



**Nottingham & Nottinghamshire
Refugee Forum**

Annual Report

2013



Vision and Aims Statement

Our Vision

A society where Asylum Seekers and Refugees are welcomed, receive just and compassionate treatment and support in rebuilding their lives.

Our Mission

To support Asylum Seekers and Refugees in Nottingham & Nottinghamshire to gain fair and just outcomes, rebuild their lives and integrate into society.

We seek to achieve this by:

- Providing a welcoming community centre.*
- Offering specialised advice & support services.*
- Providing programmes to develop confidence, skills and knowledge.*
- Campaigning for a just and generous response to Refugees and Asylum Seekers from government and the host community.*
- Advocating on behalf of individual Asylum Seekers and Refugees in cases of injustice and hardship.*

Registered Charity number: 1121560

Company Limited by Guarantee: 05352679

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WHO'S WHO AT THE REFUGEE FORUM 2012 – 2013

Executive Officers:

Chair:	Patsy Brand	Secretary:	Maggie Jones
Treasurer:	Leo Keely	Vice Chair:	Nancy Bonongwe*

* Until her deportation to Malawi in June 2013.

Other Management Committee Members (NB not all listed served for the full year)

John Henson	Allan Njanji
Laurent Tchouleng	Richard Chamberlain
Amdani Juma	Maxine Cockett
Clara Ndlovu	Jake Jackson
Mike Scott	Amin Hamami
Dave Hewitt	Pete Loewenstein

The Committee (which acts as the Board of Trustees in terms of the Charity Commission and as Directors in terms of Companies House) met 12 times in the past year.

Refugee Forum Staff - December 2012 – November 2013

Centre Manager	Bea Tobolewska (till 31-8-13) Fiona Cameron (from 04.11.13)
Senior Advisor/Deputy Manager	Rakiba Khatun
Senior Administrator	Gina Musa / Melissa Hatcher
Adviser/Interpreter	Bahman Mohammed
Administrative Assistant	Teresa Pacey-Devlin
One-Stop-Shop Adviser	Simon Breen
Welfare Rights Adviser	Mussie Kidane
Health Access Project Workers	Kinsi Clarke, Charity Kachione (Nov.12-Sept. 13)
Volunteer Co-ordinator	Barbara Spreiz
Anti-destitution Co-ordinator	Gemma Pillay
Children & Families Worker	Liz Burrell/Sarah Greaves/Naomi Jemmett
Housing Support Workers	Sara Abraham/Jasim Ghafur (to Aug. 13)
Education/Employment Adviser	Rachel Hewitt (Sept.- Nov'13)
Refugee Futures Support worker	Julie Whitehead
RCO Support Worker & Communications	Stuart Brown
Caretaker & Cleaner	Azad Mohammed

CHAIR'S REPORT

The twelve months from December 2012 to November 2013 covered in this Annual Report have been as busy and eventful as usual at Refugee Forum, with little down-time, as staff and volunteers have worked at full stretch to support asylum seekers and refugees with the wide range of issues that be-devil their lives.

Extra challenges faced this year have included substandard accommodation for asylum seekers, inordinate delays and processing errors by the UK Border Agency in processing all types of applications, cuts to Legal Aid, so-called 'Benefit Reforms' and Job Centre sanctions, reduced eligibility for social housing, increased utility bills and other charges pushing people into debt.

We started the year on a high with the confirmation that our Big Lottery grant would continue for another three years, funding our management posts and contributing to the cost of running the Centre. However maintaining funding for services and activities requires continuous effort.

Our thanks go to our wonderful teams of staff, volunteers and trustees who, as ever, have worked with selfless dedication throughout the year and especially to those who have uncomplainingly taken on extra responsibilities to cover duties of absent or departed colleagues.

The Forum is a very stressful place to work; every day brings us face to face with people experiencing high levels of frustration, stress and often despair as asylum applications are refused. News of detentions and deportations of people we have come to know and respect is especially difficult; particularly painful this summer was the deportation of our Vice Chair, Nancy Bonongwe who had contributed so much to the life of the Forum through her various volunteer roles. But we also share in the joy of those who receive positive decisions, sometimes after a long struggle against the system.

Our appreciation goes to all the partner organisations that work alongside the Forum, enabling us to provide a fuller measure of support to asylum seekers and refugees and to the wide spectrum of funders and personal donors who make our work possible.

It has been an unsettled year on the staffing front with two people taking twelve months maternity leave, very regrettable redundancies for two refugee part-time advisers at the end of August and three others moving on to new jobs. One of these, at the end of August, was Bea Tobolewska, our Manager since January 2009, who has joined the Hostels Liaison Group (HLG) in Nottingham as its CEO. Bea had given 110% of dedication to her role, both within the Forum and in the wider networks where she represented us and the interests of asylum seekers and refugees. She has been greatly missed by all of us. We wish her every success – and maybe fewer sleepless nights in her new role!

3 year Business Plan

In the late summer, the Trustees embarked on developing a Business Plan for the next three years with the assistance of a consultant, Adrian Masters. In January 2014, staff, trustees and volunteers will be working together to commence the process of implementing the Plan in order to ensure the effectiveness and relevance of our work.

Patsy Brand – Chair of the Board of Trustees

A New Manager - We are very fortunate to have recruited a very strong replacement for Bea in Fiona Cameron who started work at the Forum on 4th November. Fiona has been working for the British Red Cross in Luton on their refugee projects for the past two years. Before that she worked for six years in Cairo for St Andrews' Refugee Services, supporting large numbers of refugees from across North Africa, the Horn of Africa and the Middle East. She was involved in a wide range of projects, providing front-line services, managing staff and volunteers, fundraising and establishing networks with other agencies including UNHCR. We look forward to benefitting from the breadth of her experience and hope that she will find her role at the Forum interesting and rewarding.

WHO USED THE FORUM THIS YEAR?

When refugees and asylum seekers visit the centre during the day 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 or weekends.

This information relates to the 12 month period October 2012 to September 2013.

Number of user visits: 7,415

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

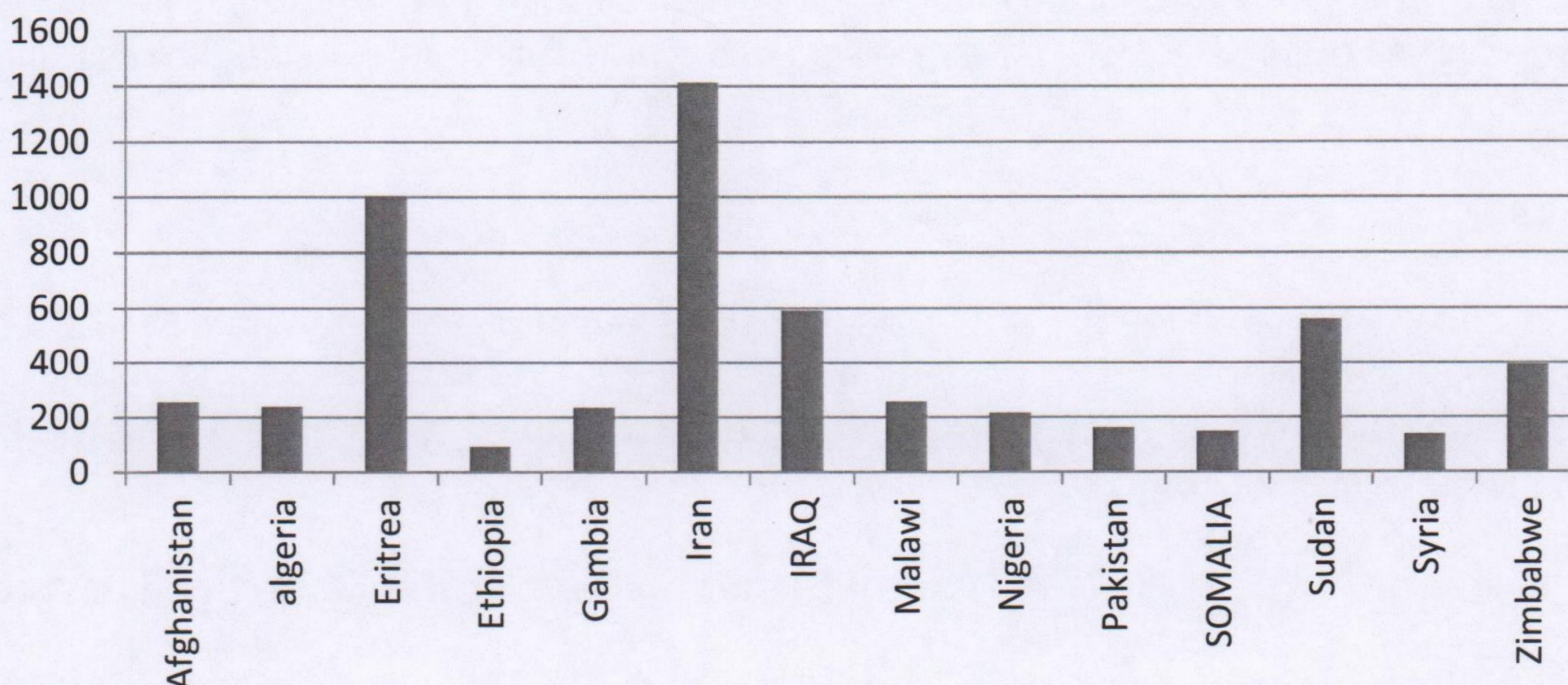
Male
69%

Female
31%



Country of Origin

93 different nationalities were recorded. The top 14 of these were:



Where do our clients live?

In addition to serving asylum seekers and refugees from Nottingham, we supported people from Birmingham, Manchester, Coventry, Derby, Leicester, Nottinghamshire and Mansfield.

Allan Njanji - Volunteer

GENERAL ADVICE SERVICE

The General Advice service provides advice, information and assistance on a wide range of issues including destitution, housing, debt, welfare benefits, health, legal and asylum support. This is a volunteer led service offered on a drop in basis three times a week. The objective of the advice sessions is to provide basic support and assistance to service users, resolve queries, signpost to external services, refer to specialist in-house projects and partner agencies, as well as liaise with various agencies and organisations on behalf of the service users. The advice sessions acts as the main point of contact for new and existing service users, and also offers a way of screening those who are eligible to access the Forum's services.

The general advice service is the main point of contact for asylum seekers and refugees from diverse backgrounds with a wide range of cultural and linguistic differences. The flexibility in providing advice and support serves to identify and assist vulnerable users accessing our services. Volunteer Advisers have gained an understanding of challenges and difficulties faced by our service users throughout the asylum process following both positive and negative decisions.

Volunteer Advisers have gained a good understanding of the various projects, partner agencies and local providers in order to signpost and make appropriate referrals for both internal and external services. During the advice sessions we have been working closely with the British Red Cross allowing for service users to have immediate and direct access to one off or short term crisis support.

The advice service is accessed by a third of the overall Forum's service users, which illustrates the demand for this type of advice delivery. The highest proportion of issues continues to be queries relating to legal/immigration, benefits and NASS, housing and destitution and the Volunteer Advisers are adept at dealing with multiple queries at any given time. The data collected during the advice sessions includes the number of clients, immigration status, type of issues and the number of queries. In addition, any queries relating to benefits and debt are monitored as this contributes towards the Welfare Rights contract. This information is beneficial to identify areas of development.

The advice sessions continue to attract volunteers who are keen to support the work of the Forum. The new volunteers have joined us with enthusiasm and have connected with the existing group of experienced and dedicated volunteers. Volunteers new to the advice sessions are given the opportunity to shadow experienced advice volunteers. This is followed by basic training sessions consisting of Asylum Process and Support which covers an overview of the asylum system, basic asylum support entitlements and eligibility criteria for support following an asylum decision. As well as further training session on Adviser skills which covers interviewing skills, identifying key issues, writing case notes and with working with interpreters, trainee volunteers are given the opportunity to work alongside other volunteers before working as independent advisers, who are supported by the advice session supervisors.

The decrease in funding across the sector has resulted in reduced service provision overall and this has meant an increase of service users accessing the advice sessions. The volunteers have worked very hard to meet the demands of the busy advice sessions and often have stayed on after an advice session was scheduled to finish in order to assist as many service users as possible. In order to respond to the uncertainty of funding and changes in the sector, the emphasis will be on developing relevant and useful resources and support for the Volunteer Advisers.

The plans to introduce an electronic case management system are underway and will have a major impact on service delivery. This is a challenging process both organisation-wide and for extremely busy advice sessions with limited space and resources and will therefore take a great deal of time and effort.

The success and sustainability of the advice sessions is a result of enthusiastic and dedicated volunteers. I would like to take this opportunity to thank the Volunteer Advisers for their continued efforts. Both service users and staff members value and appreciate the commitment shown by the volunteers. Also, a huge thank you to Bahman Mohammed for his hard work and valuable contribution to advice services.

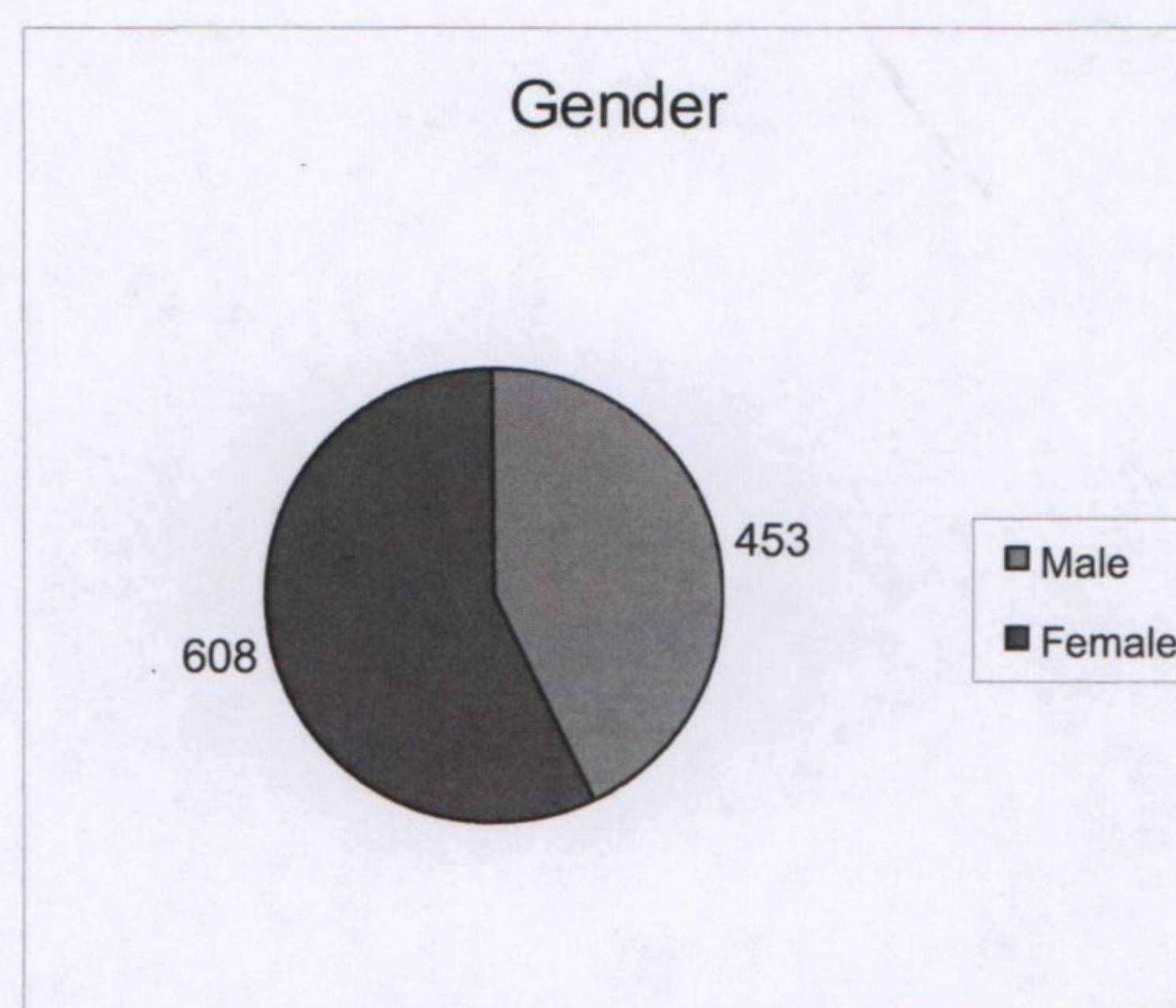
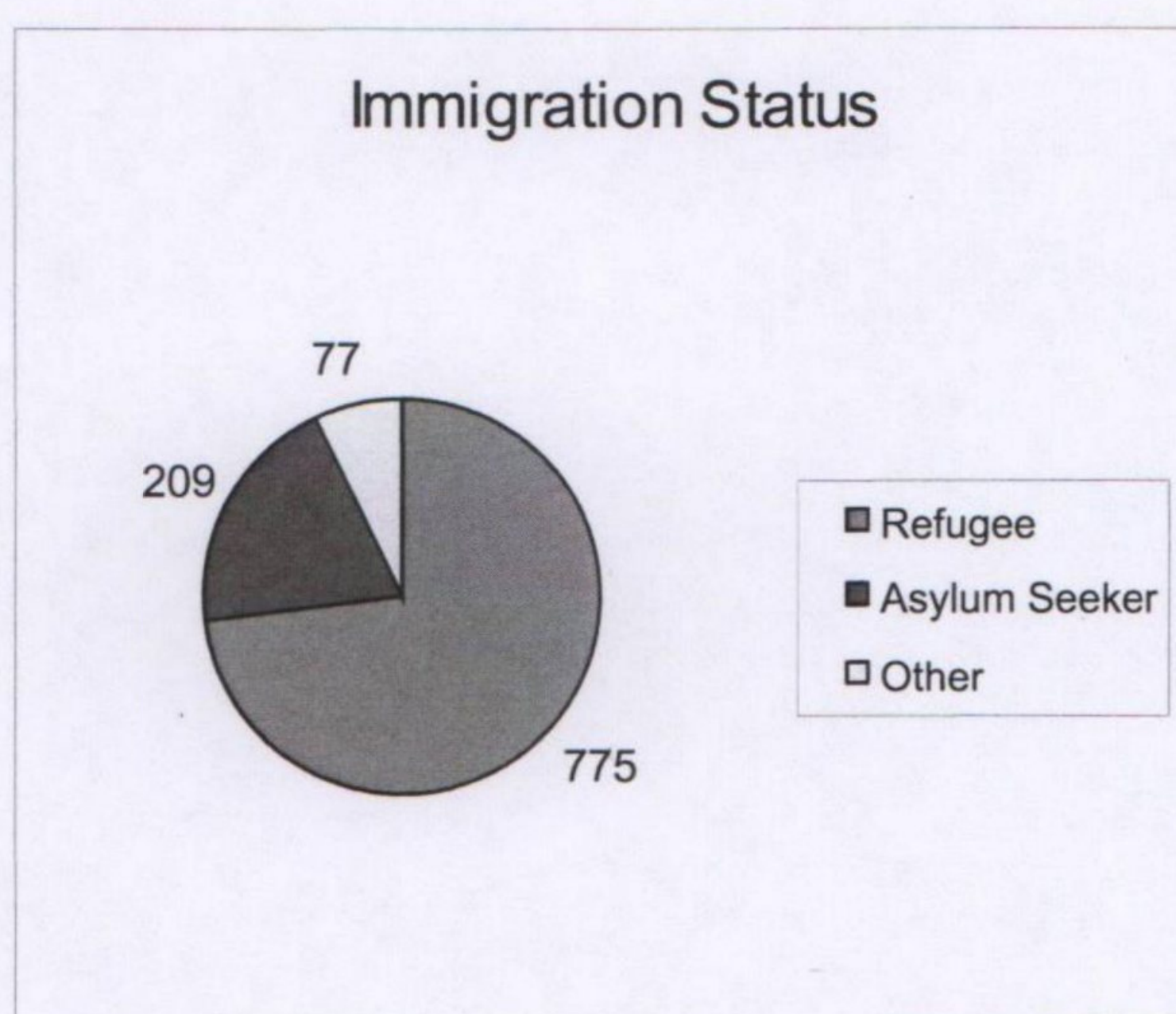
Rakiba Khatun - Senior Adviser

