



Asylum  
Welcome

**Annual  
Review**  
2017/18

# Who's who

## Volunteers

At the end of March 2018 Asylum Welcome had 180 extraordinary volunteers, all active every week. A strong mix of long-standing, experienced volunteers and fresh faces, with many refugees volunteering. Volunteers are well trained and well supported, with an increasing role in decision-making.

## Distinguished Patrons

Professor Uwe Kitzinger CBE

Right Reverend Dr Steven Croft, Bishop of Oxford

## Trustees

Asylum Welcome's trustees bring experience and expertise from diverse fields:

Marcus Thompson MBE (Chair)

Peter Kilgariff (Company Secretary)

Martin Wilkinson (Treasurer)

Dr. Melanie Griffiths

Dr. Tina Leonard

Tony Samuel

Tony Tomblin

Professor Roger Zetter

Trustees who retired during the year:

Very Revd. Bob Wilkes

*'I really appreciated their help from the first day I arrived. I was really scared and worried – Asylum Welcome helped me feel supported, safe, and more confident.'*

## Staff

Demands on the charity meant the dedicated staff team continued to work long hours throughout the year. In 2017-18 we gradually restructured our staff team and created some new posts.

Kate Smart (*Director*)

Frank Syrratt (*Finance and Contracts Manager*)

Emma Beacham (*Fundraising Co-ordinator*)

Almas 'Navid' Farzi (*Frontline Services Manager*)

Ildephonse Rugema (*Advice and Integration Officer*)

Clara Della Croce  
(*Detainee Support Service Co-ordinator*)

Helena Cullen (*Youth Service Co-ordinator*)

Caritas Umulisa (*Youth Activities Officer*)

John Fenning (*Syrian Resettlement Co-ordinator*)

Rachel Wiggins  
(*Education, Employment & Learning Co-ordinator*)

Luci Ashbourne (*Volunteer Co-ordinator*)

Hafiz Ladell (*Office Manager*)

Gemma Humphrey (*Temporary Fundraising Assistant*)

Camille Baziadoly  
(*Fundraising and Development Manager*  
– on maternity leave for the year)

## Key statistics

We provided substantial help to

**510**

detainees and visited a further 260 once only

Just over

**9000**

visits or actions taken to support detainees

Over

**600**

people (not counting their families) called at our Welcome centre for help

**3245**

advice sessions (rising from 2065 last year)

**2761**

English lessons were provided to individuals – either singly or in a class

Over

**20,000**

actions were taken to support asylum seekers, refugees and detainees (for example advice sessions, food parcels, youth club sessions)



## Always a hospitable environment

**In 2017-18 Asylum Welcome continued to be a very busy charity. It is a warm, cheerful and respectful place, whose work is valued by our clients and makes a positive difference.**

This year's review shows how we have sustained and improved our range of practical services. While celebrating the efforts and capabilities of our extraordinary volunteers and staff and the courage of the asylum seekers, refugees and detainees that we help, this year's review is perhaps less upbeat than before. We work in the field of human suffering and see people whose situations are truly awful. In 2017-18 we saw the hostility of government policies and political debate begin to bite, requiring intensive, exhausting work responding to urgent needs in complex circumstances. The total number of people that we reached in 2017-18 was slightly down on 2016-17 after three years of steady increases (in part because our work with Syrians in Witney ended and our girls' group did not run – the latter restarts in 2018-19). However, the number of people calling at our Welcome Centre for help has more than doubled over the past year.

The intensity of our work with detainees, and with those seeking advice services (time spent with or on behalf of each individual) has significantly increased. As the external environment becomes more hostile, demand has concentrated on expert advice and intervention to safeguard individuals' welfare and basic human rights.

Asylum Welcome's combination of expert advice, compassion, welcome, practical help and commitment to the rights and aspirations of refugees is a counter-balancing hospitable environment. But we are an organisation under pressure – from workload, from over-crowded facilities and from the short-term nature of funding. Our supporters are needed more than ever in the year ahead.



