



# Annual Review 2016/17



*We welcome asylum seekers, refugees and detainees who have fled persecution and danger in their own countries and seek refuge in Oxford and Oxfordshire.*

*Asylum Welcome is led by a remarkable team of expert and highly committed people.*

#### Patrons

Professor Uwe Kitzinger CBE  
Right Reverend Dr Steven Croft, Bishop of Oxford

#### Trustees

Marcus Thompson MBE (*Chair*)  
Peter Kilgariff (*Company Secretary*)  
Martin Wilkinson (*Treasurer*)  
Dr. Melanie Griffiths  
Professor Roger Zetter  
Very Revd. Bob Wilkes  
Tony Tomblin  
Dr. Tina Leonard  
Tony Samuel

#### Trustees who retired during the year:

John Wilcox  
Belinda Coote  
Gill Tischler

#### Staff

Kate Smart (*Director*)  
Frank Syrratt (*Finance and Contracts Manager*)  
Camille Baziadoly  
(*Fundraising and Development Manager*)  
Emma Beacham (*Fundraising Co-ordinator*)  
Almas Farzi (*Adult Services Manager*)  
Ildephonse Rugema (*Advice and Integration Officer*)  
Helena Cullen (*Youth Service Co-ordinator*)  
John Fenning (*Syrian Resettlement Co-ordinator*)  
Amel Al Ariqi (*Syrian Resettlement Officer*)  
Rachel Wiggans (*Volunteer Co-ordinator*)  
Hafiz Ladell (*Office Manager*)  
Evita Bergmane (*temporary Finance Officer*)

#### Staff who moved on during the year:

Mary Beth Oakley  
Fiona McKenzie

#### Placement students

Caritas Umulisa  
Nabeela Talib

## 2016/17 was a tumultuous year.

**Large-scale movements of refugees continued across Europe with people living in terrible conditions in encampments, including those at Calais. In the UK, government policies towards asylum seekers and refugees have hardened.\***

Asylum Welcome had a busy, demanding year. The numbers of people seeking our services increased by 30%, both because the need increased and also because they trust us to work with them effectively and compassionately. We work under pressure – long hours, crowded offices and with the emotional burden of supporting refugees; nevertheless there are continuous improvements in the quality and influence of our work and in the strength of the organisation.

The range and capacity of our activities has grown and our total activity figures for 2016/17 are double those of the previous year (also an increase on the year before). As our work expands, our relationship with other charities and service-providers becomes more significant, and our reputation is growing. We share with you in this report some of our achievements in the past year and thanks to our loyal supporters we look forward cheerfully to doing even more in the year ahead.

Kate

**Kate Smart**  
*Director*

Marcus

**Marcus Thompson MBE**  
*Chair of Trustees*



*The numbers of people seeking our services increased by 30%*

### \* Tougher government policies

- The *Dubs Children* commitment to bring unaccompanied children from Europe was stopped after taking only 350 of the expected 3000 children.
- An immigration minister argued that that torture alone is insufficient evidence to grant asylum.
- More people are being reported to Home Office immigration officials when they approach statutory services for help.
- The NHS announced it will introduce up-front charges for non-urgent medical care for those classed as overseas patients.
- Foreigners are finding it harder to rent property due to new laws affecting landlords.
- EU migrants are being detained simply for being homeless.
- Increases in administrative and legal fees make it harder to pursue cases to remain in the UK or to be reunited with family.
- Changes to the asylum support regime are increasing destitution. Those with Refugee Status must now reapply after five years.
- The All Party Parliamentary Group on Integration highlighted the importance of learning English, but classes are closing.



# Special people

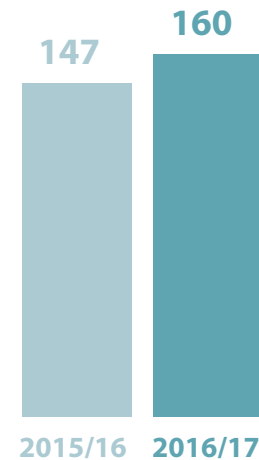
**We are extremely proud of the warm-hearted, talented and experienced community of volunteers who carry out most of Asylum Welcome's services.**

Our volunteers bring skills from careers in education, health, law, social work, communications, business and more. Our longest serving volunteers have been with us over 20 years, and are joined by excellent new recruits: our Volunteer Co-ordinator receives an average of one application per day.