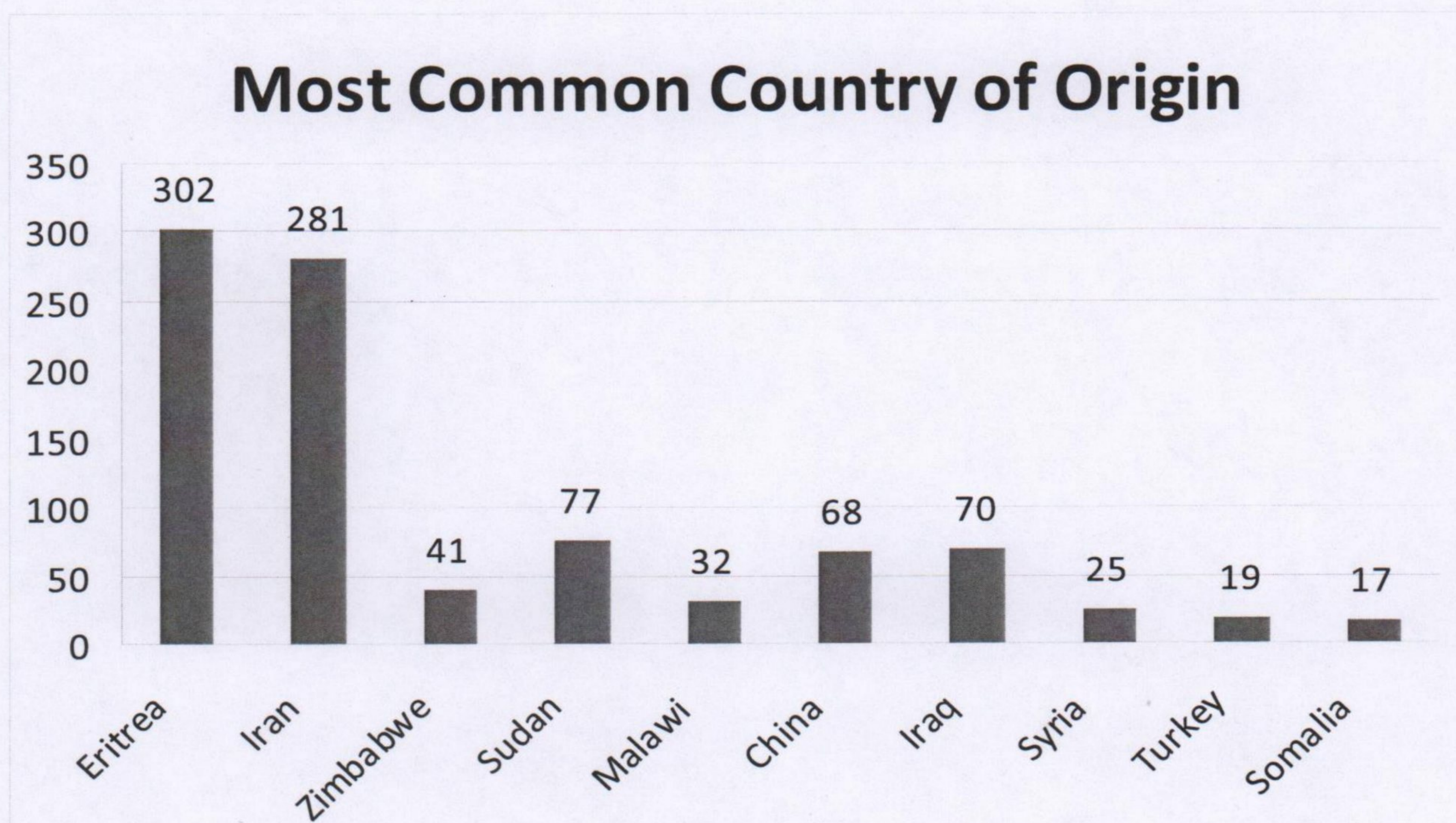
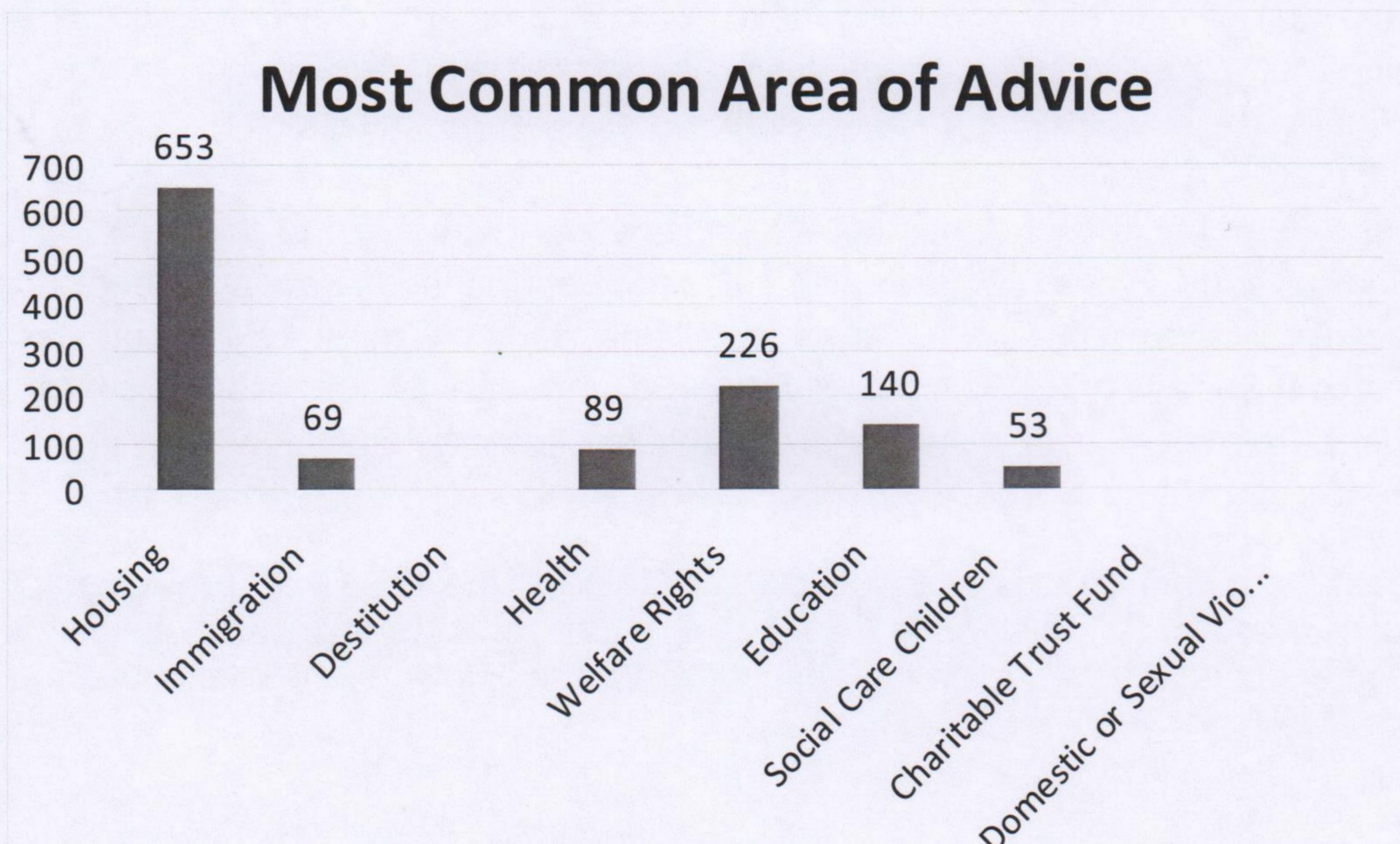
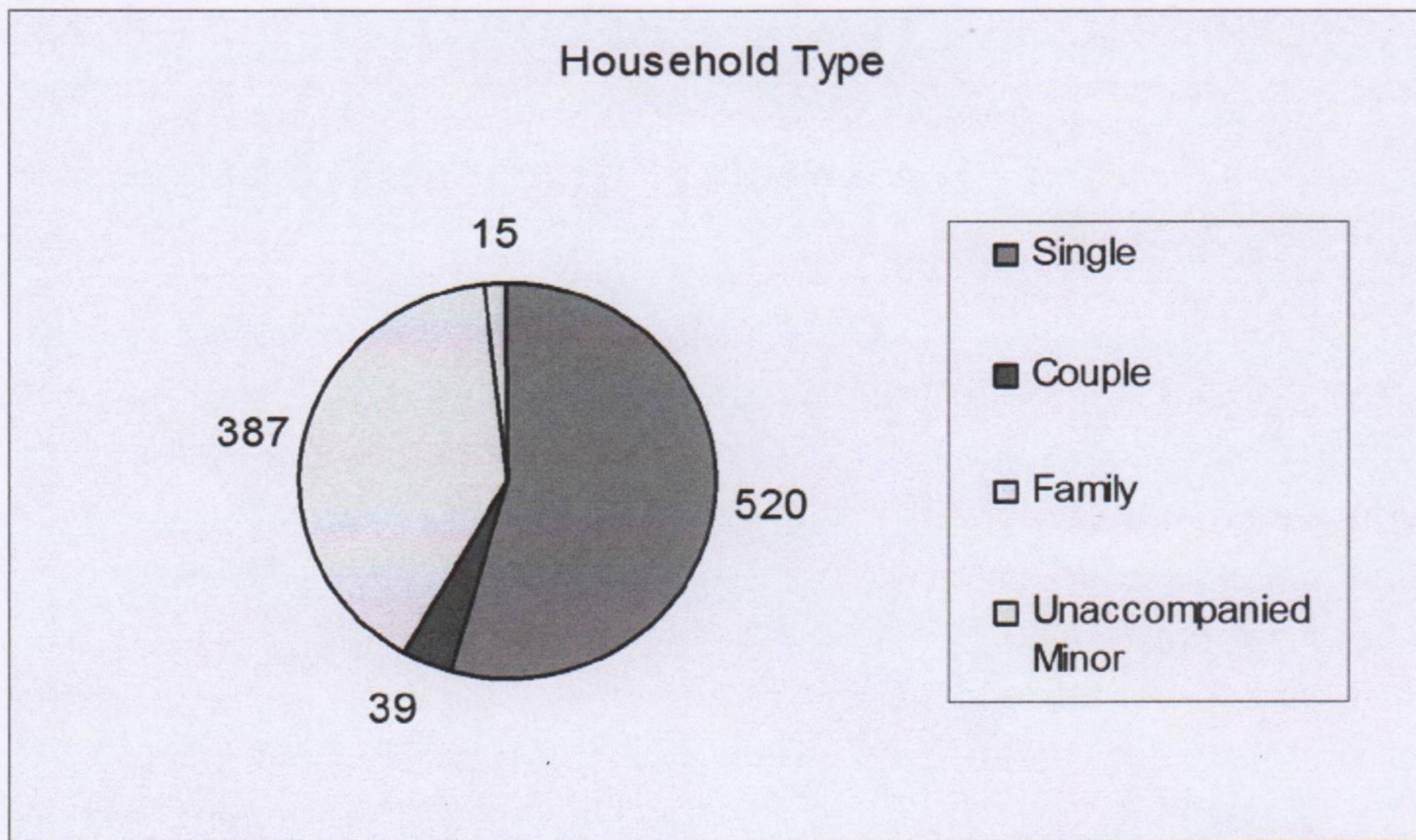
THE ONE STOP SHOP ADVICE PROJECT

During the past year the One Stop Shop Project (OSS) has undergone a series of changes which are summarised below:

- Fiona Broome who has been the OSS adviser for the past 7 years has been on maternity leave; she is due to return to the project in November 2013. In Fiona's absence I have taken over the reins of the project.
- Destitution work. As Nottingham Refugee Forum now has a Destitution Co-ordinator, this area of work has been transferred over to Gemma Pillay. The OSS has provided in depth support to only a few destitute service users (complex cases).
- Welfare reform programme. Since the beginning of 2013 a large number of benefit changes/reforms have taken place, these include the Benefit cap, the Bedroom tax, abolition of Council Tax Benefit, introduction of Universal Credit after October 2013.
- Changes to Social Housing. Changing the allocations policy for Council properties. This means that clients with no priority need, even if they are homeless, will not be able to register for social housing. Essentially, there are very few council houses available! Recently I believe 20,000 people were removed from the Social housing register by Nottingham City homes.
- Greater use of volunteers and student placements. I would like to thank all the volunteers (Abigail, Wendy, Elena and Sayka) who have supported the project and offered their time. I would also like to thank Rachel Hewitt who kindly worked with me for 6 months as a student placement Social worker. This enabled the project to greatly increase its capacity providing a service to more clients. A further development offered by Rachel was to increase service provision in the area of Education, training and employment.

Over the past 11 months, October 2012 to August 2013, the OSS has provided 1061 advice sessions to service users. This ranged from simple one off pieces of work to highly complex casework and appeals. Below and on the next page is a breakdown of the clients that the OSS has supported over the past year:





Support to Asylum seekers

Whilst the service is no longer assisting refused or destitute asylum seekers, it has seen a significant increase in asylum support or accommodation issues. I think it would be fair to say that the standard and quality of accommodation has decreased, due to tighter budgets and efforts to economise since G4S took over the contract last year. On the whole it has been surprisingly positive and effective working with them despite many staff changes. They have surprised me on many occasions by agreeing to move a client to alternative accommodation and promptly resolving issues.

One of the main areas of support for asylum seekers has been assisting them to move on and claim mainstream benefits once they receive refugee status. One difficulty has been ensuring that clients have their BRP Card and National Insurance Number. Often the UKBA case owners only issue the main applicant's documents, forgetting that they have a spouse or children. This has caused considerable difficulties resulting in many clients becoming destitute.

Accessing education and finding school places has been an issue especially with the 'privatisation' of schools to academies, each with their own admissions policy. This is a very worrying trend especially with the current shortage of primary school places which can mean that asylum seeker families are disadvantaged as they do not understand how to access a school.

Support to Refugees

As you can see above, the single biggest issue for refugees revolves around housing, finding affordable private rented properties and repair issues both for council and private rented properties. At present it is becoming increasingly difficult to find affordable properties. This situation is going to be further exacerbated by the lack of access to social housing. I would further like to draw attention to the plight of single, homeless clients who are having a very difficult time finding accommodation. It is almost impossible for new, single refugees to raise the money for a deposit or rent in advance as even their benefits are not yet in payment or they could be struggling to obtain their National Insurance number.

The project has been assisting some very complex cases enabling refugees to access a range of services that they otherwise would not access. Please refer to the case study which follows.

We have worked very closely with our partners at Refugee Futures and the YMCA to offer the best possible outcomes to our clients.

Housing Support team

Between October 2012 and August 2013 Sara Abraham and Jasim Ghafur were employed as Housing Support officers. Unfortunately due to a lack of funding, both colleagues were made redundant at the end of August. Jasim and Sara made an outstanding contributions to assisting

service users to acquire accommodation, settle into their homes, resolve debt issues and other complex housing-related support issues. Their expertise and passion is greatly missed particularly in the area of working with debt. Once again, I would like to take this opportunity to thank both individuals for all their hard work and commitment.

Volunteers

The project has been assisted by a dedicated team of volunteers who have provided 64 advice sessions over the past year. I have changed the focus of volunteering from completing basic forms to providing more in-depth casework. This has allowed the volunteers to develop new skills and experience in supporting clients. It has also allowed the volunteers to gain a greater insight into the lives of our clients.

I would like to thank my 4 volunteers, Wendy Kasanga, Abigail H, Elena Genova and Sayka Naz, who have been so kind in supporting the project with their time and commitment.

Case Study

Ms B is a refugee from Eritrea; she is a single person with no relatives in the UK. She lives in a private rented shared house. Ms B was unfortunately involved in a serious accident which resulted in her receiving 50% burns all over her body. As a result of this terrible injury she also has severe Post Traumatic Shock Syndrome (PTSS).

Ms B has made tremendous progress although she struggles with many aspects of daily living. It is very difficult comprehending the seriousness of her burns and the psychological impact of the accident. It has been very hard to get her carers and the District Nurses to co-ordinate their support as she needs to have her dressings changed every other day. At one point Ms B was not washed for a period of 4 weeks and I had to complain and try to co-ordinate the visits of both the carers and District Nurses.

