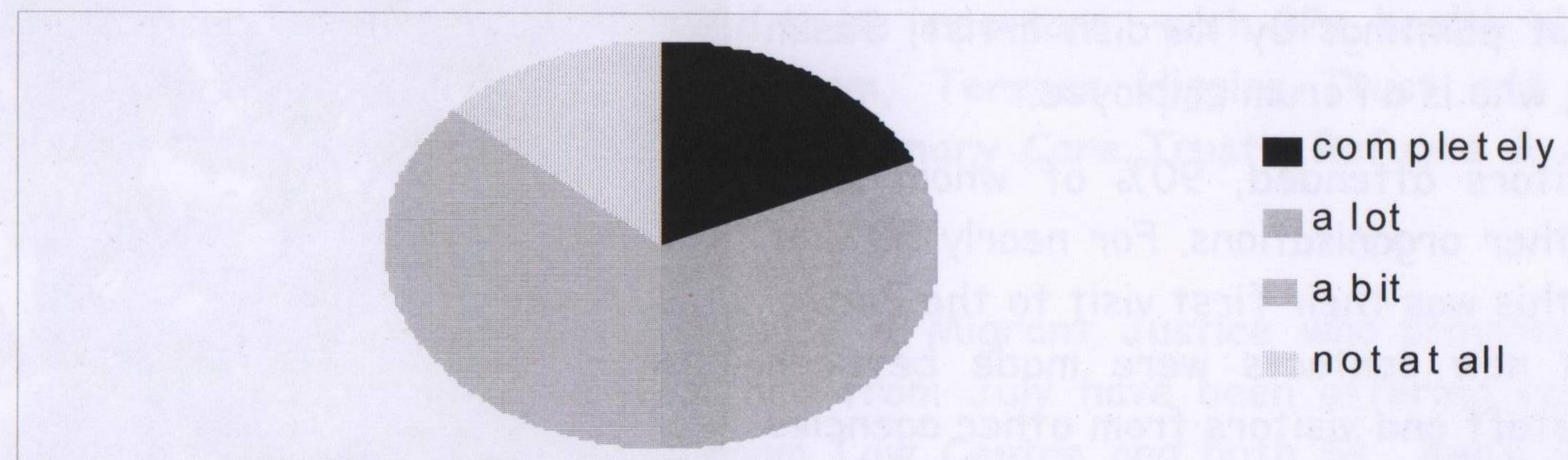
Q3. What were the most useful aspects of the Open Day?

- Finding out about Tuesday evening social group
- Speaking to other organisations
- The lovely food
- Networking
- Contact numbers
- Putting names to faces
- Socialising
- The welcoming environment
- Finding where the Forum is
- Attractive displays
- Meeting service users who might need our services
- Information provided

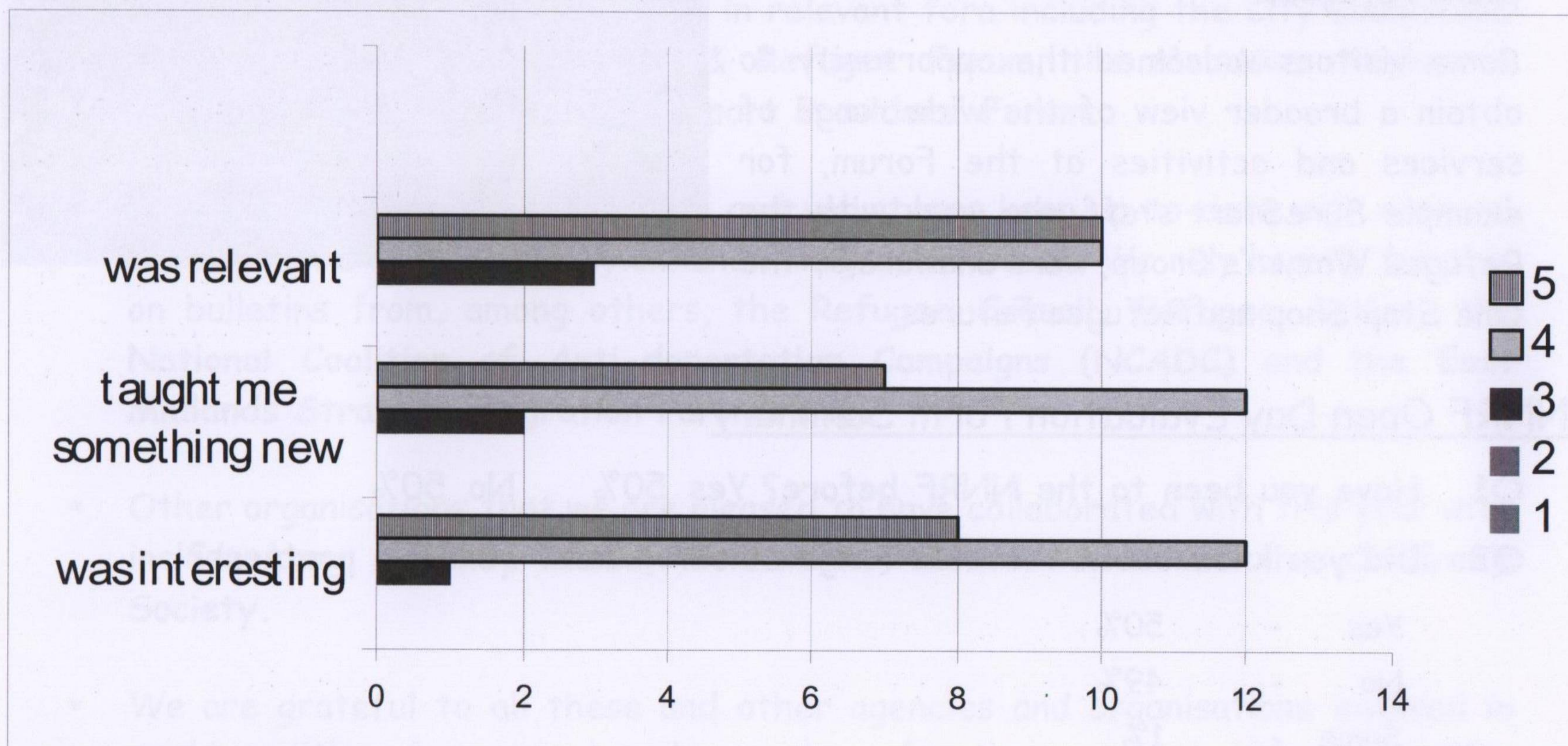
Q4. The open day would be better if:

- Had a speaker from NNRF
- Had an opportunity to watch the video in a quiet space
- Brief presentations from each representative followed by Questions and answers
- More space
- More refugees attending
- Hall was full but a bigger space would be better
- External signs were put up
- I had arrived a bit earlier!

Q5. My understanding of the work of the NNRF and partners has changed.