*Kate*

**Kate Smart**  
Director

*Marcus*

**Marcus Thompson MBE**  
Chair of Trustees



# Feedback

This year, we took steps to improve how we monitor the needs that people present to us and the impact of our work, so that we can refine our responses. We carried out a client survey at the end of 2017-18. Here are some of the responses:

*'They are welcoming; I never feel I am from a different country.'*

*'I find everything I need here. Everyone here knows me and welcomes me.'*

*'I feel Asylum Welcome is a shelter for refugees to feel safe and secure. Emotionally and financially too.'*

*'You handle very difficult cases, but you always have the patience for them.'*

*'We worked together to improve my situation.'*

*'They stood up for me when I didn't think I had a voice.'*

*'They helped me understand the paperwork and told me about what I need to do, as it was hard for me to understand.'*

*'I used to feel that I had no one to ask for advice, but now I come to Asylum Welcome when I have any questions.'*

*'I do not know a better place in Oxford to help people like me.'*

# Visiting those in immigration detention

## Volunteer visitors

For over 20 years, Asylum Welcome volunteers have provided daily visits to detainees at Campsfield House Immigration Removal Centre to reduce isolation, offer friendship and give practical assistance. Most detainees are held for a month before being removed from the UK, released back into the community or moved to other detention centres, so visitors must quickly build rapport and assess what help can be given. Visitors are a bridge between detainees and the authorities within Campsfield. They are on hand to raise concerns and they also feed information back to detainee support volunteers based at Asylum Welcome's Welcome Centre, who provide further help. An example of the practical help given is arranging family to travel to visit detainees or arranging for their belongings to be retrieved from their former lodgings and brought to Campsfield.

## Health volunteer visitor team

In 2017-18 we continued to hear from detainees that healthcare was their main concern. We expanded our new team of specialist visitors with a health background (doctors, nurses and psychiatrists) to assess health needs of detainees. This improves recognition of those needs by the authorities so that health problems are resolved, or so that detainees are released on medical grounds. This team is the first initiative of its kind in the UK. Asylum Welcome's team is receiving training and professional support from national experts – Dr Frank Arnold and Dr Mary Anderson from Medact and David Rhys Jones from Forrest Medico-Legal Services.

**47%**

of new people we saw had one or more of the following: a claim for asylum, a claim of torture, a mental or physical health concern.

The number of new people reporting being a victim of torture is increasing.



# Welcome, welcome, welcome!

Our Welcome Centre in East Oxford is a welcoming space for asylum seekers and refugees to seek help and spend time. It enables access to food, toiletries, bicycles and other everyday essentials and is also a hub that hosts other refugee organisations. On nearby sites we host a weekly shared lunch, run a youth club for unaccompanied teenagers and – new in 2017-18 – cultivate an allotment.



## Welcome Centre

The Welcome Centre is so busy it is now stretched to capacity and there is great pressure on space. We increased the number of volunteers and length of volunteering shifts, so that our offices can be open for full days Monday-Friday. We added extra telephone lines and squeezed in more desks and computers. In evenings and at weekends the Welcome Centre is used for volunteer training sessions, or it is used by refugee community groups for meetings and social events.

We have seen a clear increase in the number of long-term homeless clients and as a result the amount of time spent in our Welcome Centre has increased. As well as those who come and go for appointments, we have had some staying in the centre all day to keep warm and fed. It was tragic to see people leaving each evening to sleep rough during the harsh Winter.

## Food and toiletries



Due to rising levels of destitution it has become increasingly important to ensure that there is ready-to-eat food available at all times in our offices, such as bread, fruit, breakfast cereals, soup and salads.

Demand for bags of free food and toiletries to relieve destitution is high. It's a challenge to manage fluctuations in supply: we benefit at Harvest and Christmas but at other times our cupboards run short and we have to tighten restrictions on who is entitled to take food. Pasta and tinned soup donations exceed demand but expensive items like sugar, coffee, oil are always running short: we produced new publicity posters on what donations are most useful (see back cover). The Oxford Food Bank helps a lot with fresh donations.

We have continued to purchase stocks of large-size children's nappies as many families rely on us to provide this expensive item for traumatised children who wet the bed.

The weekly hot lunch service, for which we are glad to use the kitchen of Magdalen Road Church, is much appreciated. This year a more diverse team of volunteer cooks has increased the variety of dishes on offer.