In supporting Ms B I completed the following actions:

- Liaised with Disability Living Allowance (DLA) to ensure that Ms B received her entitlement. (However I currently need to appeal the award decision as she was granted Low care component when she should have been awarded medium to higher rate care).
- Accompanied to GP appointments (to review medication and explain what each medication was and its side effects) resolve issue of dressings and washing.
- Helped Ms B to be granted a Mobility Bus Pass.
- Accompanied Ms B to medical assessment.
- Ensured that a new boiler was fitted in Ms B's property, so that the central heating was working properly.

- Arranged for a team of volunteers to support Ms B to attend a range of hospital appointments as she had no confidence to go outside or be seen in public.
- Liaised with Nottingham City Hospital burns and physiotherapy units to ensure that Ms B knew when her appointments were and understand her treatment.
- Liaised with Nottingham City Council's Adult Social Care team who are currently working towards getting Ms B, a personal budget so that she can employ a culturally appropriate PA to help her with all her care needs.
- Referred Ms B to Compensation solicitor.
- Worked with client to boost her confidence, wellbeing and independence.
- Assisted Ms B to volunteer at Nottingham Refugee Forum for one morning, to help with the above and to get her engaging with others.
- Encouraging Ms B to complete her exercises (wellbeing and empowerment).

After 6 months of support Ms B is coping well, although she still has a lot of issues around her care needs. She is engaging more with the outside world and is a lot more confident, to the extent that she can now go into the city on her own or come to our office. The next stage of support is to develop her confidence further so that she can express her needs and not feel intimidated by professionals.

Simon Breen

REFUGEE FUTURES

NNRF has continued to work in partnership with Tuntum Housing Association throughout 2013 as part of the Refugee Futures Service. This service assists new refugees who have been accommodated in Nottingham by UKBA during their asylum claims and have recently been granted Refugee Status.

They are given advice and support with finding new accommodation, establishing their first homes and starting to rebuild their lives.

Julie Whitehead is NNRF's member of staff working with this project. The Forum's staff and volunteer advisers work closely with the service and refer new refugees for its support.

WELFARE RIGHTS ADVICE

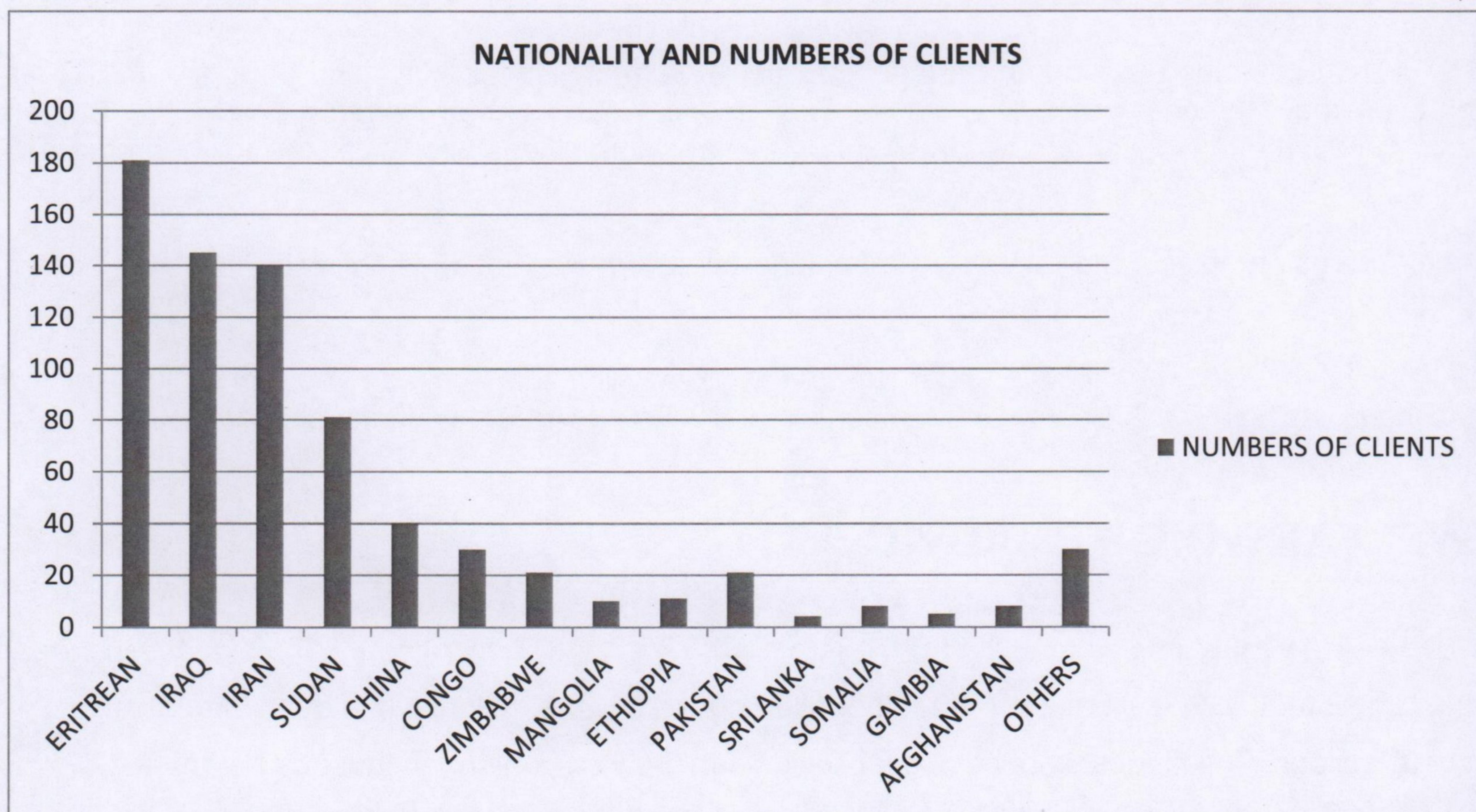
2013 was a year of implementation for the reformed Benefits system. Although the biggest change, the Universal Credit scheme, has yet to be rolled out across the nation, it has been introduced in some regions. The biggest changes so far have been the Personal Independence Payment (PIP) which replaced the Disability Allowance, the Council Tax Reduction which replaced Council Tax Benefit and the Spare Room tax (aka the 'Bedroom Tax'). Universal Credit is expected to be fully implemented in the City sometime in 2014.

Although the Forum and its partners have repeatedly raised the issue of lack of information given to hard-to-reach community groups including refugees, the problem still remains, with most people having no idea of how the changes will affect them. With the scrapping of the Social Fund (Community Care Grants, Crisis Loans and Budgeting Loans), there will be difficult times ahead. Our most affected client group will be refugees who have just been granted status or who are setting up their first home.

One of the main problems we have come across during the last year is the number of Job Seeker Allowance (JSA) sanctions and the unrealistic amount of job searches required. Many refugees who had been granted leave to remain within a short period of arriving in the UK are now required to carry out 21 job searches within 2 weeks. With many of the applications, enquiries can only be made via the internet. This is unfair and totally unreasonable as many refugee claimants have language difficulties and are unable to use the web adequately. The Refugee Forum is working with its advisory partners and Refugee Futures together with the Department of Work and Pensions to address those issues at a policy level.

Benefits advice sessions have been extremely busy and between October 2012 and September 2013 there were a total of 735 visits, 100 more than last year over the same period.

Over the last 9 months I have met with clients from 24 different countries, with Iran, Iraq, Eritrea and China being the countries most represented. The figures below show the detailed breakdown of clients according to their nationality & type of benefit required.



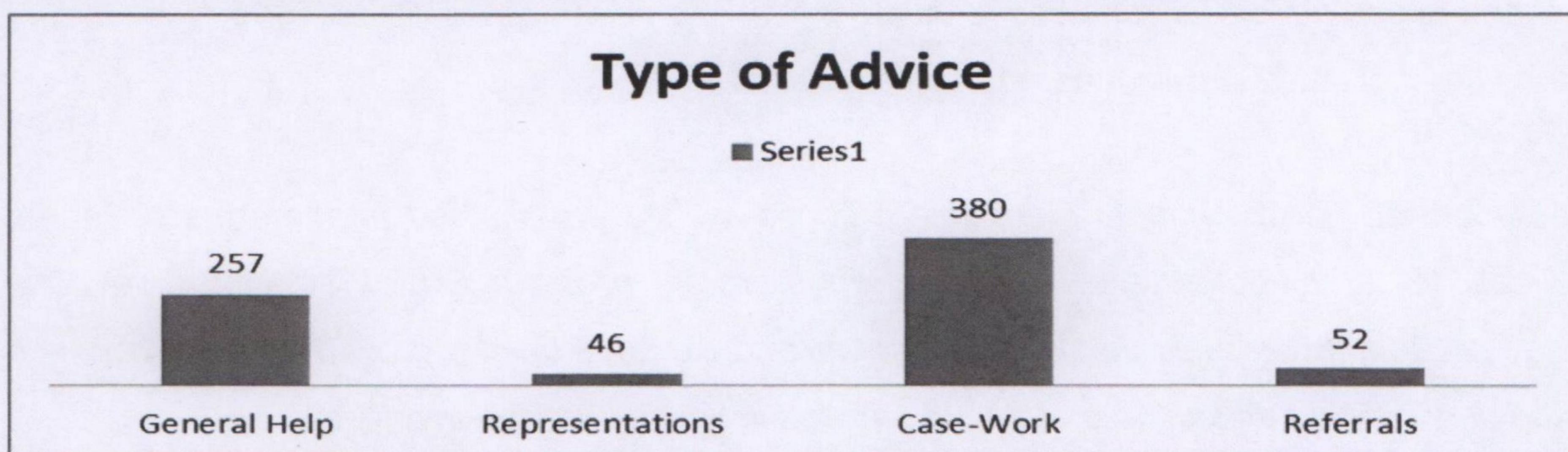
Once Leave to Remain is granted, refugees are entitled to mainstream benefits. The majority of refugees are highly motivated to find employment and come off benefits, however they face various problems including language barriers, de-skilling as a result of years spent as asylum seekers and lack of specialist advice and support services which could enable them to prepare for employment.

After being granted status, refugees claiming JSA, Income Support and Employment Support Allowance (ESA) face an average of 6-7 weeks waiting time before their benefit payments are issued. This year the wait lengthened further to 7-8 weeks meaning that claimants without a National Insurance number are not issued vital payments until their NI number is allocated to them.

During the past year there have been other changes which have made the Benefits delivery process for refugees more difficult. The changes to working regulations of UKBA when dealing with SET (Settlement Visa Applications) means that UKBA are no longer issuing clients with an acknowledgement letter. Instead an invitation for a Bio-Metric scan is sent to clients 4-6 weeks later. During this period all benefit payments may be stopped and clients are left with no income. In some cases, the Benefits delivery office has refused to accept Bio-metric invitation letters as proof of entitlement.

The situation with ESA is hugely problematic and it has been criticised nationally as being unfair. 99% of clients who apply for ESA fail their medical assessments. Once a client fails an assessment other benefits such as Housing Benefit are also suspended. This puts clients at high risk of getting into debt or being threatened with eviction. Challenging an ESA refusal is made more difficult as the termination of ESA is immediate.

There has also been a vast increase in Tax Credit enquiries this year. This is mainly because many clients who had been granted status through the Legacy programme have completed Tax review forms for the first time. The most common issue faced was an overpayment notice and the cancellation of an award due to non-returned review forms. This has resulted in demands from HMRC for repayments which cause great hardship over an extended period.



Mussie Kidane - Welfare Rights Adviser



IMMIGRATION AND ASYLUM ADVICE

The immigration and asylum advice service is regulated by the Office of the Immigration Services Commissioners (OISC). The advisers accredited at OISC Level 1 are Bahman Mohammed, Barrie Ward, Dave Hewitt, Kate Mack, Pete Lowenstein and Roberta Prime. They provide legal advice and assistance with making applications for Home Office Travel Documents and applications for registration or naturalisation as a British Citizen. Additional legal support is offered to clients requiring assistance establishing their case prior to referring and or liaising with legal representatives. The case study reflects the nature of the legal support work offered by Barrie Ward:

Miss X came in, in a very upset state. She had suffered an abusive marriage in a central African country from where she had fled and entered this country while pregnant. Her claim for asylum had been refused in 2009 and there had been at least one attempt to remove her. She had suffered bouts of mental ill health which had required at least one hospital admission. There had been a refusal of further representations by a solicitor outside Nottingham in 2010 which were poorly drawn and made no mention at all of her now 5 year old child. She was completely at a loss, very far from well, without legal advice and vulnerable to detention and removal with her child.

What had not been considered over the years was whether, for instance, it would be in the best interests of the child to remove him to his mother's country of origin with very little prospect that his mother would be well enough to look after herself, let alone to look after the child.

We opened up discussion with Social Services, with her doctor and with relatives living in this country. We collected evidence of prior mental health treatment but above all we referred her to a competent legal advisor. Even then her path was not smooth because the legal advisor went into liquidation and we had to steer her through her understandable bewilderment and depression at that event and to secure for her renewed legal advice, this time of high quality with the result that of late she has been granted Discretionary Leave to Remain.

We have supported her throughout the whole process; we have explained and interpreted letters from her solicitor and doctors as well as a report from Children's Social Services; we have encouraged her to fight off feelings of hopelessness and we have seen a growth in her confidence notwithstanding the very difficult and stressful process in which she was involved.

There has always been a high demand for the legal advice service at the Forum and this has increased following a significant change to legal aid funding resulting in severe restrictions to legal aid work. The majority of non-asylum immigration work no longer funded under legal aid has created obstacles for our client group as legal fees will be required. There have been a high number of enquiries relating to human rights and refugee family reunion applications as a result of the legal aid changes.

There continues to be a demand for the existing service, however, the changes in legal aid funding have a significant impact on the Forum's service users. The new demand has not been met by the current service and in order to respond to this demand, there needs to be further investment to develop our legal work. The objective has been to set up a legal project to expand our work at the Forum in order to take on work that falls outside the scope of the legal aid provisions. This has been one of the main purposes of establishing the Forum's OISC regulated legal project particularly when travel documents and citizenship applications were excluded by legal aid. Unfortunately, we have had no success with regard to funding applications for expanding our legal work at the Forum. In the meantime, we have established good links with local legal aid providers in the Midlands.

I would like to take this opportunity to thank the Volunteer Advisers for their continued hard work and valuable contribution. I would also like to thank Bahman Mohammed for his hard work and support in running the project.

Rakiba Khatun – Senior Adviser

INTO THE MAINSTREAM HEALTH PROJECT

The Into the Mainstream Health (ItM) Project, was originally funded by NHS Nottingham PCT to assist newly-arrived/dispersed asylum-seekers and refugees to access health services in Nottingham. Since the former PCTs were dismantled due to the NHS re-organisation, project funding has fallen under the remit of the Local Authority (Nottingham City Council).

During the past twelve months, the project has undertaken numerous activities and initiatives including core client work, forming partnerships, providing training for NHS staff, community health promotion and wellbeing projects, and general advocacy for the welfare of our clients. Some of these are outlined below under the relevant headings.

1. Linking clients to healthcare and other services

Core client work and associated support continue to be one of the project's main outputs. Over the past 12 months, the project had received **330** new referrals. 251 were single and 71 were families. On average, a client will be seen/supported 3 or 4 times before they exit the project. Therefore the number of advice/support sessions (face to face or remotely) is well over 1000.

Source of referrals: 189 were referred by UKBA/G4s and 141 were referred internally. The majority of internal referrals were sent via NNRF General Advice, followed by British Red Cross. Other external agencies such as Refugee Action, Arimathea Trust, Nottingham Host and Refugee Futures have also referred clients to us.

Difficulties around access to health services: Since the re-organisation of NHS services our clients are facing increasing difficulties with regard to GP registration, making appointments, and navigating the complex hospital referral system. More and more clients who do not have the correct documentation/ID forms are facing problems in getting themselves registered. At the same time, GP appointments are becoming increasingly difficult to make due, apparently due to increased demand and less resources for GP services. Many key GP practices have introduced a system whereby patients must call the surgery before 9:00am or attend the surgery in person by 8:00am to make an appointment. This has proved extremely difficult for many of our clients to the point where we had to re-register some of them with another practice. We had various meetings and countless communications with staff from GP practices, hospitals, the Clinical Commissioning Group (CCG), NCC Public Health, Overseas Visitors departments and individual GPs to smooth out some of these issues.

On average, 1 in 3 clients we see require referral to secondary healthcare, including mental health. This has resulted in a significant part of our time being spent on hospital-related care, including Overseas Visitors departments where every client has to prove his or her eligibility for hospital treatment. Equally we spent more time on supporting clients to understand and navigate complex hospital referrals and appointments, most of which are proving unsatisfactory in clients' views. In the past 4 months, we supported at least 3 clients who wanted to launch formal NHS complaints; 2 about hospital care and 1 about a GP service. Failed/destitute asylum seekers continue to face the greatest barriers to accessing healthcare at all stages. That being said, we continue to secure GP registration for all clients, thanks, particularly, to two practices in the city that do not insist on clients having certain types of documentation in order to be registered.

Other challenges around client care: There have been two recent developments regarding clients which necessitated more work for us, and are still partially on-going. It came to our attention that some GPs have started charging asylum seekers (including refused ones who need to report to Loughborough) £30 for each supporting letter. These are brief, general letters giving comments on a

patient's health with a view to informing the UKBA that a given patient's reporting schedule needs to be altered (relaxed) on health grounds. This has caused some patients to become destitute for the week, having spent most of their NASS support on one such letter. After contacting the practices concerned, and having been told that this was imposed by the funders, we escalated this to the CCG and the Local Medical Council, which deals with GP contracts. As a result, we have now established that this charging for such services is the prerogative of individual GPs and we will continue to work with GPs, advocating that they need to use their discretion to waive such charges given the hardship this can cause. We have also contacted the CCG and our link at the NCC Public Health department, to raise the issue as a matter of concern, with a request that such charges be attached to the Locally Enhanced Service for Asylum Seekers.

The **second point** is also related to GP letters and reporting to Loughborough. UKBA staff at the Loughborough centre started refusing GPs' letters stating that someone is too ill to report at the normal frequency, and asking UKBA to extend the reporting period. Such letters were refused even when they were very detailed and specific, and with clinical recommendations that the current reporting regime could be potentially harmful to the patient. Again we contacted UKBA staff at a regional level, and have now received a response clarifying the matter.