Volunteers tell us they appreciate the emphasis that Asylum Welcome puts on their training, including training provided by renowned immigration lawyers and psychologists. In 2016/17 we introduced new volunteer management software *Three Rings* which allows volunteers to indicate attendance online so that services run far more efficiently.

Year on year, we increase the number of volunteers who are refugees, including some who are current Asylum Welcome service-users, and the impact on their self-esteem is clear for all to see.

*Our longest serving volunteers have been with us for over 20 years*



**ACTIVE VOLUNTEERS AT THE END OF THE YEAR**



For a full list of our volunteers, please go to [www.asylum-welcome.org/about-us/our-team](http://www.asylum-welcome.org/about-us/our-team)



# Supporting detainees

**The number of detainees that we help grows year on year. During 2016/17 we continued to run our long-standing services to support detainees at Campsfield House: providing advice, practical assistance and volunteer visitors, and negotiating on behalf of detainees.**

Our volunteers run a weekly drop-in session at Campsfield, and we also take referrals via the welfare office and over the telephone. Our office-based volunteer team allocate appropriate volunteer visitors to each detainee, and follow up on specific requests for help. We act as a bridge between detainees and lawyers, doctors and friends in the 'outside world'. Throughout this year, we maintained and improved our relationship with the Campsfield senior management team and with the welfare office. Although detainees tend to travel away from Oxford after release and therefore don't keep in contact with Asylum Welcome, we sometimes work with refugee charities in other cities to ensure the welfare of released detainees.

In addition to our traditional service for detainees, Asylum Welcome's detainee health visitors (a new service started in 2015-16) has expanded. This group includes GPs, hospital doctors and psychologists. They offer valuable expert back-up to the regular visitors when detainees tell us that they have health conditions that are not being treated by the Campsfield health service, or that are so serious that they should be released from detention.

We regularly attend Campsfield stakeholder meetings for interested external groups. This year an important outcome of these discussions was to persuade the Campsfield authorities to use the correct definition of 'torture' when assessing cases.

Asylum Welcome raised concerns about the health service in Campsfield with the local clinical commissioners as part of their *Inquiry into Health Inequalities in Campsfield* and also with *NHS England*. At a parliamentary debate in Westminster Hall we arranged for local MP, Andrew Smith, to raise concerns about the healthcare of detainees at Campsfield, citing a case study that we provided.

To raise awareness of the experiences of detainees, we arranged a question and answer session via Twitter with two Campsfield detainees: [unlocked.org.uk/blog/live-qa-with-christopher-and-jose-both-detained-in-campsfield/](https://unlocked.org.uk/blog/live-qa-with-christopher-and-jose-both-detained-in-campsfield/)

## Case study

'G' was a Campsfield detainee who asked for our help. He had a medical report that indicated that he had two broken legs, and hand and back injuries consistent with his account of having been tortured in his own country. He had been taking medication following a heart attack some years ago, but told us that since entering Campsfield he had only been given indigestion medicine. He also told us that while in Campsfield he had tried to commit suicide by cutting his wrists. We arranged for one of our volunteers who is a retired NHS consultant doctor to visit him. **Our volunteer doctor had the expertise to argue effectively for improved treatment, and to work with lawyers to secure his release from detention.**



# Welcome Centre

**The Welcome Centre continues to be a cheerful place with a friendly atmosphere. It can get very busy, with people of all ages and a wide range of nationalities seeking help, making use of facilities, or simply passing the time. Asylum Welcome is now open (and busy!) five days a week, with different activities running on each day.**

- Free access to computers and the internet, with a volunteer available for basic IT coaching.
- A *Poste Restante* for clients who have no secure address.
- Free bicycles, thanks to local donations and a partnership with the London charity *The Bike Project* who provide us with reconditioned bikes. We've been busy repairing punctures! For other repairs we are grateful for help from local bike shops and local charity *Broken Spoke*.
- Demand for food bags increased again this year, an indication of increased food insecurity among our clients. We continued with the commitment made in the previous year, that while we were increasing control over the foodbank, we would still make breakfast foods, fruit and snacks available to all as part of the welcome we offer.
- We continued to include toiletries in the items available through our foodbank.
- Notice-boards, maps and information sheets to increase understanding and independence.
- Delicious, freshly-cooked lunches shared with good companions continue every Wednesday – for some the only such meal they have all week. Take-away boxes enable people to also leave with an extra meal.
- In 2016-17 we responded to a request for larger-size children's nappies for children who are so traumatised that they regularly wet the bed. Now we keep a stock in our centre.
- We discourage donations of second-hand clothing, bedding and equipment because this would quickly become unmanageable, but nonetheless there is usually a small supply of second-hand items available and these are appreciated by our clients. We continue to be grateful for the lovely newly knitted clothes from *Knit for Peace*.



