

Barnet Refugee Service



ANNUAL REPORT 2012/13



Our major funders for 2012/13

- NHS Barnet & Barnet Council
- The City Bridge Trust
- London Councils
- The Milly Apthorp Charitable Trust
- The Hilden Charitable Fund
- Awards For All
- The John Lyon's Charity
- Help a Capital Child
- Barnet Positive Activities
- The Odin Charitable Trust
- Beatrice Lang Charitable Trust
- Health & Social Care Volunteering Fund

Barnet Refugee Service 020 8905 9002

Monday – Friday 9am – 5pm

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Website: www.b-r-s.org.uk
Co Ltd by Guarantee: 5243595

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Foreword from the Chairman



It is now two years since I took over as chairman of BRS and the economic situation has still not eased. Unfortunately, strong anti-immigration feelings in the UK continue to grow and the population at large do not distinguish between asylum seekers fleeing persecution and those migrants coming for economic reasons. The refugees we deal with have come to the UK to escape oppression and torture in their country of origin. They are not here as economic migrants. The UK has a proud record of welcoming refugees from around the

world and these former immigrant groups, now assimilated, have contributed greatly to the economic wellbeing of the country as a whole.

In my foreword to last year's annual report, I described how a BRS client might arrive in the UK. Bedraggled, poor, disorientated with no money left after paying a smuggler what is a fortune for them. They would come to Barnet as they have a connection through relatives or friends in this community. BRS attempts to help these traumatised people who are claiming asylum, to recover from the horrendous events which have impelled them to leave their homeland to come to the UK in search of freedom, and to help them settle in their new surroundings.

As an asylum seeker, they have no rights to work or to receive any help from the state including help with the English language. BRS is involved in helping people from the asylum seeking stage via obtaining recognised refugee status to a full integration in the community.

A good example of the wide ranging nature of our work is the case of Mr K who came to the UK in 2012, and has now granted asylum. He now lives in Barnet

with his wife and two children.

He suffers from Post Traumatic Stress Disorder because of torture and detention in his home country where he spent over 10 years in prison for participating in political activities. This has had devastating impact on him and the rest of the family. He has been referred with his wife to Freedom from Torture for family therapy to deal with their mental health issues.

Mr K and his wife are professionals and are keen to pursue their careers in the UK. We have referred them to Barnet College to improve their English, while we focus on getting them back into employment. They attend our BRS Job club where we help them with their CVs, job searches and to improve their computer skills.

"The UK has a proud record of welcoming refugees from around the world and these former immigrant groups, now assimilated, have contributed greatly to the economic wellbeing of the country as a whole."

During This year BRS has continued to provide its full range of services despite the very difficult economic situation. All charities are reporting a reduction in the grants and donations made in these difficult economic times and we in BRS are no exception to this. Funds to continue the level of service that we believe are necessary to bring refugees into the wider community are very proving difficult to come by. The service as a whole continues to rely on the generosity of our funders, who we thank for their support.

We are also indebted to the volunteers, many of whom are ex- refugees, both for helping in activities and acting as Trustees for their hard-work and dedication. Without their efforts we would not have been able to offer a full range of services to our clients.

Last, but no means least, I must pay tribute to our Director, Nazee Akbari and our employees, Under Nazee's guidance they continue to work selflessly for refugees in Barnet.

Simeon Galpert
Chair

Message from the Director



It gives me great pleasure to present you with our Annual Report for 2012/13. As you go through the pages you will find a collection of the exemplary work that has been accomplished during the year and I am sure you will conclude, as I have, that this has been a particularly difficult, busy and productive year for us. I am proud to say that despite all difficulties BRS managed to provide quality services that reflect the needs of the community we serve and our objectives continued to be to supporting refugees and asylum seekers encouraging better wellbeing and integration.