2. Training for NHS/3rd Sector/Voluntary Organisations

Since September last year, the project has held 7 separate training sessions for NHS staff (3 sessions for mental healthcare staff, 3 for GPs/primary care staff, and 1 for a group of newly qualified health visitors). **69** members of staff attended in total, although this figure increases to **157** when those who attended the ItM Conference (see next page) are added. In general, these sessions examine the rights and entitlements of refugees and asylum seekers to access healthcare under UK law, including eligibility to healthcare at primary and secondary level. We also look at confidentiality issues since the Home Office and the DoH agreed to share certain NHS information, as well as considering practical aspects around registration to avoid complications, especially for undocumented patients. In addition, we cover the asylum process, definitions of asylum seekers and refugees and relevant laws; together with the health care needs and experiences of this patient group, and barriers to accessing healthcare. The sessions are made as interactive as possible with case studies taken from real client experiences. At the end, each participant receives a training pack with range of useful material, including a list of important contacts and links to key documents.

3. ItM Refugee Health Conference

During this reporting period, the ItM project organised and hosted a Refugee Health Conference which was widely attended and highly evaluated. The idea for the Conference arose from the realisation that a great deal of confusion and uncertainty exist with regard to refugee and asylum

seekers' needs and entitlements in respect of healthcare both amongst healthcare professionals and refugees and asylum seekers themselves. The Conference was financially supported by NHS Nottingham & Notts County PCT Equality Directorate as part of the overall NHS equality and inclusion agenda for vulnerable groups. And in this respect, we particularly thank Maqsood Ahmad, OBE, the then Director for Inclusion and Equalities, NHS Midlands and East; and Kate Davies, OBE, who was at the time the Executive Director for Equalities, NHS Nottingham & Notts County PCT. Both Maqsood and Kate, along with experts in various aspects of Refugee and Asylum Seeker health, were invited to speak at the Conference. Delegates were asked to complete an evaluation form rating their experience of the day under six headings: Quality of Presentations, Content Relevance, Organisation, Participation, Venue and Catering. From analysis of the 49 evaluation forms received, 97% of respondents rated their experience of the day as Good or Excellent.

Below are some of the comments made by delegates:-

"Excellent information! An eye opener!..."

"Refreshing & informative day. Inspiring speakers."

"Very interesting conference, learned a lot of issues around refugees."

"The topics chosen and their relevance to the Conference was excellent."





4. Partnership working and wellbeing projects

ItM continues to establish professional connections and to work with new and existing partners including Nottinghamshire NHS Mental Health Trust, Nottingham Clinical Commissioning Group (CCG) and British Red Cross. In collaboration with Nottinghamshire Mental Health Trust, Step 4 Psychological Service, and British Red Cross, ItM ran two wellbeing workshops during this reporting period, which usually cover sleep improvement, anger management, relaxation techniques and general wellbeing. Around 12 people took part in each 4-week programme and workshops were positively evaluated by participants at the end of the 4 weeks. We also continue to refer clients to Step 4 health services and have referred more than 50 clients during this reporting period. In addition, having originally obtained the funding and established the bike project, ItM carries on supporting the project (learning how to build, maintain and ride a bike safely on the road) which is now led by Ride-Wise and the Red Cross.

5. NHS debt negotiated on behalf of clients

We are increasingly spending time in dealing with hospitals and, in particular, with Overseas Visitors departments in respect of clients' eligibility for NHS treatment. It is now a routine practice for every client to prove that they are eligible for hospital care before any form of treatment, consultation and operation is carried out. Refugees and asylum seekers are of course eligible for all NHS care but refused asylum seekers, who are often destitute, are generally chargeable for secondary (hospital) care and treatment. Our role has thus been to either explain when someone is exempt, or to advocate on their behalf when there are grounds (including destitution) for charges to be waived. During this reporting period, ItM has negotiated the cancellation of over **£30,000** of NHS charges on behalf of clients.

6. Home Office and Department of Health Consultations on Migrant Access to the NHS

Both the Home Office and the Department of Health have recently issued consultations on migrant

access to the NHS, a process that is now closed. These consultations are part of the new Immigration Bill which is set to go through parliament before the end of the year.

If the proposals are implemented they could have a devastating impact on some of our most vulnerable clients. There has been wide-spread criticism and opposition to these proposals from all sectors, including the British Medical Association and the Royal College of General Practitioners. Kinsi Clarke has submitted responses to these consultations on behalf of the Forum and we will carry on raising these issues at local and national forums. As part of our networking and wider advocacy, we have also proposed NNRF to be a member of the *Still Human Still Here* coalition, which we hope will strengthen our voice and influence in the sector.

7. Volunteers

Over the last 12 months, the ItM project has hugely benefited from the skills and dedication of two committed volunteers: Jill Rapoport and Caroline Aperguis. Therefore, Charity and I would like to thank Jill and Caroline for their valued contributions, and we look forward to working with them in the future.

Kinsi Clarke and Charity Kachione

ANTI-DESTITUTION SUPPORT

The Anti-destitution project focuses on helping refused asylum seekers with their immediate needs such as food and disposable cash but also provides help and support around their immigration cases via referrals to Barrie Ward and other solicitors. As well as this we work with the Into the Mainstream project in helping with any health issues that they may have. The idea is to take a holistic approach as there is very rarely only one area of concern when dealing with this vulnerable group.

I started the role of Anti-Destitution Co-ordinator in January and so the figures below cover the period of January 2012 to September of this year. The Cash Group however has covered the period July 2012 – July 2013.

The Saturday Food Group

The Saturday Group meets every week and provides a hot meal and two bags of grocery shopping for each person. The aim is to enjoy a decent hot meal in a social environment and also to contribute towards managing food poverty throughout the week. The shopping is basic groceries and toiletries and there is a certain degree of choice within that.

Every week the hot lunch is provided by hardworking volunteer cooks and assistants who give up their Saturday mornings to prepare food for everyone. This means managing a tight budget and providing

food on time for everyone to enjoy which takes some skills. We are very grateful to anyone that volunteers to take this on and are always looking for cooks who are up for the challenge.

This year's cooks and assistants: Ali Ahmed, Lu Blackband, Taufik Mohamed, Omar Mustafa, Nadim Chaudry, Catherine Wilson.

Every month Himmah, a Muslim organisation which offers support for the destitute irrespective of faith, provides a delicious lunch for us and it is always very welcome as it gives the cooks a rest and also is of a very high standard. We all look forward to the Saturdays when Himmah provides food!

This year so far we have provided 831 meals to an average of 22 people every week.

The group is run by a team of volunteers who fulfil various roles from shopping, manning a stall to running reception, preparing the Main Hall and clearing it up at the end. No two Saturdays are ever the same and we have had some adventures this year so far! In the time I have been a part of the group I have been incredibly impressed by the versatility of the group as a whole but also overwhelmed by the utter dedication and thoughtfulness of every volunteer.



Regular Saturday volunteers: Maggie Jones, Lu Blackband, Frank McMahon, Ivan Mvuyekure, Joseph Mugisa, Pawel Lukasik, Bob Diamond, Fiona Brightwell, Emmanuel Duah, Samba Njie, Simba Dziruni, Julia Howell, Antony Tompkin, Peter Butau, Mary Foley and Matthew McKenzie.

We have seen people from many different countries:

Algeria	6	Libya	2
Angola	1	Macedonia	2
Burundi	1	Malawi	2
Cameroon	1	Nigeria	1
Congo	1	Pakistan	1
Eritrea	4	Palestine	2
Gambia	3	Sierra Leone	2
Ghana	1	Somalia	3
India	1	Sudan	1
Iran	10	Syria	2
Iraq	2	Togo	1
Ivory Coast	1	Uganda	1
Kenya	1	Zimbabwe	9
Kuwait	1		

The Cash Group

The Cash Group has been busy again, trying to alleviate the destitution of refused asylum seekers by distributing small cash allowances.

Unfortunately, we are only able to give each person £10 (or £20 if they have verifiable on-going health/medical problems) every four weeks. This sounds – and is – minimal, but is in addition to food supplied by the NNRF Food Group (funded from the same pot), and allows some choice and dignity. We have often been thanked heartily by people leaving our project (because they have been granted other support), and they have told us how important the cash they have received from us has been to them.

We are now spending about £835 per month on cash support, which is less than it has been in the past – partially due to NNRF staff accessing other funding for people whenever possible. However, it is still a lot of money to have to raise regularly, which is why every penny donated helps.

We have had 718 visits by 164 individuals between July 2012 and July 2013 as follows:

Afghanistan	5	Algeria	7
Angola	1	Burundi	2
China	2	DR Congo	1
Egypt	1	Eritrea	7
Ethiopia	1	Gambia	3
Ghana	1	Guinea	1
India	2	Iran	30
Iraq	8	Ivory Coast	1
Kuwait	1	Libya	2
Macedonia	2	Malawi	6
Mongolia	3	Nigeria	6
Pakistan	2	Palestine	1
Sierra Leone	2	Somalia	2
South Africa	1	Sudan	2
Swaziland	1	Togo	1
Uganda	1	Vietnam	1
Zimbabwe	14	Unknown	1

Iran and Zimbabwe are places many of our users come from, but a large part of the globe is represented. 26 individuals were female, some of whom were pregnant, or had recently given birth. 44 people had medical problems and received an extra £10 for this reason. (In reality, most people seeking our help have some kind of health problem; the life style of a failed asylum seeker not being conducive to good health, but we can only afford to give the most vulnerable the extra payment.) 7 were born in the 1950s; although this would not make them old in our culture, adding fear, torture, ill health, bad nutrition, hardship and uncertainty to the years means some can be considered elderly. Nine people have been destitute and needing our help for over five years.

In the 52 weeks of the period under focus, we handed out a total of £10,825. Many recipients tell us how important the support is to them; as well as enabling them to catch a bus or top up their mobiles, it helps to give them some choice, and gives them a semblance of membership of the wider community.

We rely on your support to be able to continue this work. We are so very grateful to everyone who has donated.

Chris Cann – Cash Group Volunteer

Accommodation partnerships :

One of the major issues facing destitute asylum seekers is where they are to live. With no recourse to public funds, many people face homelessness and a life of sofa-surfing and in some cases rough sleeping. The projects listed below provide accommodation for people in these situations. Naturally these resources are scarce and there is much demand on individual places. The provision made by these projects is vital and provides a lifeline to people who are facing homelessness as well as extenuating health issues.

The Nottingham Arimathea Trust has shared single sex houses where people can be referred when they become vulnerable to street homelessness. They also offer on-going support regarding health issues and provide help with immigration matters as well.

The Host project links up people who are willing to give up their spare room to a destitute person. They provide support to the guest and host in making the arrangement work and are always looking for people who are able to contribute to the project.

Fresh Start, run by Refugee Action, is based in Leicester and houses vulnerable women. They provide support with case work and any health issues as well.

	Number of referrals submitted	Number of successful referrals
Nottingham Arimathea Trust	13	7
Host (local volunteers)	6	5
Fresh Start (Refugee Action)	4	2

Other partnership work:

The British Red Cross

I am very fortunate to have the opportunity to work closely with the British Red Cross which has premises at the Square Centre. BRC provides support for people in crisis in various forms from giving out shopping vouchers to providing a drop in service, from providing rough sleeping kits to the homeless to paying for bus tickets to Loughborough for people to go and report. The type of

support is many and varied and carried out on a daily basis. NNRF and BRC have collaborated on a project with the Cash Group and Food Group in order to unify the service and also to focus on the individuals and their particular requirements. This is currently underway and the results are going to be used to target support and help individuals out of destitution.

I would like to thank Bill Walton and Jo Baillie from BRC for their support and expertise this year and for giving me such encouragement in my new role.

Food Banks

Sometimes people are referred to the Destitution projects who do not meet our criteria in that though destitute they are not refused asylum seekers or they may have alternative support options. In such cases we often refer to Food Banks for interim support. Over the year we have used Food Banks provided by the St Ann's Advice Centre, NG7, Bestwood and Himmah. They provide such an important source of food for those struggling on zero incomes and are constantly looking for donations and support.

Case Study 1

A is a gentleman from Iran. He became destitute when he was refused asylum and lost his support. He was sleeping in the Forest Ground and sometimes the winter shelter run by Emmanuel House. He was becoming desperate and his spirits and general appearance were deteriorating. He came into the Forum every day to use the computers, get a hot drink and talk to others. He attended the Tuesday Night Project and joined their English conversation classes. I referred him to the Nottingham Arimathea Trust and he was successful and settled in well. He put in a fresh asylum claim and obtained Section 4 support. He is currently awaiting a decision and living in Coventry.

Case Study 2

B is from Africa; she became destitute and came into the Forum very upset when we first met. She was given interim support vouchers from the British Red Cross and referred to me. She was interviewed by the Host project and successfully hosted by a family. She became very active as a local volunteer and made a great impression on her hosts. She was subsequently referred to the Nottingham Arimathea Trust where she now lives while awaiting a decision on her case.

Fundraising

2012-2013 has been a very productive year for fundraising. Asda has been very generous in allowing us to bag pack and collect donations every month and we owe a big debt of thanks to our fantastic volunteers who have raised £3721.34 in the first 10 months of this year. As well as our regular Standing Orders, for the first 9 months, we have received £5467.57 from church donations and we have also been given many donations in kind (i.e. clothing and food). We're grateful for the generous support of **Ex Libris** (see separate report).

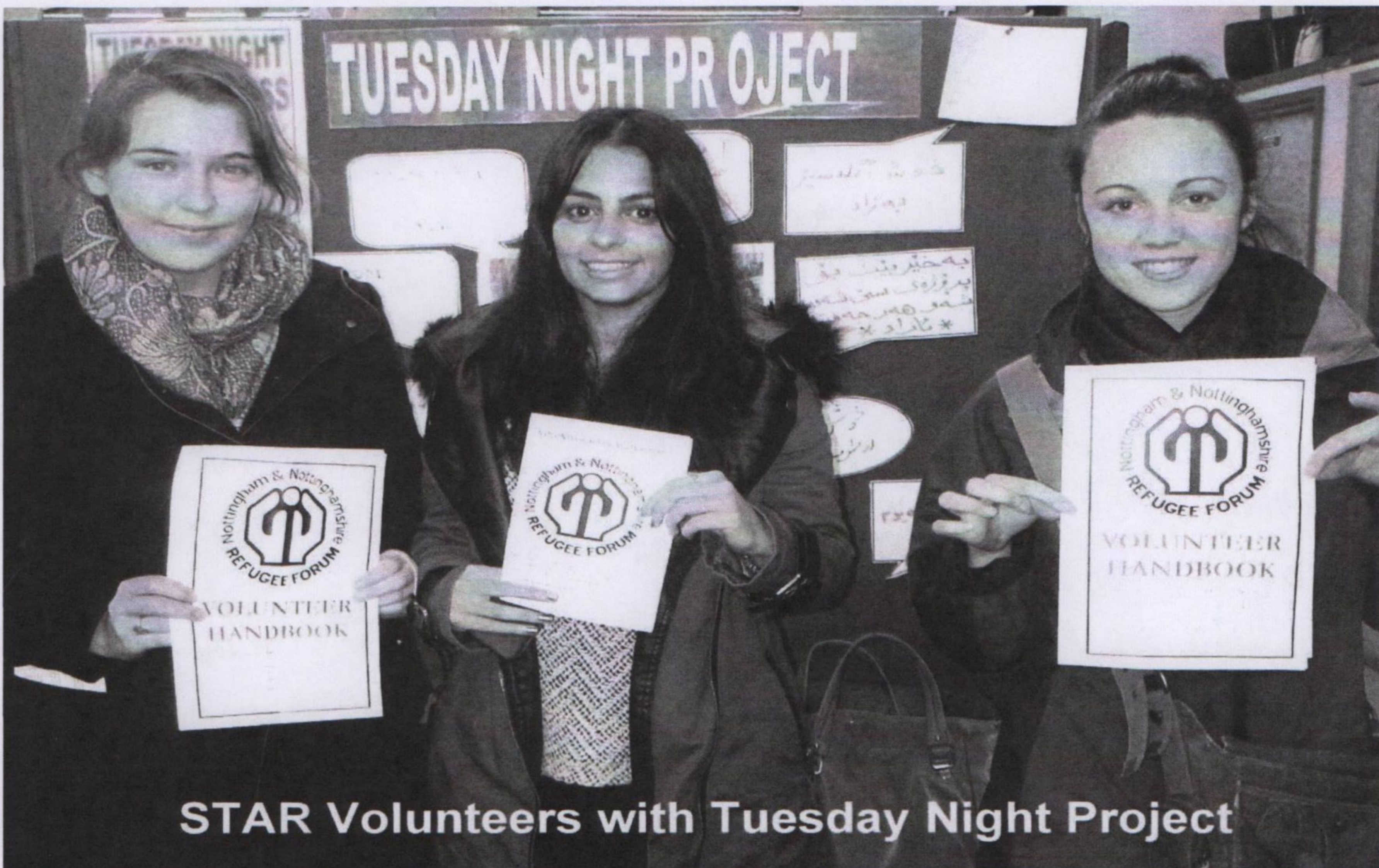
We are still in the situation of overspending on anti-destitution work, so cannot afford to relax our efforts in the coming year. Many thanks to all donors, we couldn't continue this vital and life-saving work without you.

Gemma Pillay - Anti-Destitution Co-ordinator

TUESDAY NIGHT PROJECT

Tuesday Night Project (TNP) has been providing a social space for refugees, asylum seekers, volunteers and supporters from the host community for over 4 years now. Every Tuesday evening the participants can practise their English skills, share a hot meal with friends, play pool, engage in debates and take part in various activities. It has been a great platform for networking, making friends and learning new skills.

In summer 2013 we took our first steps in changing the project's structure, focusing on education, interaction and participatory activities. For 2 weeks, Barbara Spreiz (NNRF volunteer co-ordinator) trained a group of volunteers in food safety. Six volunteers from TNP and Food group completed an in-house Level 2 Food Safety Certificate. At the same time, Bill Walton (Red Cross) and Anna Graham (long-standing volunteer) worked with a group of volunteers to create volunteering roles for TNP through training and discussion.



STAR Volunteers with Tuesday Night Project

Due to health & safety concerns and unclear responsibility for kitchen management, we have decided to stop serving food at TNP until the matter is resolved. Instead, we have improved the ESOL structures (initial assessment with a placement test, 2 levels of English classes, more

CELTA-trained volunteer teachers, individual support). We want to provide free English classes to newly arrived asylum seekers who are not entitled to free college classes for the first 6 months. We refer others to Begin and try to find college places for them.