# Resettlement

**By the end of the year 2016/17, Oxford had accepted 17 families from the Syrian Vulnerable Persons Relocation Scheme.**

Asylum Welcome's Arabic-speaking staff collected each family from the airport, provided a warm welcome and ran an orientation programme for the first few weeks after arrival. Families were referred to our partner *Connection Support* for longer-term support while continuing to visit us for English lessons, food, general advice and other kinds of help and friendship. Asylum Welcome also welcomed and supported six Syrian families relocated in Witney, and our Welcome Centre has been a meeting point and resource for Syrians relocated in Abingdon and Didcot.

With our help, resettled Syrians have been encouraged to feel hopeful about their new home and given the tools they need to begin to settle in: houses have been furnished, children have been accepted at school, and parents are making close friendships.

Local people have been fantastically welcoming and we have worked to translate that goodwill into practical help, particularly in helping to furnish houses and ensuring families can feel at home in Oxford.

One child arrived with a life-threatening condition requiring operations in a specialist hospital elsewhere in the UK. We arranged for an Arabic speaker to stay with the family and child at the hospital, and thankfully the child survived.

In July 2016, Prime Minister David Cameron, MP for Witney, met with resettled Syrian families, and Asylum Welcome staff briefed him on their experiences.

Asylum Welcome was a guest speaker at Home Office training for staff who prepare Syrians for arrival in the UK. We also met with the Home Office-commissioned external evaluator for the national programme and raised concerns that Syrians must give up their UN Refugee Status if they wish to resettle in the UK. Towards the end of the year, as a result of representations by many people, the Home Office reversed this decision.



## Case study

'S' and her children arrived from Syria to join her husband in the winter of 2016. Her husband had made his own way to Oxford the previous year, and had been granted Refugee Status. The family were homeless. Asylum Welcome worked with Oxford City Council to find rented accommodation in Oxfordshire, and to ensure it was properly furnished and connected to utilities. We helped to register the family with doctors, dentists and local schools. We explained their rights to access a range of welfare benefits for the children, and advised them on budgeting. We arranged for them to have bus passes so that they can travel to Oxford regularly for support from Asylum Welcome, and we have begun giving English lessons to the parents.

# Adult and Family Advice Service

**This service provides advice on a wide range of topics. It is at the centre of our work in the community and is highly inter-connected with Asylum Welcome's other services, and with local and national service-providers. As demand for this service increased, we employed an extra OISC\*-registered member of staff, and several staff and volunteers undertook OISC training.**

## Refugee Rights Support

We continue to help asylum seekers with travel costs to London for appointments at Eaton House Immigration Reporting Centre. We also help with legal fees but they are a significant expense for us, and we only intervene if we feel a small contribution will make a substantial improvement to someone's ability to understand their situation better, or to achieve *Leave to Remain* on compelling humanitarian grounds that have not been fully considered. We know that in 2016-17 there are some individuals whose future is now more secure as a result of our support.

## Housing

Oxford has an over-heated housing market, and our clients are among the most disadvantaged: some clients are poorly housed or their accommodation is overcrowded. We continue to seek solutions with Oxford City Council Housing Department, the County Council Social Care Department and homeless charities, including *Sanctuary Hosting*.

## Access to Asylum Support or Welfare Benefits

We help with applications for Home Office asylum support accommodation and payments. The procedure is slower than in previous years, which leaves many in limbo needing urgent assistance, so we dispense some hardship payments on behalf of the *Red Cross* and some hardship payments from Asylum Welcome's own funds. Clients who have *Refugee Status* or *Leave to Remain* are entitled to mainstream welfare benefits, and we negotiate with the Department for Work and Pensions/Job Centre Plus on their behalf.

## Health

We help with access to healthcare by making appointments, explaining entitlements, paying bus fares to hospital, translating letters and negotiating with healthcare providers. We met with City Council officers to discuss concerns about Female Genital Mutilation, and contributed evidence to a report on health needs of refugees commissioned by *Healthwatch* and *Refugee Resource*.