Q6. The open day event was: (1= v. poor, 2= poor, 3= average, 4= good, 5=v. gd)



Any other feedback

- Did not see any visuals it was too noisy
- Got to know about the learning offered - very useful as our centre no longer provides ESOL
- Missed the food arrived a bit late!
- Great use of small space available
- Excellent notice boards - full of good information

The Management Committee was delighted with the success of the Open Day and is committed to making it an annual event, possibly during Refugee Week.

The feedback from those who attended will be incorporated to make next year's event even more successful.

Refugee Campaign Group

Friends of Amdani Campaign

Since last years' report the situation regarding Amdani Juma has changed considerably and little of it for the better. The machinations of the Home Office have left Amdani's friends and campaigners even more frustrated and annoyed than we previously were.

To recap briefly, Amdani arrived in the UK from Burundi in 2003 and was initially granted 3 years Humanitarian Protection. In 2007 he applied for indefinite leave to remain but was refused. In 2008 Amdani was detained by the Home Office with a view to deportation and was only released following a very vociferous and public campaign by his supporters and pending a Judicial Review of his case. He was, however, then denied the previously enjoyed 'right to work'.

Later in 2008 he was given permission to marry by the Home Office who also quietly indicated they would look favourably on his application to stay if he dropped the Judicial Review. This he did. Six months later he received a letter saying he must leave the UK. When the Home Office was challenged on this citing his 'legal right to a family life' (something the Home Office had tacitly approved by giving him permission to marry) they said he could always take his wife and stepson with him. A wife who has British Citizenship and a stepson who was born in the UK. Outrageous!

Of course the campaign was having none of this and once again, following our going public with their shenanigans, the Home Office has said they will reconsider his application. We do not, of course, trust them. Amdani, his family and his friends have to be eternally vigilant.

We are, however, not only vigilant but determined.

Determined that Amdani will have a family life in the UK.

Determined that Amdani will be allowed to work again.

Determined that Amdani will be allowed to stay in the UK indefinitely.

No Deportations

Towards the end of the autumn a successful debriefing workshop was organised to share experiences and learn from the lessons of Amdani's campaign. Given the intensity and at times all-consuming nature of anti-deportation campaigns what we needed to do was set up structures and identify a pool of volunteers, skills and resources that could be immediately drawn upon at the first call from a detainee.

Working closely with Nottingham No Borders and University students, a meeting to re-launch the Campaign group was organised following a rally in the Market Square. Initial

campaigns and support involved refused (predominantly although not exclusively) Zimbabwean asylum seekers who had come into the UK using Malawian or South African passports and who were being threatened with removal back to those countries despite having no contacts or links there. The main concern was that the authorities in those countries would immediately imprison them and then deport them back to Zimbabwe. Although we had a few successes most were deported. The most well known to the Forum was Jane Mary who had been volunteering for many years and who was removed back to Uganda in October 2008.

Discussions were held with the Zimbabwean community at public meetings to highlight the problem as well as encouraging more volunteers to come forward and support the campaigns. During that time the Nottingham Zimbabwe Community Network was formed and eventually moved into their own offices at the ICC. Since then they have continued supporting individual cases, and most Zimbabwean detainees now contact them directly. Unfortunately Zimbabwean campaigns have been seriously hindered by Morgan Tsvangirai's call for all Zimbabweans to return home!

Discussions were also held with the Congolese community in Nottingham following leaks that the UK Government had done a deal with the DRC Government to forcibly return 3,000 failed asylum seekers.

Petitions and faxes continue to be circulated for individuals locally and nationally. However, the Campaign Group itself has not been particularly active over the last couple of months due primarily to a shortage of activists. Having said that there has also been a lull in the numbers of detainees contacting us.

The main concern currently is that with the worsening economic and political situation things are going to get far worse for all of us in the coming years with refugees and asylum seekers bearing much of the brunt - with far more deportations and some seriously brutal attacks on services.

Our aim is still to be able to offer support to individuals in the short term but also to build a substantial and vocal opposition to the government's asylum and immigration policies, as well as encouraging a far more accessible, democratic and activist approach to political engagement generally. But to do that effectively we need far more people getting involved in campaign work.

In Memoriam

We are sorry to record the death during the year of Carol Keely, wife of our Treasurer Leo. An energetic and spirited woman, Carol had been very involved in the support campaign for Amdani Juma.

Volunteer Activities

It has been another busy year for NNRF, and for me it's been a privilege to be involved in supporting, developing and promoting volunteering here. Over the 10 months that I've been employed by NNRF as Volunteer Coordinator, I've seen the tireless dedication and

commitment of our volunteers. Without the contribution of each and every one of our volunteers we would not be able to continue to offer our current range of services or assist as many clients. Some volunteers are able to commit to weekly rotas; others help out once or twice a month or "virtually" through e-mail and letter-writing campaigns. Volunteers are involved in most of the services we provide: advice, anti-destitution (Food and Cash groups), administrative support, reception, campaigning, research, interpreting and befriending, as well as undertaking Management Committee duties. Many volunteers take on two or more roles, coming in several times a week to wear their different 'hats'!

Next year we hope to provide even more opportunities for volunteers to get involved, and following on from our weekly Tuesday and Thursday Nights we have plans to develop a Cook & Eat project and other skill sharing events. We also aim to get more volunteers involved in children's play activities at the Women's Group and help with CV writing and applications for job-seeking clients.

We're currently working with the Volunteer Centre and Sneinton Volunteers to look at ways in which we can make centre users aware of other volunteer opportunities available in Nottingham.

The reports below are clear evidence of the fact we all have a shared vision, ethos and dedication to volunteering and working with refugees and asylum seekers, which I hope is also demonstrated in everything we do.