## Allotment

In late 2017 a donor offered to fund an allotment so we could revive the gardening project that lapsed in 2015. With half a dozen budding gardeners, it has already begun to provide vegetables for their families and for the Asylum Welcome food cupboard.

## Hardship payments

There is a high demand for small cash payments to alleviate suffering or to comply with Home Office travel requirements to attend appointments in London or Liverpool.

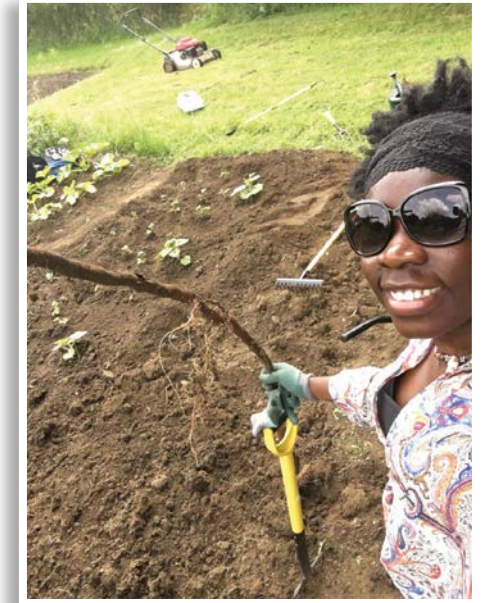
£29,000 was given out in direct payments to assist with travel and alleviate hardship. Approximately one third of this can be reclaimed from the Red Cross.

We also fund bus passes to attend college courses for those who cannot afford bus fares, and to encourage women with children under the age of 3 to attend college so that they do not need to take money from their family income.

During 2017-18 we witnessed increased demand for hardship payments from people who were destitute and an increase in the length of time that such support was needed. This strained our resources, leading to difficult decisions about who we could afford to support.

## Bicycles

Our recycled bicycle scheme, started a few years ago, is now firmly established and hugely popular, giving potential for travel and independence. There is always a waiting list of would-be cyclists and thanks to the generosity of local donations the turnover of bicycles is growing – with 58 bikes gifted in 2017-18.



*Digging the new allotment*



*Free-wheeling thanks to recycled bikes*





*After her marathon Helena started a running group*



*Oxford Syrians are one of several football teams that we support*



*Showing Syrian families around our city*

## Youth club

Every newly arrived unaccompanied child in Oxford and the surrounding area has attended our bespoke weekly youth club. In addition to the usual food, music, computers and games, this year we began to organise a different additional activity every week. This has been co-designed with the young people who contributed their suggestions to the programme, including: making flat breads and humous, a pumpkin carving competition for Halloween, volunteers sharing piano and drumming skills, and an art workshop.

## Outdoor youth activities

During half-term, Easter and Summer breaks we ran activities for young refugees including a BBQ, a day at the beach, ice skating, a walk in a country park, a visit to Oxford's natural history museum, a cinema trip, go-karting and a zip wire activity. We worked with another voluntary group to access cricket coaching sessions – these were particularly popular with young Afghans.

Seven of the young people decided to start a regular running group, supported by Asylum Welcome staff, and are very positive about how it has helped them get out and about, see different parts of the city and keep healthy. We hope this new activity can continue!

## Welcoming Syrians

For those accepted on the resettlement scheme, Asylum Welcome meets Syrian families on arrival at a UK airport, and works with local volunteers to ensure that the house provided for them is nicely furnished and equipped. Part of our work includes showing them around the city, taking them to doctors, schools and other agencies, and introducing them to Asylum Welcome's services.

# Partners and supporters

**Asylum Welcome is part of numerous professional networks of voluntary and statutory organisations and individual experts, that enhance our ability to meet the needs of asylum seekers, refugees and detainees. And we very much appreciate the generous and loyal support of the many individual donors and grant-making trusts that contribute to our achievements.**

To name a few:

- Refugee Action, Refugee Council, Red Cross and others see us as a key regional partner. We belong to the South East Strategic Migration Partnership and the local 'Stronger Together' advice partnership and we developed links with a new project created by Christian Concern for One World to support church responses to refugees in Thames Valley.
- We chair sessions of the local inter-agency group on unaccompanied children. We arranged for London-based community group Shrepsa to attend, who gave a presentation on engaging young Albanian unaccompanied asylum-seeking children.
- We refer cases to MPs, solicitors, landlords, social services, Migrant Help, DWP, Home office, Health providers, Sanctuary Housing, Crisis, Mind, Aspire, Restore and other voluntary and community organisations. In particular we work in close co-operation with the therapeutic charity Refugee Resource.
- Our Syrian Resettlement service continues to work closely and well with the local tenancy support organisation Connection Support and in 2017-18 we were consulted about setting up refugee sponsorship schemes in Oxford.
- Many community fundraising activities were organised by local supporters, for example the choir 'Voices Unlimited' held a fundraising concert in the Holywell Music Room. Also, St Helen and St Katherines School adopted us as charity of the year.
- Two staff members, John and Helena, ran marathons in aid of Asylum Welcome; and many of our current volunteers are also generous donors – a great endorsement of our work.
- Many supporters donate food, toiletries and other goods, and we receive regular donations from the Oxford Foodbank.



*Harvest festival collections enable us to provide food parcels*



*Voices Unlimited concert for Asylum Welcome*

# Protecting rights, protecting people

**Asylum Welcome provides expert and high quality advice through a number of distinct but interconnected services. These services advise and assist asylum seekers, refugees and detainees by explaining and enabling access to rights on a broad range of topics and building self-confidence so that people are more able to act for themselves. Unfortunately for many clients over the past year, including some who are young and alone, there was no resolution of their difficulties.**

Our advice services have been under relentless pressure due to increasing demand, especially an increase in cases that are complex, urgent and where the safety of an individual is at risk, and our teams work excessive hours to be available when needed. At the end of 2017-18, Asylum Welcome had achieved OISC (Office of the Immigration Services Commissioner) Level 2 registration (formerly Level 1). We have seven staff or volunteers registered at Level 1 and one staff member registered at Level 2.

## Advice for new arrivals

We provide wide-ranging advice to new arrivals: firstly by providing 'orientation' advice, on topics such as benefits and healthcare for Syrians on the resettlement scheme, and secondly by participating in the Orientation programme with newly arrived unaccompanied young people.

## Asylum Welcome's advice services

- Detainee Support Service
- Adult and Family Advice Service
- Youth Service for unaccompanied children and young people
- Education Service
- Syrian Resettlement Programme
- Employment Service (new)

## Advice for asylum applicants, including destitute people

We are an essential service for individuals who fear persecution in their own country and seek the right to remain in the UK. We help them to understand how to apply for asylum, we enable them to claim asylum support payments and accommodation, and we find appropriate lawyers. We work closely with lawyers to aid communication and to support individuals to attend appointments and make their case. There can be extended periods of uncertainty, during which many people are no longer eligible for support and become destitute. In 2017-18 we became increasingly reliant on the charity Sanctuary Hosting which provides free beds in local people's homes. We also saw cases of people with deteriorating health conditions who were struggling to access appropriate care. To help those with no prospect of remaining in the UK, we arranged training on voluntary returns through Refugee Action.

## Advice for detainees

Hundreds of detainees rely on Asylum Welcome as the only advice agency visiting Campsfield House Immigration Removal Centre. We were vital for those who wanted to challenge their detention, re-open asylum claims, or assemble medical reports and other documents. We helped to reduce fear and isolation by explaining their rights and their choices, gathering and translating documentation and working closely with legal representatives. We increased the number of Asylum Welcome volunteers qualified to complete bail applications in order to help detainees to be released. We negotiated for accommodation to be provided on release in order to reduce homelessness.

## Advice for those with 'Leave to Remain'

For those who have Leave to Remain we help them to access welfare benefits and independent accommodation, and intervene if there are accommodation-related problems. We also assist with applications for travel documents and for family reunion.

The new benefit system 'Universal Credit' is creating hardship and indebtedness particularly for young or vulnerable applicants. This is due to the long delay between application and payment, the frequent stoppages (sanctions), and because most interactions are online. We have needed to provide food and money to people who would otherwise be destitute, despite being eligible for universal credit. We also accompanied some people to the Job Centre to resolve intractable problems.