## Life's problems – small and large

We dealt with many routine requests – to obtain basic necessities, pay for bills, top up mobile phones, travel to job interviews, secure school places for children, track down and translate documents. But we have also dealt with some very distressing cases, including the need to support those who are destitute and even suicidal.

## Syrian families

Although our service works with diverse nationalities, we are seeing a growing number of Syrian families. While those on the resettlement programme have their own bespoke support service, Asylum Welcome's general advice service is a lifeline for scores of other Syrian families that made their own way to Oxford and are fending for themselves. Housing is their main problem, and while there is more affordable housing in other parts of the UK, we want to nurture the growing support network for Syrians within this locality. Another way in which we help: Syrian families are very keen to secure travel documents to visit relatives living in other countries and Asylum Welcome's OISC-trained staff can apply for these documents and provide some funds towards the cost.

\* Office of the Immigration Services Commissioner



## Case study

'B' arrived from a middle-eastern country as an asylum-seeking child, and was cared for by the authorities up until the age of 18. After that, as his asylum claim was refused, he lost all state support and had to rely on friends for basic needs. In 2016, he told us that after two years living like this, he had run out of options and was sleeping rough; he felt he had no hope for the future. We helped him to get legal support to prove that he was a committed Christian, and paid for him to travel to the Home Office in Liverpool to submit a fresh asylum application. We talked through his possibilities for temporary accommodation, and ensured that he had someone appropriate to stay with. We also found he had been neglecting some serious medical problems due to fears about accessing medical services, so we explained his rights to free, confidential healthcare, we made sure that he saw a GP and we applied for free prescriptions. In 2017, he was granted Refugee Status, and he quickly found a job. We are continuing to help him to find more stable accommodation and to find a part-time college course.

# Unaccompanied children and young people

**In 2016/17 we continued to welcome unaccompanied children, newly arrived in Oxford, and to provide casework support while they are under the care of the local authority and as they reach adulthood.**

We helped some children who were especially isolated – accommodated in Oxford but with social workers in other parts of the UK – ensuring that they knew about our Youth Club and other activities in Oxford.

The largest challenge for our Youth Service has been working with those aged 18 and above: individuals who arrived as children but who now face a range of difficulties. They may have been refused asylum, or are going through lengthy legal and administrative processes to resolve their status, or they are struggling to find a job or housing. We also provide support to those who are 'age-disputed': those who claim to be a child, but have been assessed to be over 18.

Many unaccompanied children and young people struggle with mental health problems. On turning 18, if their case has been refused, they often lose support from statutory agencies. As a charity, we have the freedom to continue to provide them with services and to assist them to access further legal advice and basic rights and entitlements where possible. Nonetheless, in the most severe cases we have seen suicide attempts among 18-20 year olds who arrived as unaccompanied children, some resulting in severe injuries. We attempt to improve their situation, and if we can't, we are at least available to listen and to ensure that they are linked into all help available to them. We have worked hard supporting young people through legal processes: arranging and attending meetings with lawyers, writing letters of support, collating relevant documents, and attending court hearings. We have also secured support from local MPs for young people with intractable legal situations.

Other areas of case work include access to asylum support or welfare benefits, relieving destitution, access to mental health services, help with homelessness and accommodation difficulties, job searches, support with travel and attending appointments, education/training, and debt advice.

We have continued to chair Oxfordshire inter-agency meetings to promote best practice in supporting unaccompanied asylum-seeking children. We participated in a conference on unaccompanied children arranged by *Kent Law Centre* and *Migrant and Refugee Children's Legal Unit*, and are now implementing a conference recommendation: providing children and young people with packs of items to aid sleep, generously donated by the *Separated Children Foundation*.

Asylum Welcome lent support to campaigns for providing safety nets for unaccompanied children amongst the waves of refugees crossing Europe. We were one of 30 refugee charities that signed a joint letter published in *The Times* newspaper asking the UK to keep its promise to take in *Dubs Children*.





# Education and Employment Services

**Our well-established education service is run by a volunteer team of professionally qualified English/ESOL teachers, each with many years' experience.**

We continue to prioritise referrals to free courses at *Ruskin College*, *City of Oxford College*, the *Ethnic Minorities Business School* (EMBS) and the *Workers Education Association* (WEA) – only providing one-to-one teaching at Asylum Welcome when clients are unable to get onto a course because of lack of availability or childcare issues.