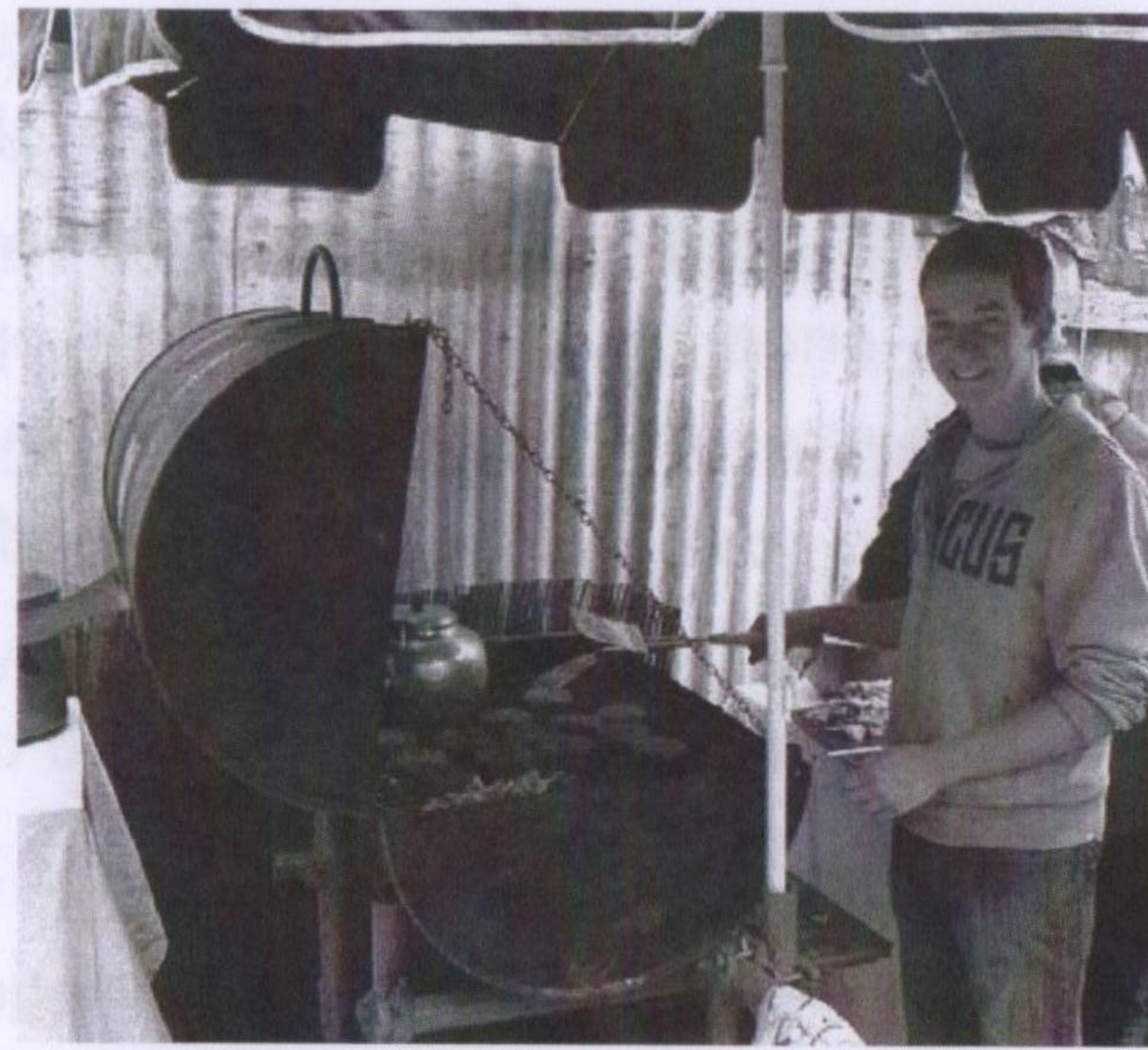
'Number Crunching'

- I am pleased to report this year we have once again introduced many new people into volunteering with a significant number coming from the refugee/ asylum seeker communities. At the end of September we had over 114 people volunteering, of whom 40 were refugees or asylum seekers.
- We have at least 60 volunteers coming into the Forum every week in some capacity.
- In September alone nearly 1300 volunteers' hours were donated to the work of NNRF. (An estimated 16000 volunteer hours in a year).
- In 2009, our volunteers came from 31 different countries from Afghanistan to Zimbabwe, speaking 26 different languages.
- Our main volunteering opportunities are: - Advice (21% of volunteers), Saturday Food Group (19%), Reception (11%), Management Committee (8%), and Cash Group (7%)
- 7 fun and awareness raising events were held during the year, keeping the activities of the NNRF firmly in the public's and our members' eyes. By raising our profile in this way we were able to increase our number of volunteers and help develop new volunteering initiatives such as our Tuesday Night Project which started in January and our Thursday Night English Conversation Group which started in August.
- Our NNRF Volunteers, Staff and Friends Facebook Group was established in March. This has been a useful tool in organising events and communicating with our volunteers and friends. We currently have 84 members in our group, and any one interested in joining can contact me.

Volunteer Week

In June, we organised a "Big Thank You Barbecue and Garden Party" in our new-look garden. This was for all our volunteers, friends and staff and was an opportunity to celebrate and thank our volunteers as well as recruit new ones.

For this event the Art Organisation donated a custom-built oil drum barbecue to the Forum which has been used by the Tuesday Night Project for their monthly barbecues.



Volunteer Recruitment Fair



In October this year we organised our first Student Recruitment Fair at Refugee Forum. It was a great success with over 50 students attending as well as representatives from other organisations working with refugees and asylum seekers including Refugee Action, Refugee Futures, City of Sanctuary and Terrence Higgins Trust. This was followed by a lively social that brought together new potential volunteers, our current volunteers and refugees and asylum seekers.

The feedback we've received so far on this event has been good, and hopefully all the organisations involved will have been able to recruit new volunteers from it.

Cook and Eat Project

In November 09 our Cook and Eat project will start at the Square Centre. The idea of this 6 week project is to get refugees, asylum seekers and members of the host community working together to cook a meal that they can all share. Each week a different person from a different country will take charge of organising the meal and they will teach others how to make this meal. Hopefully, this will involve many of the young asylum seekers unable to cook meals for themselves and destitute asylum seekers.

Bill Walton - Volunteer Coordinator

Special thanks go to Margaret Peck who volunteered each week for several years, keeping our user files and database up-to-date, until forced by ill-health to stop this summer. We wish her all the best.

The Garden Project

In the spring, Volunteers from our Tuesday Night Project with the support of "Sprout" transformed our garden into a nicer place in which to relax and to socialise. We're hoping that the garden will help educate people about growing their own food. We've already organised a workshop on gardening, composting and building window boxes and we hope to follow on from this with other workshops in the spring.

Over the last few months, lots of users have been getting involved in the gardening project too.

Azad Mohammed



Reception Volunteers

Last year has been busy for NNRF again, and I have really enjoyed working with different types of people who have volunteered and they also helped a lot with developing the centre as well as assisting people. My position at the NNRF is as the reception co-ordinator. I also want to mention the dedication of all the volunteers because without them we wouldn't be able to offer the services that we do now. There is a weekly rota for all the volunteers; some do 1 to 2 days and some do more but I manage to accommodate all the volunteers within the timing that they are available to give. Some give advice to the clients that includes typing letters, faxing, making phone calls etc. The volunteers do their best to give satisfaction to the clients.

We have refurbished the Forum to the best of our ability so that clients feel comfortable while they are waiting to see someone. I would also like to mention the changing of the forms that occurred; as you know it's always best to save paper and it helps the environment. We use the ticket system when each client drops in - it's easy because the tickets have numbers which makes it easy for the reception area and the advisors.

We hope to provide more services for clients and more opportunities for the volunteers.