## Advice for unaccompanied young people

Asylum Welcome continues to offer specialist advice and casework for unaccompanied young asylum seekers and refugees. They arrive in Oxford at young age, navigating adolescence without parental guidance, and struggling to cope with their fears and emotions. Their immigration status is in most cases uncertain and complex, and many have very few rights. We work closely with social workers, doctors, lawyers, teachers and other professionals so that they have every chance to make their circumstances safe and secure, with their basic needs met and confidence for the future. Mental health problems seem to occur most often in our younger clients: we continued to see harrowing cases of young people alone and in acute distress, we stood by them and where possible secured professional help.

In addition to one-to-one advice, in 2017-18 we began running group sessions (accredited through Youth Achievement Awards) focusing on rights, responsibilities, wellbeing and keeping safe. We did not have the resources to run our Girls Group in 2017-18, but we have secured funds to restart this in 2018-19.

## Advice for families under strain

We saw several people experiencing family strain, including some cases of domestic violence. We supported women to take action to protect themselves. Our male staff advised refugee men on how to relieve the pressures of their situation, take care of their families, and understand the expectations of UK law and culture. We sourced and distributed multi-lingual information and short films aimed at discouraging refugee men from domestic abuse. We are funding and supporting community-led activities for families and women-only activities. We are supporting both men and women to find work.



# Employment service

**This year, we became a partner in a new one-year project – jointly funded by the European Social Fund and the Education and Skills Funding Agency – to provide employment advice to refugees.**

The project partnership included Asylum Welcome, the Ethnic Minority Business School and the Workers Education Association, and was led by employment charity Aspire. Asylum Welcome's contribution to this project has been to support those refugees who are highly skilled, for example who hold professional qualifications from their own country, or who left behind promising careers. Refugees with an interest in less skilled work were directed towards our partner Aspire who provide a range of practical employment schemes.

Our slogan is "not just any job" – Asylum Welcome is dedicated to helping people to take steps to return to the career of their choice, which can mean, for example, getting their qualifications recognised in the UK or getting some volunteer work experience with a local organisation in a relevant field.

Job searching, CV writing, and mock interview practice are just some of the activities we offer, but most important is listening to people's aspirations and working with them to find the right path towards their career goals. Key successes included finding jobs for refugees who are accountants, pharmacists and salespeople, helping an engineer to have his qualifications recognised here, and helping a doctor to gain work experience.

As the Employment Service develops, we are working hard to ensure that it is well integrated among our menu of services, particularly that there is easy movement of people between our Education, Advice, Youth and Employment Services.

We have been 'charity of the year' for Pennington's Law Firm – one outcome has been their support for our employment service – a solicitor helped to authenticate documents for one participant, and they also lent a suit for an interview for another.

At the end of the first fruitful year, the intention is for Asylum Welcome's Employment Service to develop as a stand-alone service... watch this space!

**A qualified and experienced pharmacist from Afghanistan approached our employment service wanting 'a job, any job' with little hope of using her professional qualifications.**

She had applied for hundreds of jobs, and after being rejected each time, her confidence was low.

We explained how recruitment works in the UK and supported her in creating a targeted CV. She started applying for jobs in pharmacies. Meanwhile we arranged a week's placement at a local hospital so she could see the practice of hospital pharmacy in the UK.

When she was offered an interview, we helped her prepare. At her third interview she was offered part-time work in a dispensary. She is very happy with this first job in her own field, but she knows the path ahead may have setbacks. We will continue to support her for as long as she needs.

# Education service

**Our Education Service, run by highly qualified and experienced English language teachers, continued to flourish this year.**

Our aim remains to enrol asylum seekers and refugees in mainstream classes, where that's possible. We referred 63 students to classes at several local colleges for a range of subjects, but, of course, improving English was the most popular request. In addition to finding college places for students, Asylum Welcome continued to run its own excellent one-to-one lessons at the Welcome Centre. A large proportion of students receiving such lessons are women with small children who cannot attend classes elsewhere due to lack of childcare provision. A shortage of space at the Welcome Centre – in particular the challenge of finding a quiet corner for lessons – is a growing problem.

Due to a waiting list for lessons, we offered volunteer-run English teaching in groups/classes in various venues – including some group lessons at our Welcome Centre. Asylum Welcome volunteers also ran some group English classes for Arabic-speaking mothers and babies at Rose Hill Community Centre.