The last year witnessed funding cuts and course closures for 'Pre-entry' level English (the most basic level). Higher level courses retained funding, but, of course, learners need a pre-entry class to learn enough English in order to progress to a higher level class. We responded to these cuts and closures with a new and highly effective partnership: *EMBS* made classroom space available (without charge) for Asylum Welcome volunteers to provide free teaching, and so three new 'Pre-entry' level classes were set up. These classes have proved very popular.

We continue to provide bus passes for any students not in receipt of asylum support payments or welfare benefits. To make sensible use of our funds we encourage students to take one of our recycled bicycles rather than relying on us for bus fares. We are concerned that it is hard for families on a tight budget to prioritise women's education, so we now provide bus passes for all women with children under three, including those with welfare benefits. Now, the majority of students receiving one-to-one English tuition from Asylum Welcome are mothers.

## Employment

Asylum Welcome has a long track record of providing advice and assistance on employment as part of its existing advice services, but until now has not offered a dedicated service. In 2017, the specialist employment charity *Aspire* asked us to be a partner in a funding application to the City Council to establish a new employment project for refugees. This application was successful, and the project, which also includes *EMBS* and *WEA*, started in April 2017. This will provide joined-up services in career guidance, job-search, CV and application writing, interview preparation, volunteering and work experience, and English language.

Now, the majority of students receiving one-to-one English tuition are mothers



*Asylum Welcome, EMBS and Aspire at the launch of the new employment service.*

# Refugee Community Development

**As our income grew during the year, we not only developed our own services but also supported refugee community leaders to develop their activities and influence.**

Refugee community leaders can approach Asylum Welcome staff for advice and assistance on all aspects of running an organisation, for example keeping accounts. Through them we are reaching isolated and marginalised people, some of whom have had limited contact with mainstream services. They help us in turn by giving valuable advice on how Asylum Welcome can be responsive to the needs of their communities.

We were already hosting meetings of the Sudanese community, but this has now extended to the Somali community. This includes a women-only group on Thursdays, for whom we provided some funds to run handicraft activities.

We make a regular contribution to the running costs of the *Syrian Sisters* women's group, who meet weekly in the Rose Hill area of Oxford.

We arranged and paid for a day trip to London for 70 members of the Syrian community.

We contribute monthly to the running costs of the *BKLuwo* African women's group, who have a workshop in the East Oxford Community Centre, and set up a meeting with a web designer to plan how to market their handmade garments.

*Grace from BKLuwo*



## The social side

**Youth Club** Our Youth Club *Venda* continues to thrive and is well attended, and this year it achieved an Oxfordshire Youth Quality Mark. This year we bought simple cooking equipment and provided cooking lessons (e.g. pancakes!) We also ran a session with a rap artist. *Venda* continues to be a key starting point for casework, as young people open up to staff and volunteers about their worries.

**Youth Summer programme** In the Summer we provided young people with much needed diversion, a change of scene and a chance to get together. Trips included the cinema and a visit to the seaside.

**Girls Group** This year we started running a group at *City of Oxford College* for girls who are English-learners, in partnership with former *Children's Society* staff. Sessions focused on wellbeing, self-esteem, relationships and protective behaviours through games, discussion and creative activities.

**Football** Young men have been supported to participate in football sessions run by *Oxfordshire Mind*. An Oxford Syrians football team was also set up (see photo below).

**Music Group** This fortnightly group continues, run in partnership with *The Confluence Collective*.

**Conversation class** A very relaxing way to practise English!

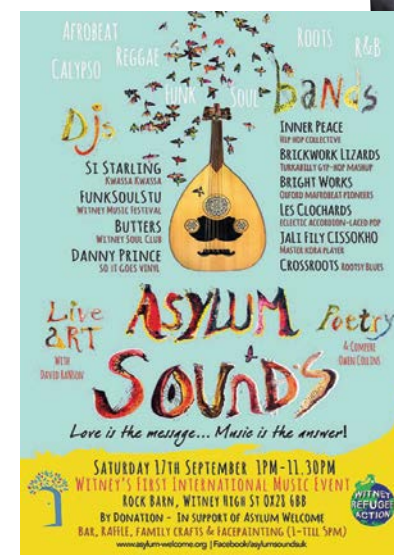
**Art Group** An art therapist began 'taster' sessions from our Welcome Centre and then continued to run sessions at *Modern Art Oxford*.