The recent years have been a period of rapid and far-reaching change, both within the refugee sector and the financial climate, hence affecting the system within which we must work. At the same time as we faced up to these operational challenges, BRS continued to respond to emerging issues among our clients, especially among the most vulnerable, where need is greatest. We were particularly concerned about the new Home Office regulations that have been in force since July meaning that millions of people earning less than £18,600 are unable to get visas for partners from non-EU countries. Even for couples who are able to meet the financial hurdle, the minimum probationary period for settlement for non-EEA spouses and partners has increased from two years to five. There are no doubt these Immigration Rule changes introduced by the UK Border Agency (UKBA) is dividing families and hitting British people as well as settled refugees who are entitled to "rights to respect for private and family life". (Article 8)

The external environment we faced throughout 2012/13 was anything but favorable, considering our 'unpopular charitable cause' as well as the unsettled financial climate for all third sector organizations, yet through most of the year, we recorded significant achievements. We particularly focused health and wellbeing established new partnerships and developed our youth activities with emphasis on those with mental health problems.

BRS's effectiveness is a tribute to its very highly skilled and committed staff, as well as a large number of volunteers who are invaluable in the support they provide to the organisation and its clients. I am proud of the tremendous care and commitment they all provide and wish to acknowledge them all for that dedication.

On behalf of the team and all our clients, I would like to express sincere thanks to all our funders who have enabled us to provide the services we set ourselves to do, I specifically would like to express my gratitude to supporters and friends of BRS who give donations and their time to help us in our venture. Without their ongoing support we would not be where we are now. I particularly would like to express my gratitude to those who have asked their friends and family to donate to BRS for birthdays or other occasions.

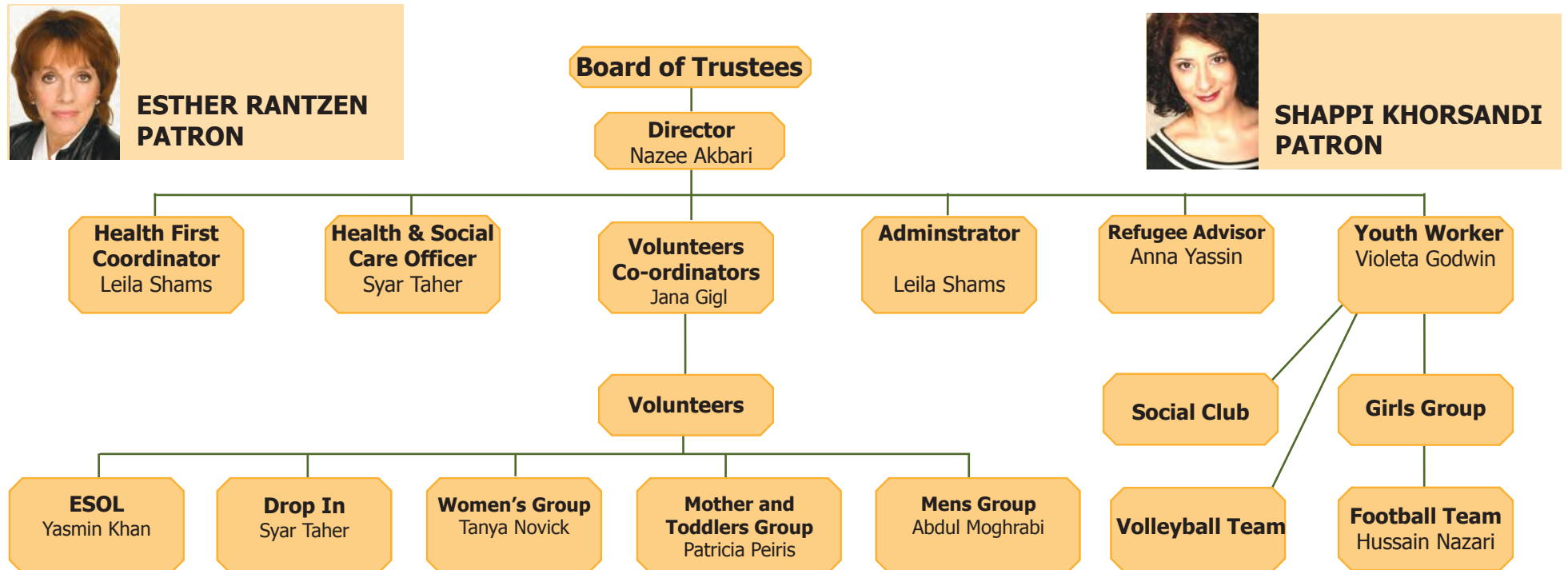
My special gratitude goes to our chairman, Simeon Galpert and our Treasurer, Ponusamy Karunaharan, for their ongoing support. And last, but not least, I would like to express my appreciation to the Board of Trustees for their continued practical, intellectual and emotional support, upon which the BRS's well-being depends.