Bill has taken the lead in organising TNP events: Bingo night, Storytelling, Pop Quiz, Men's Health Awareness, supported by Barbara and other volunteers. We are looking forward to regular engagement from STAR (Student Action for Refugees, University of Nottingham). The students are keen on supporting the English classes and organising social events. At the same time, we would like to re-think the volunteering roles developed this summer and recruit more "local" volunteers (who are here throughout the year, not just during term time) to assist Bill and Barbara with making TNP bigger and better.

TNP English classes re-structured

During the 2013 summer training sessions it was decided that the English classes would run more smoothly and be more effective if the refugee/asylum-seeker learners were taught according to their English level. With this in mind, the Cambridge English level oral and written tests were used to assess the learners' English levels. They were then grouped into either the Elementary class with Lizzie Stewart and Susan Martin, or the Pre-intermediate/intermediate class with Emma Moonlight.

From August-October 2013, the English classes were primarily run by Lizzie Stewart, Susan Martin, and Emma Moonlight. Another volunteer, Ronan, assisted with one-to-one lessons for Beginner learners. There were approximately 30 refugee/asylum-seeker learners tested for English levels, with about 15 falling under the Elementary level and 15 under the Pre-Intermediate/Intermediate level.

From October 2013, the STAR student volunteers returned to assist in the planning and teaching of English classes and general activities. It has been decided that the STAR volunteers will observe the current English teachers to get a feel for the class, and then they will be asked to sign up for a rota of English teaching. This will hopefully encourage commitment to the English classes and consistency in lessons.

Lizzie Stewart, TNP English teacher

If anyone is interested in organising events, skill-sharing workshops, debates, film screenings or other group activities for TNP, please get in touch with Barbara Spreiz (NNRF volunteer co-ordinator) at Barbara@nottsrefugeeforum.org.uk.

Barbara Spreiz

FAMILIES, CHILDREN AND YOUNG PEOPLE'S WORK

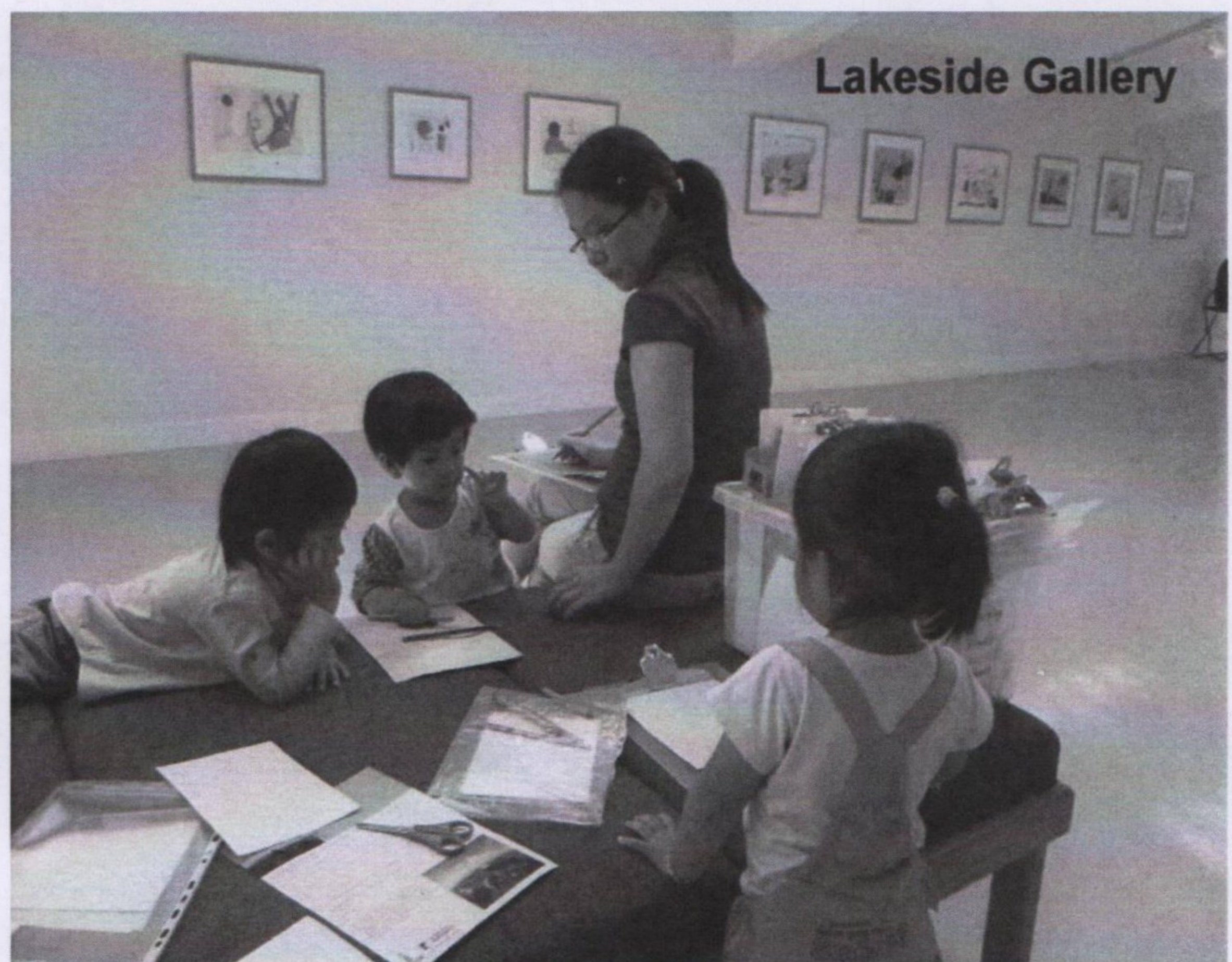
This area of work has gained additional 3 years' funding from Children In Need, from September 2012. The work aims to improve outcomes for refugee and asylum seeking children and young people through the provision of activities that reduce social isolation, build stronger social networks and support emotional and developmental wellbeing of children, young people and families. The project emphasises parental involvement and strong community links and partnerships to enable improved orientation, access and integration to wider mainstream services and provision. Children and family support through more involved case work enables better outcomes for children through a multi-agency framework of support.



Issues children face:

The experience of being a child within the asylum process has far reaching consequences. For these children and families, their lives are characterised by uncertainty about their future and can be described as a 'life in limbo', of which older children are more acutely aware. Some of the many ways in which the experience impacts on family life include financial deprivation, poor quality, temporary housing, social isolation and exclusion and the breakdown of wider family relationships or support networks.

The financial restrictions and deprivation only add to the social isolation that this group of young people experience. Many refugee children have very limited social



circles and do not tend to access clubs, trips and activities. Access to wider services is limited through multiple barriers such as lack of awareness, confidence and language. In terms of schooling, children face multiple barriers such as long waits to find school places, the change in educational systems, disrupted provision due to frequent moves and language needs.

Without the support of extended family networks and lack of confidence in accessing or lack of knowledge of local service provision, parents are at high risk of experiencing anxiety, depression and other mental health disorders. Their levels of emotional and mental distress impact on their ability to respond to their children's needs. Many young refugees and asylum seekers often take on additional responsibilities in relation to supporting their parents and maintaining the home environment, such as interpreting for the family.

Project Activity:

Between Sept 2012-August 2013 there was an extensive range of activities accessed by large numbers of children and families. Provision has been developed and supported with a range of proactive community partners which has enabled the scope and quality of activity.

Thanks to : CultureBox, Broadway Cinema, New Art Exchange, EcoWorks, Nottingham City Libraries Service, NGY Myplace, Base 51, YMCA Digital Media, Lakeside Arts Centre, Nottingham Futures, First Floor Theatre Company, British Red Cross, Nottingham Contemporary, Womens Centre, Refugee Futures, Nottingham Museums and Galleries Service, NCC-New arrivals community team, YogaNova, Forestry Commission, The Rainbow Project. St Ann's Children Centres, Nottingham Playhouse, NCC Sports and Leisure and Park Rangers, The Arches, Playworks, StoneyBridge Farm.



Significant numbers of families have accessed provision throughout the year. Total attendances throughout the activities, January – August 2013, have reached **1448!!!** Final numbers of 'different clients' are yet to be calculated after a very busy summer period! Ethnic backgrounds include Eritrean, Sudanese, Somali, Nigerian, Zimbabwean, Chinese, Mongolian, Libyan, Sri Lankan, Algerian, Malawian, Pakistani, Iranian.

Activities have included: Weekly play sessions for under 5's, Cinema trips, End of year party, Pantomime, Capoeira workshops, Family fun days – arts, films, games, 8 week family gardening course, Farm trip, International Childrens Festival- Wheeeeeeeeeee!!, Theatre trips, Castle trip and cave tour, Gallery trip, Art workshops and Boating, Sherwood Pines Forest activities. Supported access to a pilot 'eat and play' project.

Parents comments on the Families provision:

"Really important for children to play. They learn to be sociable, sharing toys with other children. It's helped her to improve, before she was quite aggressive and afraid to play with others, now she's more sociable"

"At home, he's always fighting. His behaviour improves through the crèche. The children listen to the playworkers and learn from them, it's important for them"

"We enjoy ourselves here and stop getting depressed."

Children / young peoples' comments on provision:

"I like being in a group with people from different countries" (16yrs – Congo)

"It has given me more opportunities to do in my spare time and more people to meet and socialise with" (18 yrs – Malawi)

"I love playing and making new friends" (8yrs – Algeria)

"It was 'awesome!, wicked!" (6yrs – Eritrea)

Youth Development:

This year has seen the development of specific work with young people (13-18yrs), in response to the identified need for targeted work with this age group.

55 different young people have participated in workshops in: Capoeira, yoga, Multi-media (music production, radio broadcasting, digital comics, photography).

Through a partnership with **Nottingham Futures**, we have also delivered an intensive Bronze and Silver National Youth Arts Awards Summer Project to 25 young people (aged 16+). Together with **British Red Cross** and **First Floor Theatre Company** the work was further developed, performed and showcased at Waverly Theatre to commemorate the International Day of the Disappeared.

Case work support has involved a number of cases of varying involvement and 7 CAF / Multi-agency support commitments. Support has addressed wide ranging needs around children and families. Issues have included destitute families successfully being supported into Social Care support, orientation and engagement support for vulnerable families, supporting health, education and child safety issues.

Challenges:

There have been an incredibly large number of clients accessing this provision. Such large

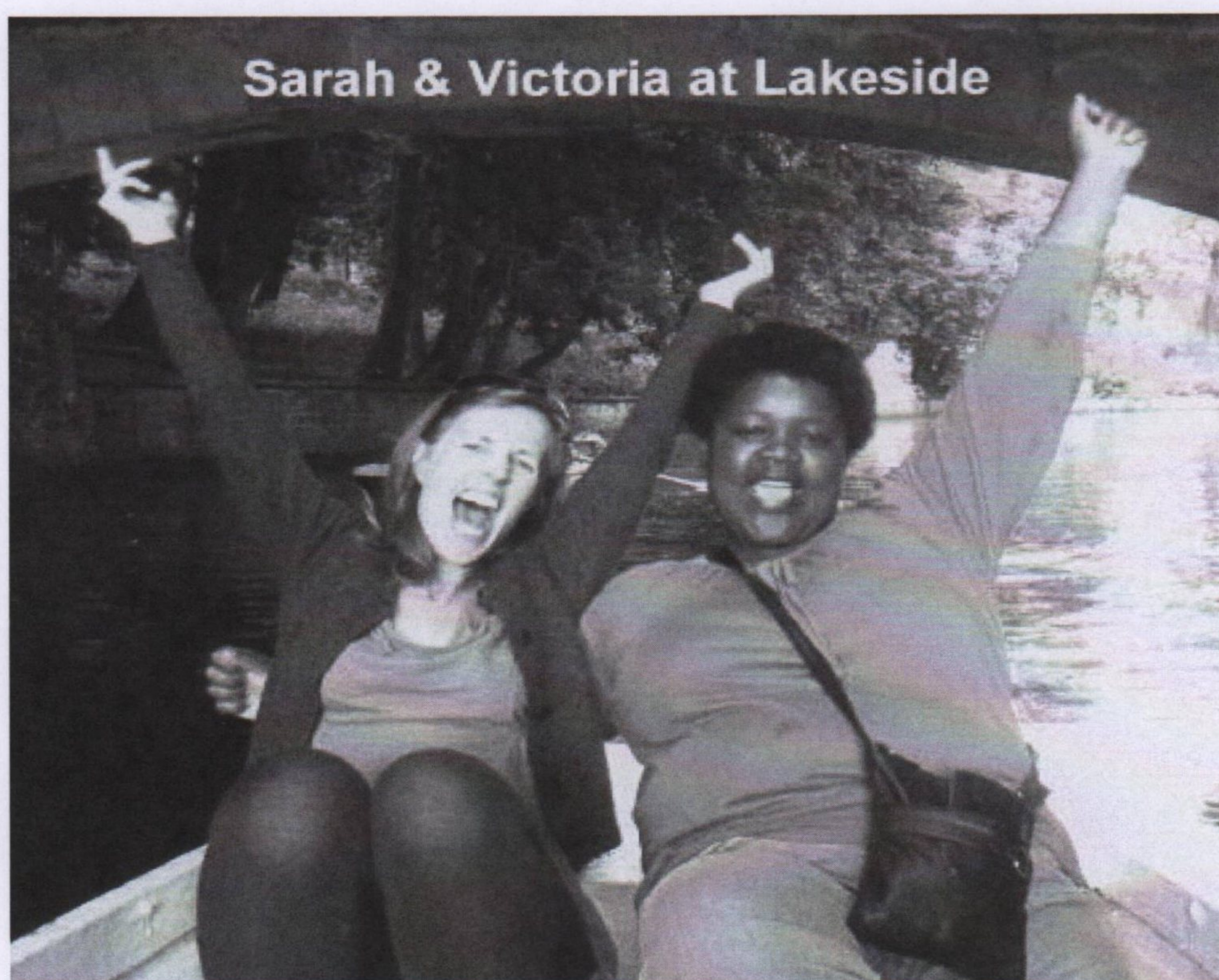
numbers present a real challenge, in terms of the capacity to deliver and evaluate effective work and the capacity to identify priority needs and to plan and respond effectively to those families most in need of targeted intervention.

Key areas to develop in the coming year include:

- A regular supported provision for young people, to work in partnership with Base 51 and the NGY MyPlace provision.
- Continue to develop and maintain effective priority partnerships.
- A stronger delivery partnership with local Childrens Centres and more effectively measured outcomes
- A prioritised focus on supporting and orientating families that are newly arrived into Nottingham.
- Prioritised case work through a multi-agency framework

Important thanks to some very inspiring people:

- Volunteers: Victoria, Zanele, Maxine, Saba, Ali, Naomi for their voluntary support to the work.
- The parents for their interest and determination to engage and progress themselves and their children.
- The children and young people, who have shared their ideas and opinions and enabled the activities and provision to develop and be enjoyed.

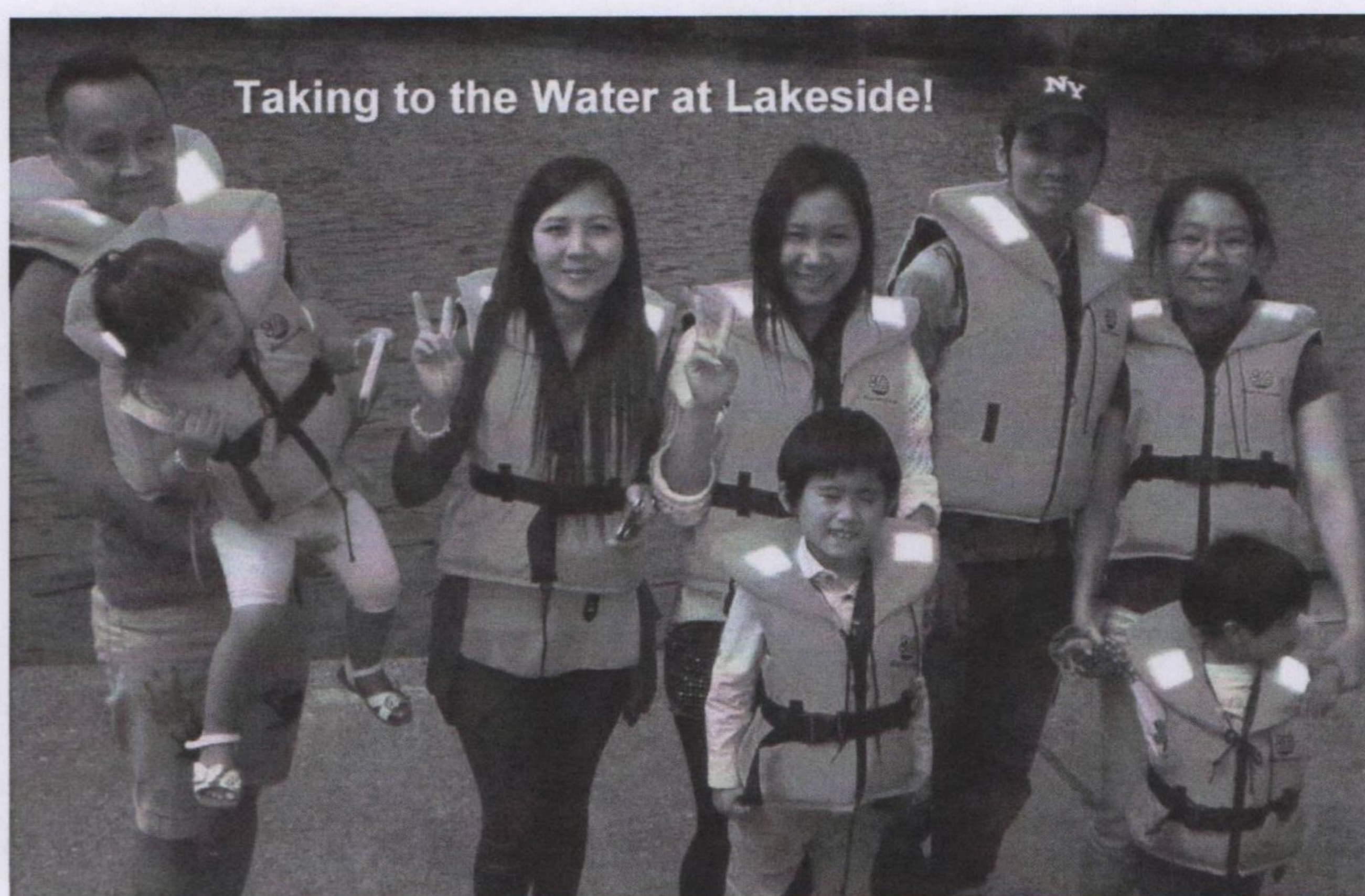


**Sarah Greaves - Families, Children and Young People's Project Worker
(Maternity leave cover Jan – August 2013)**

Update from September 2013

From September 2013 the post has been delivered on a job-share basis by Naomi Jemmett and Rachel Hewitt. Naomi has been focusing on providing family and children activities, weekly stay and play sessions, and developing the Youth Work provision for 16 hours a week, whilst Rachel has been carrying out child-focused casework for 8 hours a week.