# A positive influence

- Public awareness of our work is essential for generating support, so we make regular appearances in local newspapers, and on TV and radio; we maintain a vibrant website and engage with 5000 followers on our Twitter feed.
- We lent support to *The Channel*, a communications project run by a *Brookes University* student in East Oxford. This was a temporary telephone box installation that sent voice messages between Oxford people and migrants encamped in Calais (see top right photo).
- Film-maker Dai Richards and colleagues made a series of powerful short films about the work of Asylum Welcome – a remarkable gift to the organisation – check them out on our website.
- Asylum Welcome was the focus of one of three case studies in a *Warwick University* research project on how refugee charities ameliorate destitution.
- In Refugee Week 2016, the *Ultimate Picture Palace* hosted a showing of the highly acclaimed film *Syrian Love Story*, supported by presentations from Asylum Welcome (see bottom right).
- *Asylum Sounds* was a wonderful pro-refugee festival in Witney in September, organised by local people, with the active involvement of Asylum Welcome staff and clients.
- In March 2017, at Oxford Town Hall, the *Oxford Harmonic Choir* performed the anti-war oratorio *A Child of Our Time* alongside displays and presentations about Asylum Welcome's work with refugees.
- We helped *Pitt Rivers Museum* set up an outreach project for (Syrian and other) refugee families, including a day of activities in February half-term (see middle right photo).
- We continue to regularly attend planning meetings with Oxford City Council to influence decisions regarding provision of services for refugees.
- We submitted evidence on the integration of refugees to an inquiry by the *All Party Parliamentary Group on Refugees*.
- We continue to be a member of the *Association of Visitors to Immigration Detainees*, the *Refugee Children's Consortium*, *Advice UK* and other professional networks.





# A trusted organisation

Our loyal network of funders and grass-roots supporters believe in the vision and values of Asylum Welcome and trust us to deliver high quality services that benefit asylum seekers, refugees and detainees. We work hard to deserve that trust. We are proud to be a membership organisation with over 300 members and rising. As our income grew during 2016/17 we expanded direct services, developed staff posts and increased our reserves to provide security for the year ahead.

## Donations in kind

We are also grateful for increasing donations in kind. Fresh food arrives daily from the wonderful *Oxford Food Bank*, packaged food and toiletries are donated by community, faith, workplace and student groups. Two local *Sainsbury's* stores have set up food donation boxes for us, and collections took place at school and church harvest festivals. The total number of bags of food donated is 1561, and we estimate the average value of a donated bag of food and toiletries to be £14.

We use a standardised system set by the *European Commission* to assess the value of time contributed by our volunteers, it amounts to approximately £200,000 a year.

## In recent years we are thankful for grants from the following:

A B Charitable Trust	The Tolkien Trust	Balliol College
ARM Trust	Two Way Trust	Lady Margaret Hall
Beatrice Laing Trust	Westhill Endowment	Lincoln College
Esmée Fairbairn Foundation	29th May 1961 Trust	New College
Henry Smith Charity	Oxfordshire Community Foundation	St Clares College
John Ackroyd Charitable Trust	Oxford City Council – Open Bidding	Oxford Gene Technology
Leigh Trust	Oxford City Council Syrian Resettlement	Port Meadow Capital Management
Mactaggart Third Fund	West Oxfordshire DC Syrian Resettlement	Key 2 Futures
The Northwick Charitable Trust	Oxford Diocese	The Co-operative
Odin Charitable Trust	Convent of the Assumption	Oxford Advice Agencies
St Michaels & All Saints Charity	Holy Trinity Church Headington Quarry PCC	Stronger Together
Swan Mountain Trust	Oxfordshire Quakers	Red Cross
Souldern Trust	Sisters of the Holy Child Jesus	<i>and several who wish to remain anonymous</i>

## Loyal partners

Here are just a few of the many mutually-supportive organisations that we worked with, or networks to which we belong:

- Oxford City Council
- Oxfordshire Social Services
- The Refugee Council
- Refugee Action
- Migrant Help
- Freedom from Torture
- The British Red Cross
- Turpin and Miller Solicitors
- Bail for Immigration Detainees
- Association of Visitors of Immigration Detainees
- Detention Monitoring Group
- Asylum Support Advice Network
- Asylum Support Appeals Project
- Asylum Aid
- Coram Children's Legal Centre
- Scottish Refugee Council
- Refugee Resource
- City of Sanctuary
- Sanctuary Hosting
- Medical Justice
- Oxford Advice Agencies Stronger Together (OAAST)
- Other refugee charities in Coventry, Reading, Gloucester, Slough, and Swindon
- The offices of local MPs
- Churches and groups of various faiths
- Other organisations mentioned throughout this report