Nazee Akbari
Director

Organisational Chart

Trustees Serving in 2012/13 were:

- Simeon Galpert (Chair)
- Ponusamy Karunaharan (Treasurer)
- David Levey (Secretary)
- Peter Salomon
- Tanya Novick
- Roger Selby
- Shubhi Raymond
- Zoe Aslanpour
- Hussain Nazari



Our Staff



Nazee Akbari
Director



Anna Yassin
Refugee Advisor, General advice including Welfare Benefits, Housing, Education.



Tanya Novick
Volunteer Women's Group Coordinator



Hussain Nazari
Volunteer Football Coordinator



Syar Taher
Refugee Adviser (Health, Housing and Welfare Benefits) Specialist in Section 4 and NASS support.



Violeta Godwin
Refugee Youth Worker



Yasmin Khan
Volunteer ESOL Coordinator (Joined as the coordinator Jan 2012)



Abdul Moghrabi
Men's Group's Coordinator



Jana Giger
Volunteering Development Coordinator



Leila Shams
Administrator & Health First Volunteer Coordinator



Patricia Peiris
Mums & Tots Group Coordinator (replacing Anne-Marcelle Tsomo)



Josephine Durosimi-Etti
Volunteer Finance Worker

Refugee Week - Celebrating Sanctuary

Finding itself in its 13th year, Celebrating Sanctuary London (CSL) kick started Refugee Week 2012 with a return of its' free festival at London's South Bank and BRS along side so many different refugee organisations took part in this beautiful event.

Led by Refugee Council, Celebrating Sanctuary is a landmark event that plays a crucial role in promoting Refugee Week to people in London and the whole of the UK. Because of the sheer size, variety and vibrancy of the event, the breadth of refugee cultures, communities and art forms that it promotes and its location in the heart of the UK's capital city. It helps to counter negative opinions about refugees and educate the general public about the contribution that refugee communities make to life in the UK.



Director's Report

Annual Report for the year 2012/13

This document accompanies the Annual Accounts, copies of which are available on request.

Introduction

Barnet Refugee Service is situated at:

Hyde House

The Hyde

London NW9 6LH

Telephone 020 8905 9002

Fax 020 8905 9003

Email advice@b-r-s.org.uk

Website www.b-r-s.org.uk

Registered Charity 1107965

Company Ltd by Guarantee 5243595

Incorporated as company September 2004

Our Memorandum and Articles of Association are available for inspection at our office.

Financial Statement

A summary of our audited accounts for the year ending 31st March 2013 can be found on page 24.

The Board of Trustees are satisfied with the performance of the charity during the year and the position at 31st March 2013 and consider that the charity is in a position to continue its activities during the coming year, and that the charity's assets are adequate to fulfil its obligations.

It is the policy of the trustees that reserves to cover three months operating costs plus potential redundancy liabilities be built as soon as is practically possible. The minimum reserves will be two months operating costs.