There are a variety of activities planned for the 2 week October Half term including supporting families to access current art activities at the city libraries and family friendly activities at the Contemporary Gallery. We have also booked a screen at the Broadway Cinema for a showing of Monster's University.



We are also running 2 separate youth activities aimed at 14-19 year olds (bowling and ice skating) with the plan to launch a new weekly youth provision for 14-19 year olds with 'NGY MyPlace' starting on the 7 November. This will be a pilot project which will aim to inform longer term planning and provision and encourage the

participation of young people from refugee and asylum seeking backgrounds in future provision which reflects their needs and aspirations.

Naomi Jemmett

WOMEN'S CULTURE EXCHANGE

From September 2012, funded staff support for the Women's group ceased, as this was previously part of the Children in Need (CiN) bid. This has been a big change from the previous 3 years. This also means that the crèche facility which operates on Friday mornings to support the women's group, is no longer funded by CiN. This is a critical provision requiring funding, which currently does not exist. Support would be very welcome!

The changes in funding also coincided with Liz Burrell going on maternity leave. Sarah Greaves came into post as the Children and Family worker and was able to provide some informal guidance and advice to the group and support us in accessing external support through a city council community development officer, Mandy Pride.

Membership

This year the group has continued in its role of supporting existing and new members in providing valuable advice, guidance and information.

Our membership continues to increase with attendance averaging between 26 and 30 every Friday. The total attendance between January and July was 352. This brings on the problem of the shortage in childcare as the crèche can only look after 7 children according to ratios. We will try to implement a rota within the group to help each other look after the children with the overflow from crèche but we still need extra childcare places or a qualified worker to lead the activities with the children who do not make it into the crèche.

Friday Sessions

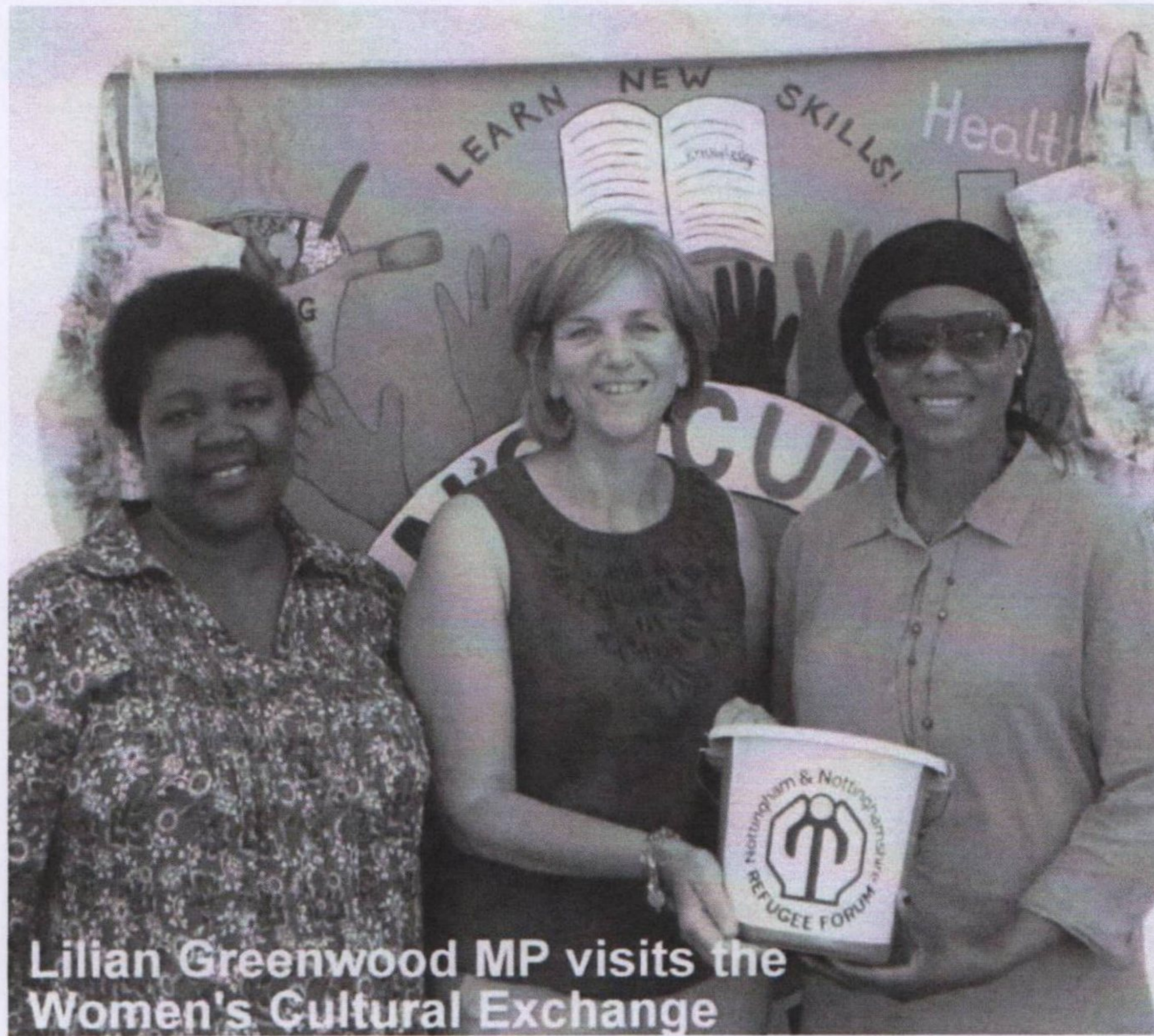
Our sessions on Fridays have changed in that the women are involved in planning what sessions we have and who they want to provide them and sometimes they even provide the session themselves. Through the planning sessions we have been able to evaluate the group, get feedback on activities, courses and other skills training, and plan for events that we have been involved in so far. Examples of some of the activities are a singing workshop with Culturebox, and a course for health and social care volunteering,

Events

The group was made aware of the lack of funding so we decided to start participating in events and holding events to promote the group and raise funds to sustain it. The first event was organised in partnership with Culturebox and the Central Library to commemorate International Women's Day at the Central Library on 8th March 2013. As a representative of the Women's Culture Exchange, I also attended another fundraiser at St John's church the following evening. We raised £96 from the food taster at the Library through donations, £82 from raffle tickets at St John's and a further £253 from sales of tickets. We were able to get two sewing machines from appeals made at these two events.

During Refugee Week 2013 we participated at three events: Contemporary Gallery on 16th June, Loxley House on 18th June and Refutea at the Refugee Forum. On 16th June we were able to sell our bags, bracelets and accessories. At Loxley House we sold both food and items made by the women in the group. We were guest cooks at the Secret Café in Sneinton on 12th July to launch the Sneinton Festival. They donated £50 to the group.. We also took part in the Stonebridge Open Day on 19th July where we met and networked with other groups that were present with their crafts. From there we moved on to the A.M.C Gardens Village show on 27th July where we raised money through donations from the food we cooked and selling our bags and other items. Our most recent event to date was on 11th August at Medfest on the Victoria Embankment where we raised a further £70. With every event we have taken part in we have grown in networking, assessing how to sell

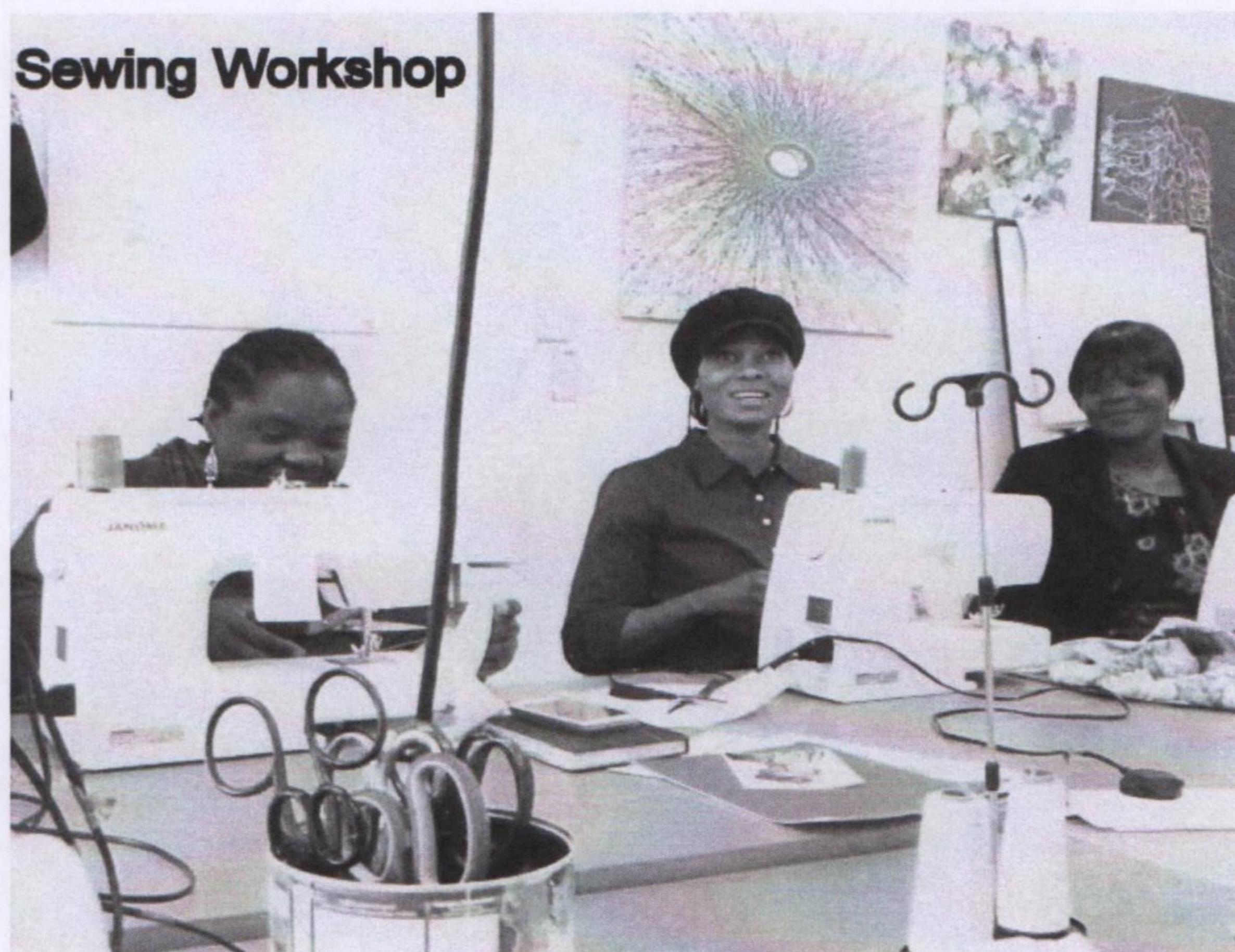
our “brand” and promoting the Refugee Forum and their work. Asda also gave us a day to do bag-packing on 26th July where we raised £208.



Lillian Greenwood MP visits the Women's Cultural Exchange

Skill and Courses

The NHS food course at the Forum is a great tool for inducting new members into the group. After the Easter holidays we began to run our own sewing classes here at the Refugee Forum on Mondays for women with no skills on a machine and Wednesdays for those more experienced. We've also linked into The Textile Workshop in Sherwood where there are more courses and almost all our members can enrol. Unfortunately there is no childcare provision so not all our members can attend the classes.



Links

We have linked into the Women Centre to refer our members for other skills training, building self-confidence and self-esteem. Eco-Works have provided training for families earlier on this year,

and Chromatic Cultures are working on providing support in developing community groups around Nottingham. We continue to work with Platform 51 for women's personal development, ISSE Multicultural Exchange for free computer training at the Forum and their centre in Hyson Green and we continue to build on our existing links with other organisation like, Culturebox, Playworks, New Art exchange, NHS, The Red Cross, The Contemporary Art Gallery and the list goes on!

Our thanks go to the Refugee Forum for providing financial support to the crèche on Friday, advice and volunteers for the Friday sessions and events and activities that we have had through-out the year.

Victoria Mponda - Chair (Womens Culture Exchange)

VOLUNTEERING at NNRF 2013

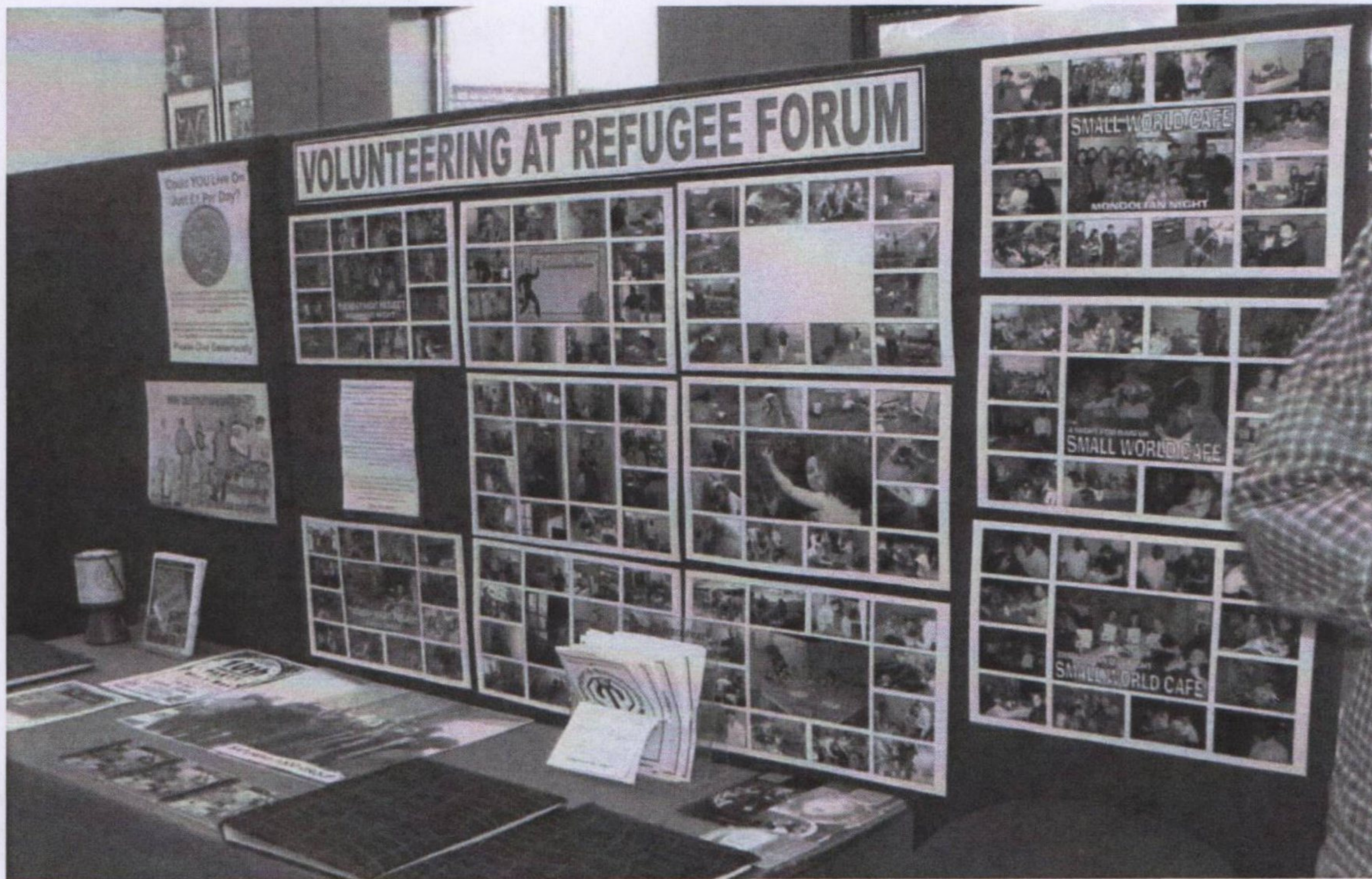
Since most NNRF projects are supported by volunteers, including advice and reception, I have tried to be involved in all of them - through active engagement with the volunteers or in collaboration with the individual project managers. Currently I am co-ordinating over 150 volunteers who speak at least 47 different languages and support NNRF as receptionists, advisers, case workers, administrators, English teachers, interpreters and fundraisers. Each and every one of them is making a significant contribution to our work and we are grateful for having such a large number of volunteers who care about refugees and asylum seekers and sacrifice their free time to help people in need.

General advice is one of the core NNRF services and is run entirely by volunteers. This year we have trained 16 new advisers and a strong group of 33 volunteers is solving service users' issues three afternoons per week. Some of them have long years of experience, others have recently earned degrees in human rights, law or international relations, but most of them are simply driven by the need to give back to the community and help fellow human beings from all over the world.

5 OISC-regulated volunteer advisers have been helping our service users with citizenship and travel document applications.

One Stop Shop & housing support services have benefited from 7 volunteers this year. Their input is especially appreciated since we have suffered funding cuts which took two valuable support workers from us.

Into the Mainstream project was supported by 2 volunteers who assisted with resolving health service issues, which our service users face on a daily basis.