We completed a very successful full year in partnership with the Ethnic Minority Business School (EMBS), whereby our volunteers contributed time and EMBS made teaching space available – so that together we could offer pre-entry level English in two classes, on five days a week. This gave access to basic level English classes that would not normally attract funding. This arrangement came to an end when funding rules were relaxed and EMBS was able to secure additional funding to employ paid teachers.

We still have a waiting list for people requesting English lessons and hope to find additional teaching space in 2018-19.



*A shortage of space at the Welcome Centre – in particular the challenge of finding a quiet corner for lessons – is a growing problem.*



# Making voices heard

**We support refugees to be confident and make their voices heard.**

- We help Campsfield detainees to communicate with the outside world by paying for mobile phone charges and by conveying messages for them.
- In 2017-18 we increased the number of bilingual volunteers working with detainees and with asylum seekers and refugees in the community.
- We actively encourage refugees to become volunteers and staff, to play a role in the design and delivery of services and represent the organisation externally.
- Navid, our Frontline Services Manager, worked with Open University academic Sara de Jong on a research project about the contributions of refugee staff in refugee organisations, and he spoke about his experiences at the London Migration Museum.
- We provide financial assistance, advice, meeting space and fundraising help to refugee communities and to refugee community leaders, to build mutual support and work towards common goals. In 2017 the East Timor community were added to this group.
- We persuaded Oxford City Council to invite representatives from refugee communities in their refugee co-ordination meetings.
- We continued to work with local artists, musicians and writers to enable refugees to express themselves creatively – hosting ‘Confluence Collective’, buying traditional instruments for ‘Syrian Sisters’, backing refugee art sessions at MOMA, and celebrating the achievement of a local Syrian child who won the national Betjeman poetry prize.
- We wrote to all Oxfordshire parliamentary candidates in the General Election setting out Asylum Welcome’s key concerns. Oxford elected two new MPs – Anneliese Dodds visited our Welcome Centre, and we met Layla Moran in her constituency.



*At the Migration Museum, Navid talks about employing refugees in refugee organisations*



*Refugee leaders inform Asylum Welcome's work*



*A new Cowley Road mural mentions us!*

- We promoted the wellbeing of Campsfield detainees by meeting regularly with managers and staff at Campsfield, including those running the internal health service. We also met with the Campsfield Independent Monitoring Board, the London-based Detainees Monitoring Group, Detention Forum and attended an All Party Parliamentary Group on Refugees meeting on Immigration Detention. We submitted evidence about access to healthcare to the second Shaw Review into the Home Office response to the Review of Welfare in Detention of Vulnerable Persons, which was published in the review report.
- We attended the Oxford City Conversation initiative that brought together all organisations supporting rough sleepers and we made a written submission to the city council’s consultation on its homelessness strategy.
- We submitted evidence to research conducted by Elder Rahmini solicitors and the Public Law Project about the impact on young people of delays in the lengthy process of pursuing asylum claims.
- We participated in the Oxford University ‘Becoming Adult’ conference about the experiences of unaccompanied children when they turn 18, drawing together years of research which included evidence from our youth service.
- We supported the Pitt Rivers Museum outreach project on refugees.
- We gave interviews to BBC South TV, Radio Oxford and Oxford Mail and have well over 5000 followers on Twitter. Asylum Welcome even got a name-check in a new Cowley Road mural.

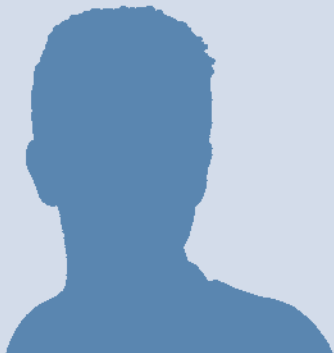




# Making a positive difference

## **A man from Yemen arrived at our Welcome Centre destitute and dirty, in a very confused state without even a change of clothes.**

He had varied health problems, he was illiterate, understood almost no English and he had no grasp of UK immigration rules. For many months Asylum Welcome gave him a warm place to stay during the day with hot, fresh food, toiletries and a place to wash. We gave him clean clothes and small cash payments and we paid intermittently for a few nights B&B accommodation as respite from his rough-sleeping. We learned that he had been in detention and while there had withdrawn his asylum application and signed up to return to Yemen, despite problems in that country. Asylum Welcome worked hard to arrange medical treatment and assessments by doctors and social workers. We asked the Home Office to postpone the return to Yemen until the results of medical and safeguarding assessments and instead if they would give him asylum support payments. Much time was spent attempting to explain to him his rights and his choices and accompanying him to appointments in Oxford and in London, made difficult by his agitated state. Eventually contact was established with relatives in Yemen and so he returned to a caring environment.