Current Funding

Funds from the following funders were received during the year and have been utilised towards achieving our aims:

- NHS Barnet & Barnet Council to cover the salary of the Refugee Specialist Health Adviser and half of the Director's posts plus a proportion of the running costs
- The City Bridge Trust, towards the costs of our Volunteering Development Program
- London Councils, through BAN partnership led by AdviceUK which covers the salary of a part time refugee advisor
- The Milly Apthorp Charitable Trust, towards the costs of the Refugee Youth Support Project
- The Hilden Charitable Fund, towards the costs of our Women's Group Jasmine
- Awards For All, towards the costs of our new football team BRStarz
- The John Lyon's Charity, towards Youth Activities
- Help a Capital Child, towards the costs of our Girls' Group
- Barnet Positive Activities, towards the costs Youth Activities
- The Odin Charitable Trust towards the costs of our ESOL classes
- The Beatrice Lang Charitable Trust towards the costs of our ESOL classes
- Health & Social Care Volunteering Fund, towards our Health First Project

Our History

Barnet Refugee Service is a charitable organisation formed by the merging of two projects established in 1997; the Refugee Health Access Project and Homeless Action in Barnet - Asylum Seekers Project. Barnet Refugee Service has been an independent charity since April 2005.

Our Ethos

BRS, an independent charity since April 2005, works in partnership with individuals and agencies to improve the quality of life and promote the physical, social and mental well-being of asylum seekers and refugees who live work or study in or near the London Borough of Barnet and neighboring boroughs. At the core of service delivery is its belief in the positive contribution refugees and asylum seekers can make within a culturally and ethnically diverse society. BRS is committed to involving asylum seekers and refugees in the planning, decision making and activities of the charity, believing this is the best way to achieve its aims.

Statement of values

Barnet Refugee Service believes that everyone is born equal and that asylum is a fundamental human right. We recognise that many people in our society experience discrimination or lack of opportunity for reasons which are not fair. These include: race, religion, creed, colour, national and ethnic origin, immigration status, political beliefs, gender, sexual orientation, age, disability (including mental illness), HIV status, marital status, responsibility for dependants, appearance, geographical area, social class, income level or criminal record.

Director's Report

Barnet Refugee Service will challenge discrimination and lack of opportunity in its own policy and practice and will help other organisations and individuals to do the same.

Barnet Refugee Service aims to create a culture that respects and values each others' differences and sees these differences as an asset to our work as they improve our ability to meet the needs of the organisations and people we serve.

Our Vision:

Through its work BRS envisages:

1. A future where Refugees and Asylum seekers recognize themselves and are recognized by others as human beings of equal status in society.
2. A greater understanding and positive image in the wider community of the contribution made by refugees and asylum seekers and the issues which they have to deal with.
3. Quicker and greater integration of refugees and asylum seekers through access to improved services particularly in health, housing, education and employment.
4. Greater understanding among refugees and asylum seekers of their rights and responsibilities.
5. A well established and accessible Barnet Refugee Service, working impartially in partnership with other relevant organisations to identify and meet the changing needs of refugees and asylum seekers.
6. Enabling a fuller contribution of refugees to civic life through the promotion of social cohesion.
7. Local policies and services which reflect the needs

- of diverse asylum seeker and refugee communities.
8. A more powerful voice for refugees and asylum seekers in Barnet and neighbouring boroughs.

Our Objectives

1. To provide information, advice and support services to asylum seekers and refugees
2. To help promote equality of access to health care, social care, housing, legal representation, education and training for asylum seekers and refugees.
3. To provide and enhance educational and employment opportunities available for asylum seekers and refugees.
4. To increase awareness of the needs, rights and entitlements of asylum seekers and refugees in relation to health, social care, housing, training, education and employment.
5. To act as an information resource for statutory agencies, voluntary organisations and the wider community.
6. To ensure that service providers deliver culturally sensitive and appropriate services to asylum seekers and refugees.
7. To assist destitute and/or homeless refugees and asylum seekers to access emergency food and support.
8. To help refugees and asylum seekers overcome isolation and regain their confidence and self-esteem through social activities and structured projects thus enabling them to integrate into society.

9. To significantly influence local and national strategies and policies with regard to refugees and asylum seekers.
10. To provide volunteering opportunities for refugees and asylum seekers (including young people) to develop their skills and help them to access higher education and employment.
11. To provide emotional and social activities to young refugees and asylum seekers to develop their confidence and skills.

Fundraising Strategy

The Board of Trustees has established a Funding and Finance Strategy Committee, which develops and monitors the progress of BRS' fundraising strategy. It is the aim of BRS to meet its funding needs through several funding bodies.