Destitute asylum seekers have been helped by two teams of volunteers: the 7-volunteers strong **Cash Group** and by the **Food Group**, in which 29 volunteers (18 of them come from refugee/asylum seeking backgrounds) have provided hot meals and food for destitute asylum seekers in 2013. Furthermore, we are delighted to have the opportunity for regular **fundraising** in the form of bag packing at ASDA Hyson Green. Every last Wednesday of the month about 10-12 volunteers not only pack customer bags, but also provide information about NNRF services and bust myths about asylum seekers and refugees in our community. All donated money goes directly to the NNRF Anti-destitution Fund. Since January 2013, over 60 volunteers engaged in fundraising, and in March an absolute record of £456.36 was raised in just 7 hours.

The first point of contact for most service users is our busy **Reception**, fully operated by volunteers. A dynamic role which requires good communication skills, multi-tasking and team work has attracted 11 new volunteers this year who joined the experienced 9 volunteers. Their performance is vital for the smooth running of the other NNRF services, and they generally aim to please.

During busy times in the past financial year, a very valuable and efficient **admin volunteer** supported admin staff in making sure all the NNRF accounts are correct. We've also appointed 4 volunteers to assist with **cleaning and building maintenance**.

Two of the largest projects attached to NNRF, **Tuesday Night Project** and **Women's Cultural Exchange**, are run and supported mostly by volunteers. Both have flourished this year and extended their activities outside their usual scope. About a dozen volunteer English teachers organise weekly **ESOL classes**, mostly supporting newly arrived asylum seekers who are not yet

entitled to free ESOL classes in colleges. Additional volunteers have been helping with setting up the main hall, leading games and workshops, and preparing and serving hot meals.

Women's Cultural Exchange brings together women from refugee/asylum seeking backgrounds and is run by a group of skilled volunteers who manage the activities, deliver play work, teach practical skills like sewing and cooking, and organise outdoor activities for children and families.

Working for NNRF is a challenging and exciting, and I believe the same can be said for volunteering with us. On one hand, we are giving students and people from the local community an insight into the lives of those who have travelled hundreds and thousands of miles to seek sanctuary in this land, face them with facts and encourage them to speak up for the rights of refugees and asylum seekers. On the other hand, a large proportion of our volunteers come from refugee and asylum seeking background themselves. Volunteering at NNRF enables them to maintain their existing skills and develop new ones. It increases their confidence, improves their communication skills and motivates them to keep active and engaged.

I would like to use this opportunity to thank all our volunteers for their invaluable contribution to NNRF services – we wouldn't exist without you.

Barbara Spreiz - Volunteer Co-ordinator

NOTTINGHAM REFUGEE WEEK - 2013

This year's Refugee Week was by far the most successful to date with 12 events taking place throughout the week. Over 900 people attended, 45 volunteers contributed their time and 13 organisations were involved in the planning and programming. 25 musicians and artists performed and exhibited their work, and 15,000 copies of the newspaper ***Beyond Borders*** were distributed across Nottingham, Leicester, Derby and Loughborough. Put together by a very small team, this year's paper was the most accessible and visually interesting so far.

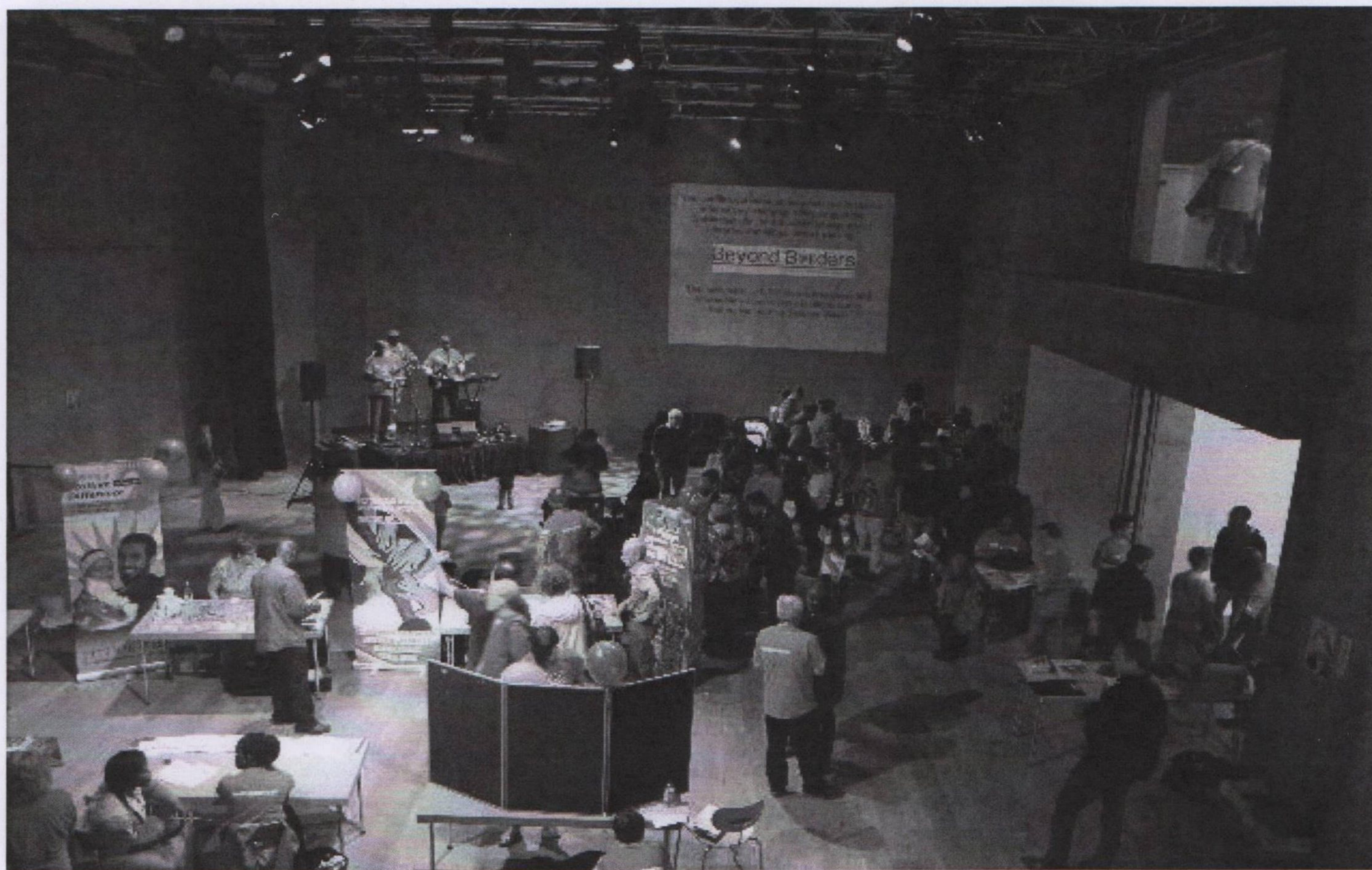
Highlights of the week included:

Celebrating Refugee Week launch event at the Nottingham Contemporary which comprised an afternoon of family friendly arts workshops, dance & musical performances from both local and international artists, international food cooked by our very own Women's Culture Exchange group, games, gallery tours and information stalls. Despite it taking place on a Sunday, over 270 people attended throughout the afternoon.

"Lovely people, lovely music, lovely food."

"Really good entertainment and activities were great."

"Wonderfully varied and interesting. Loved the relaxed atmosphere."



The **Central Library Exhibition** which ran throughout June and comprised a series of photographs of people fleeing Syria and Sudan taken by internationally acclaimed photographer Brian Sokol; and banners created with Refugee Community Organisations and the Refugee Forum's 'Tuesday Night Project' facilitated by Anna Wels and Jeffer M-Garib.

On the Monday, **Morton Hall Detainees Visitors Group** organised a very successful visitors recruitment event which included a short talk and film.

Two music benefits also took place during the week to raise money for the Anti-Destitution Fund: **Beyond Borders Music Benefit** which, although not particularly well attended, had a really nice vibe with everyone on their feet dancing to *Mas Y Mas*, *Ngoma* and *DJ Jammi Nurk*; **Tuesday Night Project's Fundraising Party Night** was packed and featured *Les Elus*, a Congolese band from Derby, and *DJ Simba*.

The annual **RefuTea** event at the Refugee Forum was once again extremely well attended with the largest amount of money raised for the Anti-Destitution Fund so far.

For the first time in Nottingham Refugee Week's history, a **Film Festival** was also organised. Five films were shown at four venues around the city: **'I am Nasrine'**, a British-Iranian co-production at

Broadway was a sell-out, with people having to be turned away. Following the screening there was a Q&A with members of the production team and the lead actor; **'Welcome'** was screened at the Savoy and **'In this World'** at Nottingham Contemporary; with the highlight of the week being the screening of **'1,000 Voices'** & **'Fortresse'** at the New Art Exchange followed by a panel discussion. A big thank you to Roger Bromley for co-ordinating this new addition to Refugee Week.

Organised by HOST Nottingham, **Tea, Cakes & a Human Library** took place at the Central Library with 41 people attending, far more than anyone anticipated. The 'human' books and talks went down well, as did the cakes, but the star attraction was the bed which was used to publicise the need for more 'hosts' with spare bedrooms who could help destitute asylum seekers.

Funding for the week came from NNRF, the Lottery Awards for All, LUSH Charity and newspaper advertising revenue from sympathetic organisations and trades unions. Once again without the hard work, dedication and commitment of everyone involved in Nottingham Beyond Borders, as well as other professionals in the sector, community groups and activists, Nottingham Refugee Week 2013 would not have been anywhere near as successful as it was.

Dave Hewitt - Nottingham Beyond Borders

REFUGEE COMMUNITY ORGANISATION (RCO) & ROUTES DEVELOPMENT WORK

• RCO Support

The main focus of RCO support work this year was the 'Women's Culture Exchange Group' and the 'Eritrean Community in Nottingham'. 8 funding applications were written on behalf of the Women's Group with only one being partially successful which helped towards paying for crèche costs and room hires. Funding application support was also given to the Eritrean group with one being unsuccessful and one still pending.

• Routes Development

Routes was a partnership between NNRF and the Hostel Liaison Group (HLG), and aimed to improve the housing advice, access to housing and housing support available to people from Black, Asian, Minority Ethnic and Refugee (BAMER) communities across Nottingham City. The project came to an end in April 2013. Work undertaken throughout the year included:

- Supporting BAMER organisations' input into Nottingham City Council's draft Housing Plan.
- Arranging poster translations for Nottingham City Homes regarding the decommissioning process of Lenton Flats.

- A successful consortium funding application, on behalf of NNRF, NAT, Host Nottingham, and the Signpost for Polish Success, for a 12 month 'staff and volunteers training' programme comprising Housing, Welfare Benefits, Health, Mentoring, Professional Boundaries, and Managing Challenging Behaviour.
- Working with Nottingham City Homes and Notts Housing Advice to organise two very successful 'Housing Information Events' for the Signpost for Polish Success.
- Writing 5 funding applications for HOST Nottingham. 3 were successful and ensured the survival of the organisation up until March 2014.

In relation to both areas of work, 323 emails (including the NNRF e-newsletter) have been circulated to RCOs with information ranging from Voluntary Sector Partnerships & BME Forum meetings, education, immigration, housing and healthcare, training courses, jobs & volunteer opportunities, arts & cultural events, and funding opportunities.

Communities of Identity Consortium

From September to November 2013, I was involved in helping to bring together refugee community organisations and other new migrant communities to form a consortium which could bid for Nottingham City Council voluntary sector funding.

Stuart Brown

MEMBERSHIP REPORT - 2013.

As of October we have, (2012 numbers in brackets):--

271 individual members; (226).

150 volunteers, classed as members and therefore included in the above; (95).

76 non-members, those who do not/cannot contribute financially but want to keep in touch; (37).

11 affiliated organisations; (9).

100 Standing Orders; (93).

Amounts range from £2/month to £100/month; (£2 to £70).

Total amount £1,767.17; (£1,680.17).

Whilst it looks here that membership has increased by 45, that is entirely accounted for by the rise in volunteers. It is impossible to separate the two groups entirely as many volunteers also pay membership.

Dave Hewitt - Membership Secretary.

THE KITE RUNNER - Nottingham Playhouse

NNRF had the opportunity to be involved with Nottingham Playhouse earlier this year during the production of *The Kite Runner*.

Celebrating its 50th anniversary, the Playhouse celebrations have included a seat donation scheme. This enables people who are otherwise unlikely to attend the theatre to attend performances for free. NNRF benefited with more than fifty free tickets to see the European premier of *The Kite Runner*. Demand for tickets resulted in the scheduled two week run being extended to three weeks and ticket sales eventually beat all previous Box Office records!

The popularity of the play meant that more awareness was raised of the work that NNRF does as people witnessed the powerful portrayal of life in Afghanistan and the subsequent experiences of one family fleeing for safety. During each of the three weeks different pre-performance events took place e.g. Afghan poetry, authors challenging media stereotypes about Afghanistan. NNRF hosted one of the pre-performance sessions with live Zimbabwean music from Ngoma and a newly arrived asylum seeker sharing some of his story. NNRF was invited to distribute information leaflets at these events which also gave people the opportunity to donate.

A big thank you to all the volunteers, users, MC and staff members who took part.



Julia Howell, NNRF volunteer and member of Nottingham Playhouse Ensemble

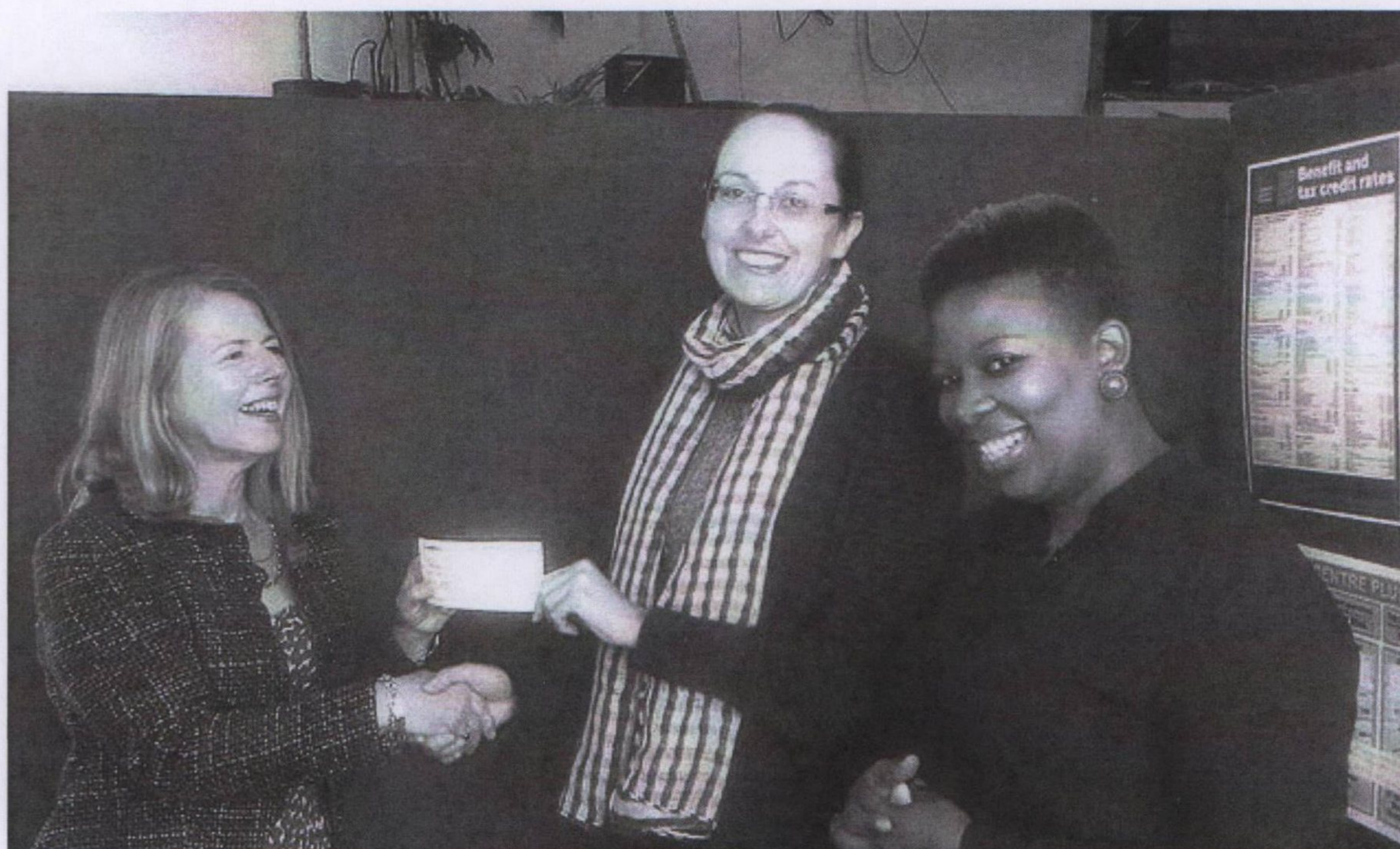
ExLIBRIS – ‘Masked Booksellers for Charity’

2013 was one of ExLibris’s busiest years yet - we did 10 outside stalls plus the mega-sale at Carlton. During the year, we raised £1546.81 through selling rescued books (this is after taking off stall fees, so we actually sold a few more). This represents an awful lot of rescued books, which are now being enjoyed rather than stuffing landfill sites. Once again, the main good cause we supported this year was Nottingham & Notts Refugee Forum; but other causes were supported too

Our most successful event by far was once again our mega-sale in Carlton, which this year ran on a Friday, Saturday and Sunday, and almost but not quite made £1000. The next most successful, in terms of sales, was Lowdham Book Festival Last Saturday, followed by the Green Festival and Chesterfield May Day.

In 2013, we have distributed proceeds as follows:

Nottingham & Notts Refugee Forum	£918.60
Hayward House	£503.91
Stonebridge City Farm	£50.00
Nottingham Green Festival	£44.20
Sumac Centre	£30.10



Since ExLibris started (2006), we have taken and distributed a total of £4,969.03. So here’s to passing £5,000 early next year.

Book donations: We can receive more book donations, but would much prefer it if you hold on to them until spring. **Thanks to everyone who gives us books.**

For the foreseeable future, we won't be able to accept: encyclopaedias, reference books, hymn/prayer books, outdated travel guides, outdated textbooks, Clive Cussler, Jeffrey Archer, most hardback fiction, magazines, puzzle books, outdated computing books, outdated law books, books about Princess Diana, Readers' Digests, revision notes on Chaucer, Shakespeare etc, mucky/tatty/very torn/sticky books.