Victor Simonian - Reception Coordinator

Food Group

Each Saturday the Food Group provides free food to destitute asylum seekers who are not allowed to work or to claim benefits. On average we cater for about 40 asylum seekers a week, providing £7 worth of food per week, including fresh fruit and vegetables to each person. We would like to provide more but are dependent on

donations. We would urge everyone to set up a direct debit - however small - to the Refugee Forum, so that we can increase the amount of free food that we can give to each asylum seeker.

We encourage refugees and asylum seekers to volunteer with the Food Group, and they constitute over half of our volunteers.

We try to provide a relaxed, informal atmosphere where people accessing the group can socialise and use computers and the internet.

I have been involved with the Food Group at the Refugee Forum for the past four years and have seen it develop as the number of asylum seekers accessing it has increased. There has also been a shift towards more of the volunteers coming from a refugee or asylum seeker background. I have seen the atmosphere become more relaxed and informal in that time.

In the past year some of the asylum seekers who have accessed the Food Group have got refugee status. They have been very appreciative and grateful to everyone at the Food Group for all the help provided to them in their time of need.

I would urge people to get involved on Saturdays with the Food Group. The work is satisfying, rewarding and enjoyable and you'll get the opportunity to meet a wide range of people in a relaxed environment.

Frank McMahon

Cash Group Report

The Cash Group has continued to support destitute asylum seekers who have no means of support, the state not allowing them to work or claim benefits. The small amount of cash we have been able to give is supplementary to the food given by the Food Group, and means that people can exercise a small amount of choice in their lives: they can make phone calls, use a bus or buy personal items.

Unfortunately, the amount we can give is very small (£10 per month, or £20 per month for people with definite health problems) but having even a bit of cash makes people feel a little less excluded from everyday society, and helps them to retain some dignity. All the money we give has been collected from donations - either one-off or standing orders - so we must thank you, NNRF members and supporters, for your generosity, which makes it possible. Although £10 or £20 a month sounds very little, when multiplied by the number of desperate people who need it, the result is a constant need for donations.

The Cash Group operates every Tuesday morning from 10-12. There are about half a dozen volunteers in our group, and rotas are arranged monthly so that three or four people work each session. Asylum seekers needing our help come once every four weeks, and are also interviewed in more depth every few months. This means volunteers get to know asylum seekers better personally, making the work more rewarding. Sometimes we have uncovered problems we have been able to help with. One of our intentions is to make referrals or help in other ways, and so provide a more all round service to destitute asylum seekers.

In the twelve months from the beginning of September 2008 to the end of August 2009, we had 896 separate visits; this averages at just over 17 per week, or 69

people on our books at any one time. (Of course, people move away, get deported or detained, or find other support, and so leave us; whilst new people arrive or become destitute and are added to our books all the time.) During this 12 month period, the amount we gave away was £13,267.50 (or £255 per week). (This compares with 921 visits and £14,277 in the previous 12 months). It is a relief that our expenditure has fallen by over £1,000 in the past year, as we are constantly worried about whether we will have enough income to continue. This is one reason we have discontinued giving out tickets for free hot meals too; but these are now less necessary as more hot food is available at NNRF. As well as giving out cash support, we refer destitute asylum seekers to the Food Group.

The tables show who is using our support. The greatest need is from people from Iran, Zimbabwe and DR Congo, - all countries with very well known dangers. Yet a large number of people from these countries are refused asylum, resulting in their destitution.

When looking at the figures in the "Date of Birth" column, it is worth remembering that most people who have experienced terror, flight and the desperate search for safety will have aged much more than those of us lucky enough to have lived comfortable, secure or prosperous lives. So people born before 1970 in the above table can usually be considered as having problems of age, as well as the other problems of destitution shared by all refused asylum seekers.

Finally, it may be of interest that June 2009 saw the fifth anniversary of cash support at NNRF. In those five years, we had given out £84,409 (and 6,729 lunch tickets, now discontinued other than in exceptional cases) in 5851 visits! Once again, the

Where do our users come from?

Country of origin	Number of visits
Unknown	1
Afghanistan	23
Algeria	27
Angola	25
Cameroon	2
China	1
DR Congo	106
Eritrea	40
Ethiopia	9
Gambia	9
Ghana and Sierra Leone	3
Guinea	4
Iran	233
Iraq	45
Jamaica	8
Kenya	9
Korea	10
Liberia	7
Malawi	17
Mongolia	14
Nigeria	8
Pakistan	58
Palestine	13
Russia	6
Sierra Leone	14
Somalia	15
South	3

The gender and dates of birth of people accessing support		Date of Birth	Number of visits
Gender	Number of visits	Unknown	5
Female	219	1940s	46
Male	677	1950s	51
		1960s	65
		1970s	457
		1980s	269
		1990s	3

generosity of all those who have made this possible is greatly appreciated. Thank you hugely. And if you or your friends do not yet have a standing order to support this work, please note that standing order forms can be downloaded from the NNRF website (go to the "Downloads" page) and are also included at the end of this report. Many thanks for enabling NNRF to continue this support.

Chris Cann - for the Cash Group

The Tuesday Night Project

The Tuesday Night Project came into being as the culmination of an approach made by a number of Nottingham University students committed to working for the benefit of the Asylum Seeker and Refugee community. At the beginning of 2009, discussions took place between members of the Nottingham University STAR (Student Action for Refugees) group and existing members of the NNRF, and it was proposed that a social evening should be established at the Square Centre every Tuesday evening. It was a fairly experimental venture - hence the fact that



it was (and is) referred to as a "project", but with the calibre of people involved and enthusiasm engendered, it was felt that the potential was too great to ignore. The format chosen was fairly informal, with games and music provided but also encouraging people to bring their own interests along. A major feature was to be a weekly meal, cooked and eaten in the evening, which could allow volunteer cooks to create a range of food from around the world, underwritten by funding from STAR.

The Tuesday Night Project was duly launched in February 2009, and from the start became a groundbreaking success. There are usually 30 - 60 people present, and the atmosphere is always superb. The meal has definitely been a popular feature - providing appetising and nourishing food for an optional donation is a significant action given the impoverished circumstances of so many of our people. Many strong friendships have been forged between Tuesday night attendees. Gathering together weekly gives us an excellent chance to discuss forthcoming activities, and so it should be well noted that attendance at many other NNRF and related events is now very much swelled, occasionally overwhelmingly so, by Tuesday night regulars.

This could not have happened without the participation of so many fine people. The STAR group deserve to be praised. Not only did they provide the initial impetus, but some of them have shown a real long-term commitment - either by staying with us after graduation, or by re-appearing as soon as they are back from the summer. Our friends of many nations have taught us British what it is to embrace life whatever our circumstances, and I for one remain in humble gratitude for the fine people I have

become privileged to know. Thanks should also go to Bill, for having the vision to let us all go on the loose, and looking after us without ever looking down on us.