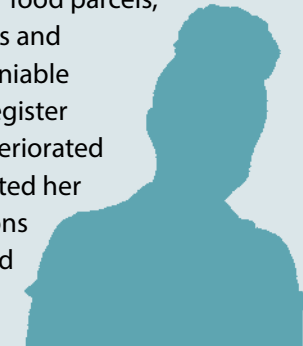
## **A 22 year old young man from Iran who had arrived as an unaccompanied child but been refused asylum came to Asylum Welcome's youth service.**

He was homeless, unwell and he thought he had no legal rights to remain in the UK. We talked about help to find somewhere to stay, and he decided to stay with a friend. He had converted to Christianity so Asylum Welcome helped him to gather evidence and arranged legal advice so he could make a fresh asylum claim. We paid for him to travel to Home Office appointments in London and Liverpool. We supported him through months of uncertainty and we also arranged for him to get medical treatment. Eventually he was granted Refugee Status. Following this, we helped him to secure accommodation and we applied for a travel document so he can visit family outside the UK. He is now working and planning to start college.



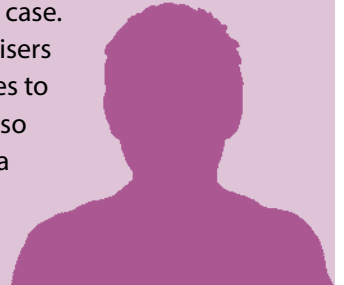
## **A woman arrived at Asylum Welcome after being released from Yarls Wood Detention Centre.**

She was traumatised and withdrawn and found it difficult to talk about her situation. We suspected that she had been forced into prostitution before being detained. We also suspected that she was living in an unsafe situation in Oxford. Asylum Welcome worked with a solicitor to help her to claim asylum and we paid for her to attend Home Office appointments in London. We helped her to make an application for asylum support payments but she was so fearful about sharing information that her application was refused as incomplete. Therefore, she was entirely dependent on Asylum Welcome for food parcels, hot meals, small hardship payments and somewhere safe, warm and companionable during the day. We helped her to register with a GP, and when her health deteriorated we took her to hospital. We supported her until she had exhausted legal options for remaining in the UK and decided to return to her country of origin.



## **A Vietnamese detainee who had been trafficked to work in cannabis factories was very afraid of traffickers in the UK and in Vietnam.**

He was a long-term detainee partly because suitable bail accommodation was not arranged for his release. The Home Office had moved him between detention centres in different cities, so he had received legal advice and assistance from different solicitors and this was complicating his situation. Despite language barriers, Asylum Welcome visited him frequently and helped him to deal with his anxieties and to communicate with the Campsfield authorities. We also advised him to decide on a single solicitor to handle his case. Asylum Welcome advisers pressed the authorities to find accommodation so that eventually, after a year in detention, he was released.



## **A Syrian woman and her 5 children arrived in Oxford on 'Family Reunion' to join her husband who had already been granted Refugee Status.**

They arrived at our Welcome Centre practically homeless, and requiring urgent help. Her husband was renting a small studio flat where they could not join him. An affordable house to rent could only be found on the outskirts of Oxford. Asylum Welcome helped the family to communicate with the landlord and to move house and organise rent, utilities and housing benefits. We helped the family register with doctors and dentists, we helped the younger children to buy school uniforms and start school and found local English lessons for the parents. We organised bank accounts, explained entitlements to benefits and helped the family to claim. The family are now doing well, with several family members having found jobs.