<http://www.maskedbooksellers.org.uk/>

Chris and Bob Cann

NNRF Funding Group 2012 to 2013

The successful Big Lottery bid which was announced in November 2012 secured the core costs of the Forum for three years. In an ever-more competitive funding environment, the funding group has continued to work to secure and, if possible, to extend the work of NNRF.

The group of just four people has met ten times since the last AGM and has submitted over 30 applications. These have been to support advice work, employment training (ETE), legal work, the volunteer coordinator's post and work with women and children. Results have been mixed; however, funds have been secured for some advice work, a crèche, some ETE work, and IT provision. Many bids are still pending, with bids to two of the larger potential funders having successfully passed us through the first stage of appraisal.

The recently-completed NNRF Business Plan will assist the funding group to focus its work and to support its bids. Much work still needs to be done; its success will depend in part on the success of otherwise of the City Council's Communities of Identity application; and on identifying additional sources of funding.

The funding group will need to assist the Management Committee to identify innovative ways of raising funds, including the development of social enterprises, identifying potential patrons and harnessing the energies of NNRF supporters in running fundraising activities. The next year will be at least as tough as the last, and the group will approach its task with enthusiasm and determination. Any NNRF member/supporter with an interest in fund-raising will be welcomed with open arms, even if it is just for a limited time or for specific piece of work.

Pete Loewenstein - Funding Group Convenor

PARTNERSHIPS AND NETWORKING

As resources and capacity diminish, our achievements in supporting asylum seekers and refugees this year have been greatly enhanced by the quality and range of our partnership working with both statutory and voluntary sector organisations. We have continued to develop our range of services and capacity by developing and jointly delivering services in partnership with other organisations;

We have good working relationships with **Nottingham City Council** staff in **Housing Aid**, the **Homelink Team**, **Nottingham City Homes**, **Community & Culture Department**, **Children and Families Services**, **Welfare Rights**, **Adult Social Care** and the **Race Harassment Team**.

NNRF is happy to enable **Refugee Action** to continue to provide regular outreach surgeries with regard to asylum seeker support problems, advice and support to those wishing to make a voluntary return to their country of origin, and support to destitute and vulnerable women. We are also happy to host a regular information and legal advice surgery for unaccompanied asylum seeker children (UASC) run by **Refugee Council**.

On asylum accommodation issues we have developed a working relationship with **G4S**, the current contract holder for Asylum Accommodation. In the difficult search for accommodation for those granted Leave to Remain, we have worked with private landlords and the **YMCA**, **Salvation Army**, **Mellors Lodge and Highwood House** and the City Council's **Homeless Gateway**. Our partnership with **Tuntum Housing Association** for the **Refugee Futures Project** continues to offer support to individuals and families awarded a recent positive decision. Further assistance of new refugee tenants is provided by referral to the **Vineyard Arches** for support with furniture, household goods and clothes.

Our work with destitute failed asylum seekers has been greatly enhanced by partnership working, food and financial assistance from the **British Red Cross** and **HIMMAH**. Many local churches and other faith groups, plus a number of local schools have all generously provided food and financial assistance. We continue to have positive links with **Nottingham Arimathea Trust**, **HOST** and the **Rainbow Project** where vulnerable, destitute asylum seekers can be referred to for support.

Culture Box, **STAR** (Student Action for Asylum Seekers & Refugees) at Nottingham University and **Beyond Borders** have made a great contributions to the life of the Forum this year by holding regular activities, supporting the regular Tuesday night social events and

during **Refugee Week** as well as by volunteering and contributing financially to further events at the Centre.

Playworks has been our partner in providing a crèche and rooms for The Women's Culture Exchange meetings and our ESOL classes for women. **SureStart** Children's Centre have supported the Women's Group and individual mothers.

Over the past few months many very fruitful new relationships have developed to support our new work with young asylum seekers and refugees including **Nottingham Futures, Broadway Cinema, New Art Exchange, EcoWorks, Nottingham City Libraries Service, NGY Myplace, Base 51, YMCA Digital Media, Lakeside Arts Centre, First Floor Theatre Company, Nottingham Contemporary, Womens Centre, Nottingham Museums and Galleries Service, NCC-New arrivals community team, YogaNova, Forestry Commission, The Rainbow Project. St Ann's Children Centres, Nottingham Playhouse, NCC Sports and Leisure and Park Rangers and StoneyBridge Farm**

With regard to English language training we have worked in partnership with **BEGIN, Central and New College Nottingham.**

Health service links have continued to be important – with **GPs, Health Visitors, Community Midwives, NHS Direct, the Positive Care Team, Terence Higgins Trust** and mental health teams.

Our General Advice, Debt, Welfare and Benefits advice services have continued to be supported by **links with the Advice Nottingham Consortium, including Nottingham Law Centre, Citizens Advice Bureau** and both the **St. Anns** and **Meadows Advice Centres**, all providing expert advice.

The new Food Banks that have been set up across the city, for example **NG7, St Ann's and Meadows Food Banks**, have been supportive of our most vulnerable clients and their families.

NNRF has continued to take part in relevant fora in the city including the **Multi Agency Asylum Seeker & Refugee Forum, the Asylum, Refugee and Migrant Health Forum, the BMER Domestic Violence & No Recourse to Public Funds Network.**

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)**, **The No Recourse to Public Funds Network (NRPF)** and the **East Midlands Strategic Migration Partnership**.

Other organisations that we are pleased to have collaborated with this year with include **Long Journey Home**, and the City's network of **Refugee Community Organisations (RCOs)**.

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.

Communities of Identity Consortium

*Nottingham City Council has decided to direct a large proportion of its Voluntary Sector grant funding towards what it terms 'Communities of Identity' which have been divided into 3 strands namely '**Women and Gender-based Groups**', '**Established Migrant Communities**' and '**New and Emerging Communities and Refugees & Asylum Seekers**.'*

To apply for funding from April 2014, each grouping was required to form a consortium under the leadership of one organisation. The Forum decided to offer itself as the lead for our grouping and was successful in forming a consortium of 18 members, 12 of which are small community groups representing mainly African peoples, plus Signposts to Polish Success and several agencies that provide vital services to these communities.

We are now (November 2013) awaiting the outcome of our application – and if we are successful will then face the challenging task of making the consortium a reality which works for the benefit of all its members and their respective community members

TREASURER'S REPORT

Financial Report for the financial year ended 31 March 2013.

As I write this I cannot make a definitive report as our Auditors have not yet been able to fully validate our accounts as prepared by CA Plus despite the fact that we have deferred our AGM for one month. An audit is necessary this year as our income for the year was over £500,000 and the Charity Commissioners require an audit to be done. However I am confident that any changes to the accounts, by the auditor, will be minimal.

I am happy to be able to report that our position now is an improvement on when I reported last year. We were successful in our bid to Big Lottery and we secured funding of £440,000 over three years to fund the posts held by Fiona (Manager), Rakiba (Senior Adviser) and Melissa (Administrator) and other costs. We also secured £58,000 per annum for 3 years for the ITM project from the NHS and a one off grant of £69,500 from the Cabinet Office for Advice work.

I am reporting the important figures from our annual accounts below in a different form from previous years to provide more detail but to summarise:-

Income. This totalled £561365, which included grant income of £500220 and donations of £58770. Donations increased by £20,000 and my thanks go to all donors and those volunteers who are raising substantial amounts through their monthly bag packing at ASDA.

Expenditure. We spent £514891 a reduction of £29000 on the previous year. The net result is that our total assets have risen by about £43,000. Our unrestricted funds (**reserves**) have increased by £14,000 and I can confirm that this is sufficient to meet our reserves policy.

I have, in the past, expressed my concern that funding for the key management posts has been dependent on us making a successful bid to only one funder (3 times to Lottery). This puts too many eggs in one basket and in the future we must build into every bid (unless exclusions apply) an appropriate element for the costs of these posts.

The newly formed Funding group meets regularly and has been successful in a number of small bids and we are waiting, with a degree of optimism for responses to two large bids to the John Paul Getty Junior Foundation and Henry Smith Trust.

This is my twelfth annual report as treasurer and I think that this is the fourth in which I state my wish to stand down from this position. I have seen Chairs, Vice Chairs, Secretaries and others stand down and are replaced successfully. I have waited in vain for a replacement to be found for me before standing down but I now have to concentrate the mind of members by saying that I will not continue in this post after 31 March 2014. I will, of course, do what I can to assist my successor and hopefully continue my connection with the Forum in other capacities.

As ever I give my thanks to our admin staff, past and present Teresa, Gina and Melissa and to Zanele our very able admin volunteer.

Leo Keely - Treasurer

Draft Accounts Summary 2012-2013

2012			Unrestricted General Fund £	Restricted Relocation Fund £	2013 Total Funds £
£		Note			
	Incoming resources				
	Incoming resources from generated funds				
	Voluntary income				
37472	Donations		15984	42786	58770
	Investment income				
135	Bank interest		282	41	323
	Incoming resources from charitable activities				
451872	Grants & donations	3	8165	492055	500220
	Other incoming resources				
2399	Sundry income		837	1215	2052
<u>491878</u>	Total incoming resources		<u>25268</u>	<u>536097</u>	<u>561365</u>
	Resources expended				
544398	Costs of charitable activities	4	188062	326829	514891
1542	Governance costs	5	4042	-	4042
-	Allocation of overheads		(181862)	181862	-
<u>545940</u>	Total resources expended		<u>10242</u>	<u>508691</u>	<u>518933</u>
(54062)	Net incoming/(outgoing) resources		15026	27406	42432
151795	Total funds brought forward (restated)	2	38801	58932	97733
-	Transfer	9	718	(718)	-
<u>97733</u>	Total funds carried forward		<u>54545</u>	<u>85620</u>	<u>140165</u>

1. Cost of charitable activities

	Note	Unrestricted funds £	Restricted fund £	Total funds £	2012 £
Activities		407	8684	9091	1706
Consultancy		3453	9783	13236	13442
Creche		3876	2239	6115	9637
Depreciation	6	9871	180	10051	9871
Donations & grants awarded		3538	13950	17488	26421
Food & refreshments		1476	19726	21202	20836
Insurances		2975	-	2975	3263
IT software & maintenance		3907	1451	5358	2882
Legal & professional fees		5095	2988	8083	9719
Materials & equipment		1812	1872	3684	7098
Membership		-	175	175	-
Other expenses		5320	506	5826	7800
Photocopying & printing		6250	5266	11516	10043
Premises repairs & maintenance		5085	1285	6370	2608
Publications & subscriptions		947	716	1663	4743
Rent & services		7100	16780	23880	38944
Staff expenses		76	181	257	2117
Stationery & office supplies		3696	588	4284	4701
Telephone, post & internet		14862	2790	17652	13782
Training		2139	4333	6472	2368
Travel		1648	4953	6601	-
Utilities		9682	1716	11398	8564
Volunteer expenses		7610	3629	11239	11890
Wages & NIC		87237	223038	310275	331963
		188062	326829	514891	544398

2. Governance costs

	Unrestricted funds £	Total funds £	2012 £
Professional fees	4042	4042	1542
	4042	4042	1542

Public Benefit Statement


The Aims of NNRF (Registered Charity no. 1121560) 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:

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

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

**Approved by Management Committee
October 2013**

A Big Thank You to our funders who in 2013 have included:

 Lloyds TSB | Foundation for England and Wales

NHS
Nottingham City



Nottingham
City Council



LOTTERY FUNDED

the
Tudortrust



A B Charitable Trust

Awards for All

**The Nottingham and Nottinghamshire Refugee Forum.
The Square Centre, Alfred Street North, Nottingham, NG3 1AA**

Dear Supporter,

Thank you for your interest in the Nottingham and Nottinghamshire Refugee Forum (NNRF). To continue helping us in our work, we wondered whether you might like to join NNRF. Membership gives you the benefits of: receiving occasional mailings, being able to vote at the AGM, receiving emails to keep you informed if you wish, and the chance to join yahoo or facebook groups where you can post and read messages, photos, files etc. We get the benefit that our membership base is larger so we can speak with a louder voice, and we can disseminate information further.

We currently give small cash grants of £10 per month to each person who's destitute, or £20 for those with poor health. We also give each person a bag of groceries worth around £5 each week so they don't go hungry. The grocery parcels are improving in quality, and any contributions will help towards sustaining this small humanitarian gesture. All this work is done by volunteers, so the entire donations are used directly to help people who would otherwise starve.

If you would like to become a member, please complete and return the attached forms to The Square Centre.

Again, many thanks for your generosity,

Membership Secretary

The Nottingham and Notts Refugee Forum

Membership Form 2013—2014

Membership fees: Free:-- unwaged / low waged / volunteer;
£10 minimum:-organisation / waged individual.

If you can afford more please consider a large donation or why not set up a monthly standing order to help support destitute asylum seekers in our community

Please tick as appropriate:

- I / we would like to join the NNRF
- I / we would like to renew my / our membership of the NNRF
- I / we would like to make a single donation of £.....
- I / we would like to set up a monthly standing order of £.....
- (please complete the direct debit mandate form)*
- I / we would like more information on how we can help NNRF
- I / we would like all donations to be eligible for Gift Aid
- (please complete the Gift Aid declaration form)*

Name:

Address:

.....

Email:

Telephone:

Mobile phone:

Date:

Group memberships:

Organisation name:
.....

Number of copies of newsletter needed:.....

Please make cheques payable to: The Nottingham and Notts. Refugee Forum and return forms to Dave Hewitt, Membership Secretary, NNRF, The Square Centre, Alfred Street North, Nottingham NG3 1AA 0115 9415599 dave.hewitt@nottsrefugeeforum.org.uk www.nottsrefugeeforum.org.uk

Please note that your information will be stored on a computer database.

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 - for past, present & future donations

Nottingham and Notts Refugee Forum

Please treat as Gift Aid donations all qualifying gifts of money made

today in the past 4 years in the future

Please tick all boxes you wish to apply.

I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for each tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities or Community Amateur Sports Clubs (CASCs) that I donate to will reclaim on my gifts for that tax year. I understand that other taxes such as VAT and Council Tax do not qualify. I understand the charity will reclaim 28p of tax on every £1 that I gave up to 5 April 2008 and will reclaim 25p of tax on every £1 that I give on or after 6 April 2008.

Donor's details

Title _____ First name or initial(s) _____

Surname _____

Full home address _____

Postcode _____ Date _____

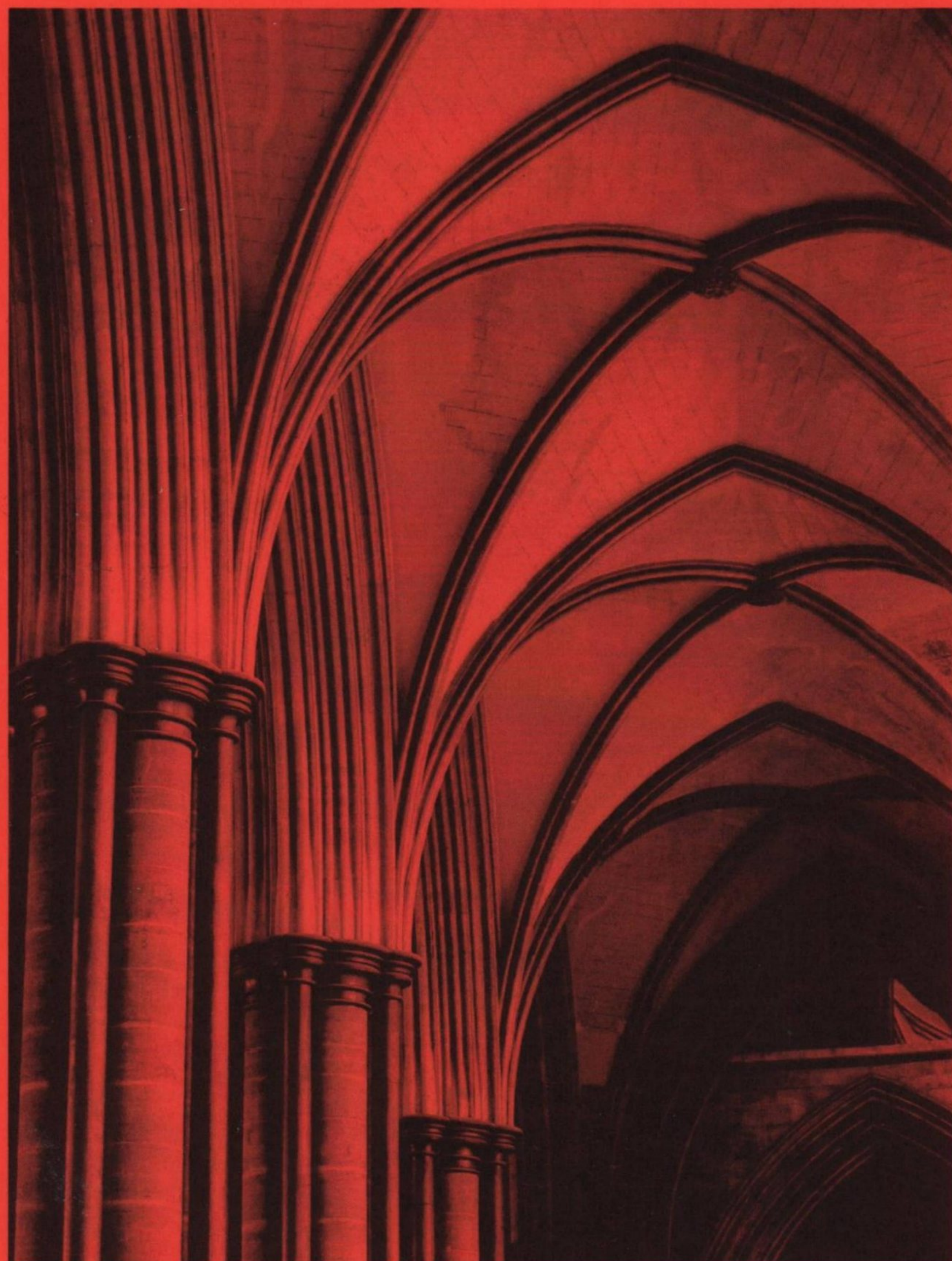
Signature _____

Please notify the charity or CASC if you:

- *Want to cancel this declaration*
- *Change your name or home address*
- *No longer pay sufficient tax on your income and/or capital gains.*

If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self Assessment tax return or ask HM Revenue and Customs to adjust your tax code

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