Above all, I think that we all feel an enormous debt of gratitude to Azad Mohammed. It is difficult to sum up Azad's role: caretaking, cooking, cleaning, organising, arranging music, re-arranging the room endlessly - week in, week out; above all, being such a wonderful friend to everyone. It is not overstatement to say that Azad has played a *crucial* role over the past 8 months, without ever usurping the lead role of the STAR group, and I think that I speak for all of us in that Azad is "Mr. Tuesday Night Project"!

Thanks to you all.

Geoff Curl - Tuesday Night Project volunteer

The (Thursday Night Project) English Conversational Group.

The English Conversational Group came about as a result of collaboration between a number of Host Volunteers and Refugees/Asylum Seekers, with regard to the feasibility of executing such a venture. The inception was a few, low-key, pioneering sessions as part of the Tuesday Night Project, but this proved unsatisfactory, simply due to the distracting atmosphere of this busy and successful social evening. During discussions with Bill Walton, the Volunteer Coordinator; it was agreed that The Group was an important, significant venture, and that it deserved its own separate time-slot. After negotiations, Bill Walton was able to offer a new Thursday Night opening session at The Square Centre, and we were ready to commence.

The launch of The Group was set for Thursday, 13th August, 2009, and took the form of a well-attended "Local History Tour / Ghost Walk" around Nottingham on a clear August evening, where we regaled ourselves with tales true and fanciful as we potted from historical site to site. The next session, on Thursday 20th August, was our first classroom-based session. We have since organised a picnic on the Arboretum, and now that the weather is closing in we are organising our Bonfire Night Spectacular along with our



Thursday Night Project: Ghost Walk

friends and well-wishers at the Refugee Forum, and have also used this event to forge our first joint collaboration as a group, with The Abundance Project.

Progress has been steady, but determined. The loss of three of the four original mentors, due to changing commitments, has been compensated by the recruitment of two excellent new volunteers from outside the NNRF. The atmosphere is always very friendly, and a spirit of mutual ownership of The Group has developed, with a core of group members who are committed not only to attending the lessons, but improving them.

Looking ahead; we have been in negotiation with the Student Union at Nottingham Trent University, who are looking at ways to help The Group, and we have agreed among ourselves and with Bill Walton to trial joint sessions with their Overseas Students Conversational Group, including their group teachers. This idea was met with enthusiasm by our group members, and it seems a positive step for all parties, although it will be monitored closely to assure the interests of our people. This venture officially starts with the welcome which we have extended to attend our Bonfire Night hospitality.

There are many challenges ahead yet, but I feel that if we are not afraid to clear-headedly question our decisions in order to get this working well, then it will grow to be a vital asset to our work with our friends of many nations.

Express thanks go to Bill for having vision, Azad (as ever) for looking after us endlessly, Ruchi and Leonie; the group mentors, Penny for so much pioneering support, and every single one of the group members for their patience and enthusiasm.

Geoff Curl - Thursday Night Group volunteer

Nottingham Refugee Week 2009

"I enjoy. I am very happy"

Feedback from the Family Fun Day

Despite an incredibly limited budget, this year's Refugee Week was the most successful to date. 15 events were organised and over 2,000 people attended as audiences or participated in workshops and activities throughout the week. 41 artists & musicians from a variety of nationalities performed on stage or delivered arts workshops. Over 50 volunteers helped out throughout the week. 22 organisations were involved in the planning and programming of activities and at least 18 different nationalities were involved. The Festival also received very positive coverage in the Evening Post.



The week kicked off with a *Speakers Corner* Public Debate event entitled 'Speak Up for Refugees in Nottingham' on Saturday 13th with six speakers from a range of refugee community organisations and advocacy groups. The speeches were excellent although there was little debate given the lack of people in the city centre at that time in the morning. On the same day the Central Library organised a very successful *Living Books* event which included a number of refugees and asylum seekers and their children.

The *Launch* in the Market Square during the One World Festival on the Sunday was another huge success with bands and musicians from Zimbabwe, the DRC, India, Kurdistan and Iran entertaining a fairly large crowd during their two-hour slot. It was a perfect summer's day and the atmosphere was greatly enhanced by having a number of information and social enterprise stalls from refugee community organisations and other agencies, as well as art / face painting workshops for children. Obediar Madziva's metal animal sculptures in particular were a big hit with the public, with everyone wanting to be photographed next to the baby giraffe.

The rest of the week's events included three documentary films being shown at *Broadway* - all of which were incredibly powerful but not particularly well attended; a fantastically successful and enjoyable '*Who wants to be a Zimbabwean Billionaire*' *Pub Quiz* at The Poacher - an event that we are hoping to roll out across the pubs in Nottingham throughout the rest of the year; a film showing of '*Jupiter's Dance*' at the Sumac which got rave reviews from a packed house; a '*City of Sanctuary*' *Open Day* at the Vine and a Public Meeting on *Refugee Rights: International and Domestic Perspectives* at the Refugee Forum - both events were well attended and very informative; a very successful *Cabaret Sorbet* on the Friday night at the Art Organisation which included a number of performances by artists in exile alongside artists and musicians from the host communities; a *Fundraising Dinner* at The Vine organised by the Rainbow project was also well attended and the food appreciated by all.

The week ended with another very successful *Family Fun Day* at the Central Library which included puppet, art and Salsa workshops, a fashion show, Iranian poetry, Cameroonian and Arabic storytelling, face painting, African musicians, and food and refreshments provided by the Arabic and Congolese communities.

"I'm a student from India and I think it's really unusual (but good) to see an event such as this taking place - keep up the good work".

"As a volunteer, it was a pleasure to meet so many new people from different cultures and be part of a very positive get-together. The event was well supported by families, people who had come on their own and volunteers. The atmosphere was very safe and supportive - from little children being allowed to explore the play activities on their own and mingle with different children to single grown-ups feeling confident to start up conversations with strangers. Everything went very smoothly, the food was excellent, the story telling captivating, the music and dance performance filled the room with energy and excitement and there was plenty to entertain and involve children of all ages."

There were also two exhibitions that ran for most of June at the Central Library: 'Refuge' and 'One Man's Journey through the Asylum Process'. Both were very successful and elicited many positive responses from the general public.

"I am only 14 and I was just passing, I myself was very against asylum seekers and felt they shouldn't be in our country. This story has changed my whole perspective on them. I learnt a lot."

"A startling and honest glimpse into a usually hidden process. 'Thought-provoking' has been said before but it truly is. A raw response to a controversial issue."

This year's festival has most certainly provided a template for future years, especially the link up with the One World Festival and the launch in the Market square which we all feel has enormous potential. The downside of the limited budget available meant that we could not afford a decent brochure or the specialised marketing we had been planning that targeted refugee and asylum seeking communities. Because of this the marketing relied heavily on word of mouth. We were also forced to abandon the planned art workshops and 'awareness raising' talks in local schools and libraries. These kinds of activities are crucial in raising awareness within the host communities and will be a priority for next year's festival.