# Statement of financial activities

for the year ended 31 March 2017

	Unrestricted Funds	2017 Restricted Funds	Total	2016 Total
	£	£	£	£
<b>Income</b>				
<i>Incoming Resources from Generated Funds</i>				
Voluntary Income	282,230	213,087	495,317	323,040
Activities for Generating Funds	4,297	–	4,297	3,085
Investment Income	228	–	228	235
<b>Total Income</b>	<b>286,755</b>	<b>213,087</b>	<b>499,842</b>	<b>326,360</b>
<b>Expenditure</b>				
<i>Costs of Generating Funds</i>				
Costs of Generating Voluntary Income	45,105	–	45,105	38,377
<i>Charitable Activities</i>	151,437	204,151	355,588	230,379
<b>Total Expenditure</b>	<b>196,542</b>	<b>204,151</b>	<b>400,693</b>	<b>268,756</b>
<b>Net Income</b>	<b>90,213</b>	<b>8,936</b>	<b>99,149</b>	<b>57,604</b>
<b>Funds Brought Forward 1 April 2016</b>	<b>100,901</b>	<b>15,000</b>	<b>115,901</b>	<b>58,297</b>
<b>Total Funds Carried Forward 31 March 2017</b>	<b>191,114</b>	<b>23,936</b>	<b>215,050</b>	<b>115,901</b>

# Balance sheet

at 31 March 2017

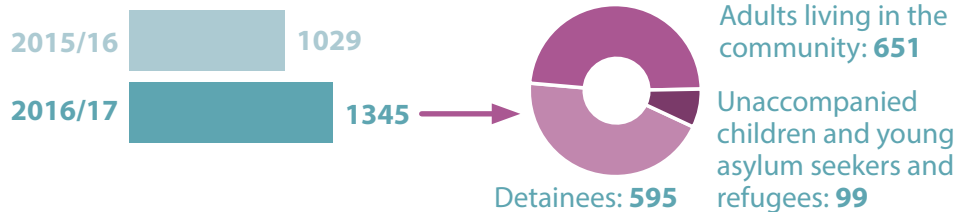
	2017 £	2016 £
<i>Fixed Assets</i>		
Office Equipment, Furniture & Fittings	–	1,088
<i>Current Assets</i>		
Debtors	24,187	8,702
Cash on Deposit	186,401	147,260
Cash at bank	12,484	34,565
	<b>223,072</b>	<b>190,527</b>
<i>Current Liabilities</i>		
Creditors: Falling due within one year	8,022	75,714
	<b>(8,022)</b>	<b>(75,714)</b>
<b>Net Current Assets</b>	<b>215,050</b>	<b>114,813</b>
<b>Total Assets</b>	<b>215,050</b>	<b>115,901</b>
Represented by:		
<b>Unrestricted Income Funds</b>	<b>191,114</b>	<b>100,901</b>
<b>Restricted Income Funds</b>	<b>23,936</b>	<b>15,000</b>
	<b>215,050</b>	<b>115,901</b>



# Put to good use

Asylum Welcome continues to grow in response to demand and our capacity is increased by generous donations.

## TOTAL NUMBER OF PEOPLE HELPED:



## NUMBER OF VOLUNTEER VISITS TO INDIVIDUAL DETAINEES:



## NUMBER OF ADVICE AND ASSISTANCE ACTIONS ON BEHALF OF DETAINEES:



## NUMBER OF INDIVIDUAL ADVICE AND CASEWORK SESSIONS FOR THOSE IN THE COMMUNITY:



## ENGLISH LESSONS FOR INDIVIDUALS (PROVIDED SINGLY OR IN A CLASS):



## ORIENTATION AND SUPPORT ACTIONS FOR SUPPORTED SYRIANS<sup>1</sup>:



## HOT LUNCHES PROVIDED:



## BAGS OF FOOD HANDED OUT:



## NUMBER OF RECYCLED AND REFURBISHED BICYCLES HANDED OUT: 45



Individual participation in activities and action taken on people's behalf has doubled



## INDIVIDUAL EXPERIENCE IN ACTIVITIES<sup>2</sup>:

- Youth club: 1107
- Conversation club: 276
- Girls group: 156
- Computer sessions: 153
- Summer trips: 105
- Music group: 52
- Art group: 18