# Finances

## Statement of financial activities

for the year ended 31 March 2018

	Unrestricted Funds	2018 Restricted Funds	Total	2017 Total
	£	£	£	£
<b>Income</b>				
<i>Income from</i>				
Donations & Legacies	247,930	202,692	450,622	499,614
Investment Income	80	–	80	228
<b>Total Income</b>	<b>248,010</b>	<b>202,692</b>	<b>450,702</b>	<b>499,842</b>
<b>Expenditure</b>				
<i>Expenditure on</i>				
Raising funds	51,955	–	51,955	45,105
Charitable Activities	207,569	187,062	394,631	355,588
<b>Total Expenditure</b>	<b>259,524</b>	<b>187,062</b>	<b>446,586</b>	<b>400,693</b>
<b>Net income/(expenditure)</b>	<b>(11,514)</b>	<b>15,630</b>	<b>4,116</b>	<b>99,149</b>
<b>Transfers between funds</b>	<b>21,202</b>	<b>(21,202)</b>	<b>–</b>	<b>–</b>
<b>Net movement in funds</b>	<b>9,688</b>	<b>(5,572)</b>	<b>4,116</b>	<b>99,149</b>
<b>Reconciliation of funds</b>				
Total funds brought forward	191,114	23,936	215,050	115,901
<b>Total funds carried forward</b>	<b>200,802</b>	<b>18,364</b>	<b>219,166</b>	<b>215,050</b>

## Balance sheet

at 31 March 2018

	2018	2017
	£	£
<b>Fixed Assets</b>		
Office Equipment, Furniture & Fittings	3,303	–
<b>Current Assets</b>		
Debtors	53,969	24,187
Cash on Deposit	164,329	186,401
Cash at bank	12,305	12,484
	230,603	223,072
<b>Current Liabilities</b>		
Creditors: Falling due within one year	14,740	8,022
	(14,740)	(8,022)
<b>Net Current Assets</b>	<b>215,863</b>	<b>215,050</b>
<b>Total Assets</b>	<b>219,166</b>	<b>215,050</b>
Represented by:		
<b>Unrestricted Income Funds</b>	<b>200,802</b>	<b>191,114</b>
<b>Restricted Income Funds</b>	<b>18,364</b>	<b>23,936</b>
	<b>219,166</b>	<b>215,050</b>

# Thank you

### We are thankful for grants from the following:

- A B Charitable Trust

ARM Trust

Beatrice Laing Trust

Esmee Fairbairn

Figgess Trust

Hampshire & IoW Community Foundation

Henry Smith Charity

J Paul Getty Jnr Charitable Trust

John Ackroyd Charitable Trust

Leigh Trust

Mactaggart Third Fund

Odin Charitable Trust

Oxford Diocese

Oxford Community Foundation

St Michaels & All Saints Charity

Sebba Trust

Swan Mountain Trust

The Northwick Charitable Trust

The Tolkien Trust

29th May 1961 Trust

Oxford City Council
- European Social Fund

The Education and Skills Funding Agency

West Oxfordshire District Council – Syrian Resettlement

Convent of the Assumption

Didcot All Saints Church

Holy Trinity Church Headington Quarry PCC

Oxfordshire Quakers

Sisters of the Holy Child Jesus

Lincoln College

New College

St Clares College

St Helens & St Katherines

Oxford Hazard Management

Key 2 Futures

Oxford Advice Agencies Stronger Together

Red Cross Destitution Fund

and several others who wish to remain anonymous





# I'd like to support Asylum Welcome

I would like to donate: £

## MY DETAILS

Name:

Address:

Postcode:

Email:

Telephone:

Date:

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

## 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:

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.

*giftaid it*

*Thank you!*

## Please return this form to:

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



THANK YOU FOR SUPPORTING OUR FOOD BANK

## ITEMS NEEDED NOW



1LT COOKING OIL



1HT MILK



1KG SUGAR



TOILETRIES



NAPPIES



1KG FLOUR



WASHING POWDER



TINNED FISH  
IN OIL

## ITEMS NOT NEEDED NOW



PASTA OR RICE



TINNED SOUP • BEANS • TOMATOES • FRUIT • VEG



Updated August 2018



**Asylum  
Welcome**

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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

Photos by Asylum Welcome staff and volunteers.

Design: [www.goodthinkingcommunications.net](http://www.goodthinkingcommunications.net)

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