What was really positive however was the numbers of people from both the host communities and refugee & asylum seeking communities who volunteered to get involved and support the events and activities.

The Refugee Week Planning Group have just set up a new organisation called 'Nottingham Beyond Borders' which we hope will help raise significantly more funds for Nottingham Refugee Week 2010, as well as supporting and organising events and activities throughout the year.

Nottingham Refugee Week Planning Group

Who used the Centre this year?

When refugees and asylum seekers visit the centre during the day from Monday to Friday, reception volunteers record basic personal information so that we can monitor trends. NB. figures do not include people who visit in the evenings and weekends.

The following information relates to the nine-month period January to September 2009:

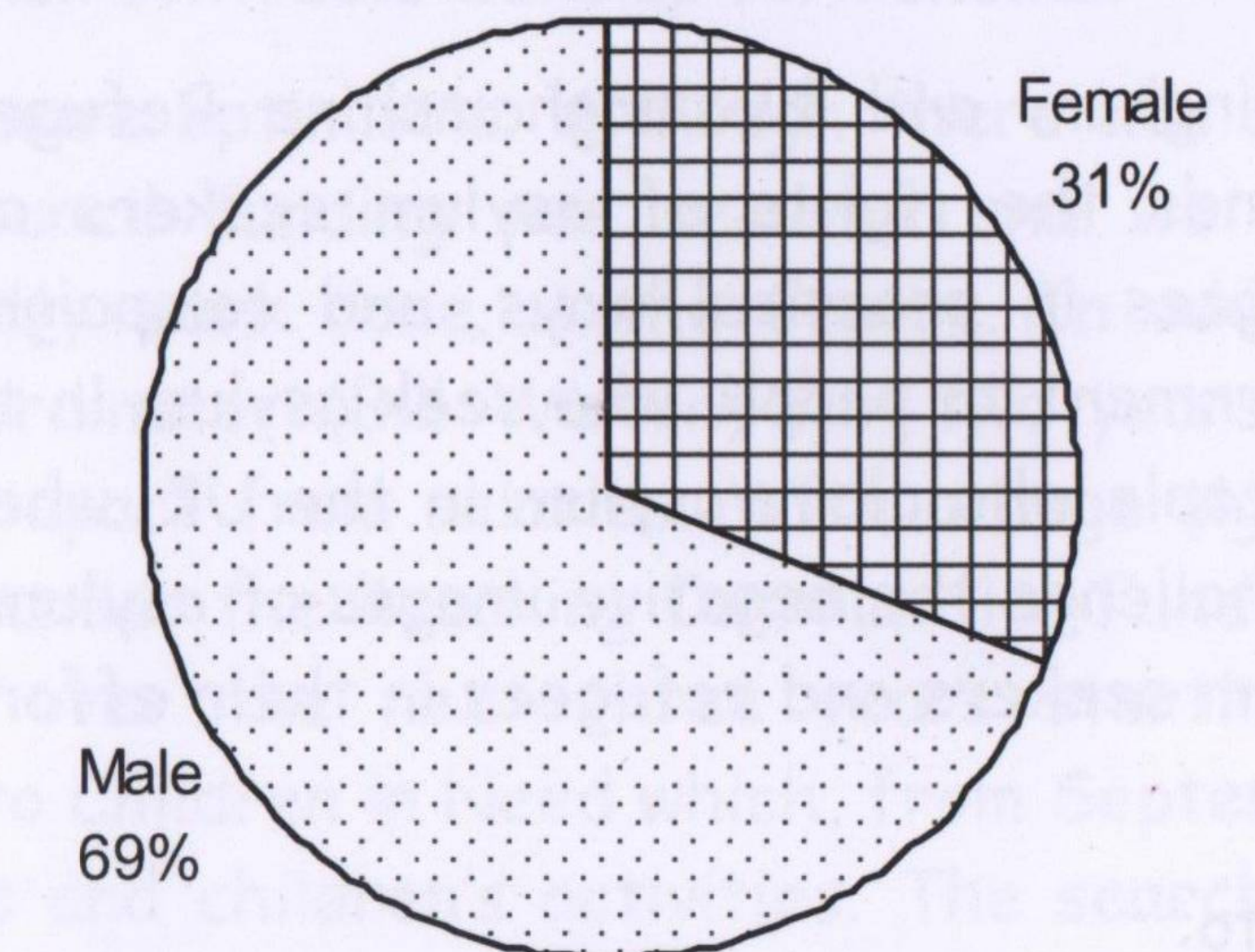
Number of user visits: 5,963

NB. In the case of a couple or family, only one name (usually the man's) is taken, so the actual number was much higher.

Gender of Centre users

Gender:

The proportion of women attending on their own has increased over the period from 28% to 35%.