In 2016, Asylum Welcome commissioned an evaluation of its work by highly experienced and respected independent evaluators. This is their summary:



It is clear that Asylum Welcome is providing much needed services to an often vulnerable client group in an increasingly challenging and difficult climate. Having supported thousands of clients for the last twenty years the organisation acts as a catalyst and springboard for utilising the skills, energy, and commitment of volunteers. The staff and volunteers feel great pride in their work. In addition to the skills that they bring there is also clearly an emotional investment. This human commitment is combined with the rigours and mechanisms

necessary for any responsible charity to follow in order to ensure money is used for the purposes it is given and ensuring the organisation is accountable. It is a balancing act that Asylum Welcome performs well. The organisation is a great illustration of the value of the voluntary sector. It works closely with the client group, understands and identifies needs, seeks to address those needs and at the same time give voice to these clients and the issues affecting them; advocating for change where appropriate. The core of the organisation's ability to speak with authority comes from what the volunteers and staff witness in their daily work with clients. In this context it is not surprising that it is seen as the 'go to' organisation for refugees and asylum seekers in Oxford. It is accessible and provides a range of appropriate support to meet individual needs in a safe and welcoming environment. The feedback from clients was overwhelmingly positive about the support that they had received from Asylum Welcome. Significantly it was often the less tangible aspects of support that are appreciated most:

*'I feel part of the community.'*

*'[Asylum Welcome] is a good place.  
It feels like a home, being part of a family.'*

*'They listened to me, treated me with respect.'*

*'Everyone here helps me and my friends so, so much.'*

**In many ways Asylum Welcome is seeking to deliver responsive provision that could be a model for all those responding to the needs of asylum seekers and refugees.**

*'The feedback from clients was overwhelmingly positive about the support that they had received from Asylum Welcome.'*



## I'd like to support Asylum Welcome

I would like to donate: £

### MY DETAILS

Name:

Address:

Postcode:

Email:

Telephone:

Date:

### I'd like to support Asylum Welcome regularly by standing order:

Please speak to your bank, and give them our bank details:

**Asylum Welcome – Co-operative Bank plc, Salford M5 2QP**

**Account number: 65026773 Sort code: 08-92-50**

### I'd like to be a member of Asylum Welcome:

Membership is free, simply tick to show you agree with the following statement:

☐ **I subscribe to Asylum Welcome's vision for asylum seekers, refugees and detainees:**

- they feel welcome, respected and understood as members of a caring community
- they live in dignity with hope for the future: they can exercise their rights and have their cases fairly considered,
- they can access services to meet their needs, and have opportunities to develop and share their talents.

As a member of Asylum Welcome I will do what I can to achieve this vision, to promote these values, and to support Asylum Welcome's activities as a donor, volunteer, fundraiser or advocate.

### I'd like Asylum Welcome to claim Gift Aid on my donation:

*giftaid it*

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 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 25p of tax on every £1 that I give on or after 6 April 2008.

Signature \_\_\_\_\_

☐ I authorise Asylum Welcome to store my details and consent to occasional mailings from Asylum Welcome. Details will not be shared with third parties without written permission.

*Thank you!*

### Please return this form to:

Asylum Welcome, Unit 7, Newtec Place, Magdalen Road, Oxford OX4 1RE

Donate online at:  
[www.justgiving.com/asylumwelcome](http://www.justgiving.com/asylumwelcome)

## You can help

**Asylum Welcome exists because of its community of supporters in Oxford and Oxfordshire. They fundraise in lots of ways – please join in:**

- Musical evenings
- Sponsored runs
- Cake and book sales
- Adopt us as charity for your company or school
- Mark your birthday or anniversary with a fundraiser



Music teachers at *St Helen and St Katharine School*, Abingdon, learnt and sat the Grade 1 exam in an instrument they had never played before. This 'Grade-1-athon' raised much-needed funds for Asylum Welcome. Many thanks to them all!



Asylum Welcome, Unit 7, Newtec Place,  
Magdalen Road, Oxford, OX4 1RE

Tel: 01865 722082 • Fax: 01865 792582

Email: [office@asylum-welcome.org](mailto:office@asylum-welcome.org)

**[www.asylum-welcome.org](http://www.asylum-welcome.org)**

@AsylumWelcome

Front cover: illustration by Shirin Adl (local artist and AW supporter)

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Asylum Welcome is a registered charity, number 1092265, and company, number 4361627.

*Our website has short films showcasing our work: please watch!*