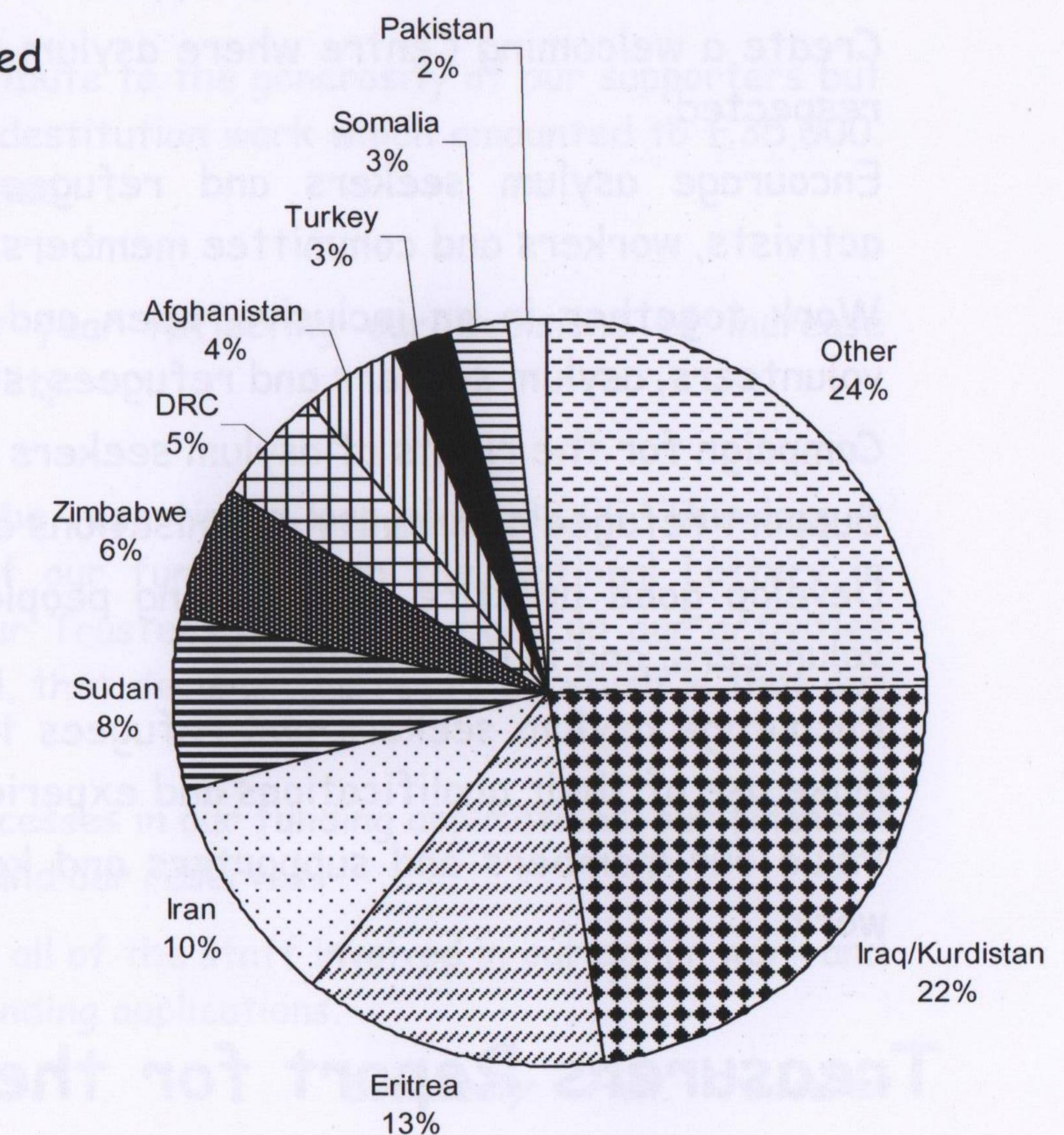


Country of origin:

44 different nationalities were recorded

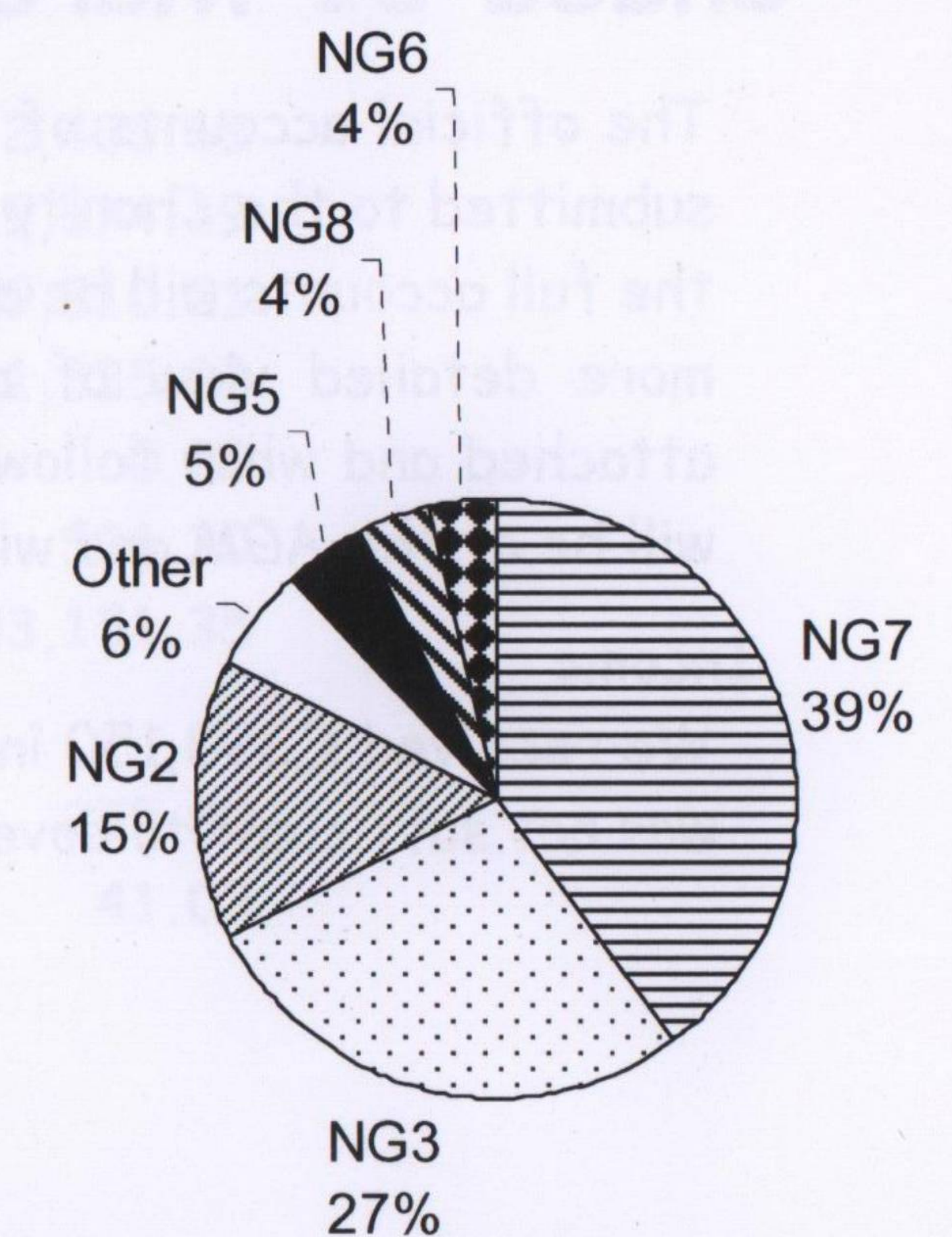
The top 10 of these were:

Iraq/Kurdistan	23%
Eritrea	13%
Iran	10%
Sudan	7.5%
Zimbabwe	6%
Democratic Republic of Congo	5%
Afghanistan	4%
Turkey	2.6%
Somalia	2.5%
Pakistan	1.6%



Postcodes:

Most users still come from the inner city areas of Hyson Green, Radford, St Anns, the Meadows and Sneinton. However a growing number of families granted Leave to Remain and obtaining social housing are being allocated properties on outer estates such as Aspley and Broxtowe where support services for refugees may not be so developed.



Statement of Values and Aims

Nottingham and Nottinghamshire Refugee Forum is a voluntary organisation that defends the rights of asylum seekers and refugees, supports asylum seekers and refugees in practical ways, and campaigns for a just and generous response from government to people who seek asylum in the UK. We oppose the oppressive treatment of people who claim asylum in the UK, whether their claims are accepted or rejected; we challenge the negative images of asylum seekers presented in the media; we support asylum seekers and refugees in their efforts to rebuild their lives in a safe and secure place.

We aim to:

Provide practical and effective support to asylum seekers and refugees;

Create a welcoming Centre where asylum seekers and refugees feel valued and respected;

Encourage asylum seekers and refugees to volunteer, and participate as activists, workers and committee members;

Work together in an inclusive, open and democratic way so that paid staff, volunteers, asylum seekers and refugees, share in policy and decision making;

Campaign for the rights of asylum seekers and refugees;

Support refugee community organisations and networks;

Develop good practice in employing people; recruiting, training and developing volunteers; and in governance;

Encourage asylum seekers and refugees to access training and employment to make use of their qualifications and experience and acquire new skills;

Value our members and supporters and keep them informed and aware of our work.

Treasurers Report for the Financial Year ended 31 March 2009

The official accounts of the Forum run to 14 pages and after agreement these will be submitted to the Charity Commissioners, Companies House and to our funders. Copies of the full accounts will be available at the AGM and can be sent to any member requiring a more detailed view of our finances. I hope that the Profit and Loss computation attached and what follows will give most members an adequate view of our situation. I will be at the AGM and will, obviously, try to answer any questions.

Income

We received £393,150 in total, virtually the same as 2008 and, substantial as this is, it was not sufficient to cover our costs and I will cover this later.

This time last year we were very worried about our ability to survive. We were losing our Lottery funding and most of our City Council contracts were up for renewal.

The position is now clearer and we can be more optimistic. Although there was some downward adjustment, the bulk of our Council funding was secured and we have obtained additional funding for the community work done at the Centre. In addition Lloyds TSB are funding our Volunteer Co-ordinator (Bill Walton) for two years. All funding carries an element of running costs apart from salaries. With a huge sigh of relief I can also report that our Lottery bid under the Reaching Communities Fund, was successful and we will receive £457,000 over the next three years starting in November. We were also successful in a bid to Children in Need which, from September 2009, will fund a part-time worker, crèches and children's activities. The search for funding goes on but the pressure is reduced enormously.

Donations

These amounted to £31,000 which is a tribute to the generosity of our supporters but not sufficient to cover the costs of our destitution work which amounted to £35,000. Some more fundraising activities are planned.

Expenditure

Spending was £57,000 more than last year reflecting our decisions to increase activities and increases in our payroll liability.

Loss

If we were a trading company I would be reporting a loss of £53,000. This loss is almost entirely due to the cessation of our funding from the National Lottery in November 2008 and the decision of your Trustees not to cut back on our activities accordingly. I was part of, and supported, that decision the result of which is that our reserves at the year-end were £63,549.

I would expect that, arising from our successes in our funding applications, our financial security will improve and that we can rebuild our reserves.

Once again I offer my grateful thanks to all of the staff involved in our admin work and to Patsy for her continued work on our funding applications.

Leo Keely - Hon. Treasurer

Apr '08 - Mar 09

Income	
Bank interest	2,405.65
Donations	29,574.19
Grants	359,310.21
Membership Dues	1,335.00
Small Loan Repayment	0.00
Translation	526.30
Total Income	393,151.35
Expense	
Accommodation	255.80
Allotments	41.03

Bank Service Charges	128.22
Books and Publications	327.65
Communication costs	17,835.17
Computer Support	5,428.44
Contract Labour	48.00
CRB checks	234.00
Crèche facility	11,076.00
Depreciation Expense	14,948.08
Destitution	
Destitute Fund Food	14,501.89
Total small grants	6,459.16
Destitution Cash Payments - Other	14,259.84
Total Destitution Cash Payments	35,220.89
Dues and Subscriptions	30.00
Equipment, repairs & renewals	524.19
ESOL	180.00
Events	2,180.05
Food	2,494.71
Gifts, donations & flowers	1,148.08
Health care	1,192.14
Insurance	2,186.52
Interest payable	1.78
Interpreting	704.85
Meetings	119.40
Membership- Expense	10.00
Miscellaneous	0.00
Office Supplies	5,423.37
Total Payroll Expenses	249,279.59
Premises maintenance & security	6,485.41
Printing and Reproduction	2,866.20
Total Professional Fees	23,021.10
Refreshments	445.71
Rent	26,262.25
Total Repairs	75.00
Room Hire	298.50
Software Expense	213.72
Subscriptions	542.44
Total Supplies	997.85
Training	4,626.05
Travel & subsistence	6,706.43
Trips	625.00
Total Utilities	9,617.77
Volunteer Expenses	12,346.78
Total Expense	446,148.17
Profit for the Year	-52,996.82

NNRF is grateful to all of the organisations and individuals whose generosity enables us to continue to support asylum seekers and refugees in Nottingham and Nottinghamshire



**Nottingham
City Council**



Lloyds TSB | Foundation for England and Wales

Photos Credits: Naomi Jemmett (Women's ESOL class, Pg 19), all other photos courtesy of Azad Mohammed

STANDING ORDER MANDATE

Account holder(s)	
Address	
Bank sort code	
Account number	
To the manager of:	
Bank name	
Bank address	

PAYMENT AUTHORITY: Please debit my/our account in accordance with the following details:

Please pay The Co-Operative Bank,
PO Box 101, 1 Balloon Street, Manchester, M60 4EP
Sort code 089299 / Account 65226311

Monthly amount	£	
Day of month for payment		
Starting from		
Until further notice in writing, or		
Date of last payment		
Signed (account holder 1)		
Signed (account holder 2)		

Please complete and return to NNRF.



GIFT AID DECLARATION

To
Nottingham and Nottinghamshire Refugee Forum,
The Square Centre,
389-394 Alfred Street North,
Nottingham NG3 1AA

Registered Charity No. 1086962

I (full name).....

of.....

.....

Postcode.....

Telephone.....

would like all donations I make to the Nottingham & Nottinghamshire Refugee Forum from the date of my first donation to be treated as Gift Aid donations. I understand that I must be paying income or capital gains tax at least equal to the amount being reclaimed by the Forum. I understand I can cancel this Gift Aid Declaration at any time.

Signature of donor..... Date.....

Notes:

1. You can cancel this Declaration at any time by notifying the Forum.
2. You must pay an amount of income or capital gains tax at least equal to the tax that the Forum reclaims on your donations in the tax year (currently 28p for each £1.00 you give).
3. If in the future your circumstances change and you no longer pay tax on your income and capital gains tax equal to the amount the charity reclaims, you can cancel your declaration.
4. If you pay tax at the higher rate you can claim further tax relief in your Self-assessment tax return.
5. Please notify us if you change your name or address.

Please complete and return to: NNRF, The Square Centre, Alfred Street North, Nottingham, NG3 1AA
(www.nottsrefugeeforum.org.uk)

Gift Aid can also apply to membership subscriptions, so it would help us if you complete the Gift Aid form whether or not you have made extra donations. Thanks.