Our community fundraising committee works hard to maintain the funding stream through donations from members, local businesses and organizations and the general public.

Our Fundraising in 2013/14 will focus on securing funds for the continuation of our Refugee Youth Worker's post and develop our youth activities further focusing on projects supporting emotional wellbeing of young refugees. We will take part in partnership bids to expand our services.

Director's Report

Donations

We received over £5958 cash donations from many individuals, organisations and faith groups. Thanks to the generosity of the public and the hard work of our dedicated volunteers we raised over £4500 through LLST Sponsored Walk.

We cannot name the countless individuals and organisations who have given their generous support in so many ways. Without their goodwill we would be unable to provide our vital emergency support. We would particularly like to thank North Western Reform Synagogue for their appeal for both money and gifts in kind as well, all schools and faith groups. During the year food was donated from numerous churches, temples and synagogues and schools for Harvest Collections. Although we had closed our Emergency Support Drop-In, we managed to give out food parcels to destitute asylum seekers from our office. It was not practical to value these vital donations but we believe the retail value to be in excess of £3000.

We particularly would like to thank Pret A Manger and Lola's Cupcakes, both Brent Cross Branches, for their weekly food donations to our Men's Group.

During the year, second hand clothes and baby equipment were provided by many donors with a probable value in excess of £2,000. For our End of Year Party we were donated many gifts from various sources and for the fifth year running we received a massive donation of brand new stationery as gifts for children from the Fila-Dixon Group.

London Legal Support Sponsored Walk

This renowned 10km sponsored walk around some of London's legal landmarks took place on the 21st of May 2012, organised by London Legal Support Trust with 415 teams and over 6,000 walkers.

On 21st May 2012 the sun shone for the first time after weeks of cold and wet weather. The evening turned out to be perfect for the BRS team and the 6,000 others on the Legal Support Trust 10K Charity Walk. The route was new and took in a lot of the river side path north and south between Tate Modern and Waterloo Bridge. An opportunity to enjoy another wonderful aspect of the city.

Thanks to our dedicated 14 walkers who raised over £4500 in sponsorship, a really remarkable achievement in the midst of a recession. This is a brilliant achievement during a time when all talk was of spending cuts, higher taxes and general gloom. The fund raised by our walkers went directly to BRS and made a significant contribution to our vital advice service for our clients who have fled persecution and seek asylum and a chance to rebuild their shattered lives.

Our special thanks go to the walkers and most importantly all the sponsors who generously sponsored our walkers to raise fund for this important cause.



Director's Report

Advice

We provide advice, information and support to refugees and asylum seekers on a variety of issues, promoting equal access to services, particularly health. We have seen 756 clients which includes 193 new clients and handled over 4654 enquiries including 1580 cases during the last year. (Please see charts on page 13).

We maintained strong links with other advice providers with whom we cross refer. We continued offering services to our clients through an Immigration Advice Surgery, and a Housing Surgery at our base at Hyde House. We also work in partnership with Barnet Multicultural Centre where we get our partner solicitors to see the clients at. The services is provided by Barnet Law Service and Duncan Lewis Solicitors.

Outreach advice clinics

Our team of advice workers offered outreach clinics in 4 locations across the boroughs of Barnet.

- Advice and Information Centre, Edgware Community Hospital on Tuesday afternoons
- Barnet College, Graham Park Campus Fridays
- Edgware Community Hospital, Refugee Clinic on Friday afternoons
- Barnfield Children Centre – Burnt Oak



Health work

Much of our work is directly health focused such as the advice work where we saw clients with over 1000 health related enquiries. During the 2012/13 our health focused activities included:

- Health Access and Health Promotion workshops for our clients
- Policy work with PCT: actively involved with PCT's policy and strategy planning with regards to refugees and asylum seekers, policy work round using interpreters
- Development on our mental health support project supporting young refugees
- Mothers & Toddlers Group to promote Healthy Life Style by health promotion workshops
- Production of an illustrated handbook for Maternity Dept by our ESOL teachers for mothers with limited or no English
- Running ESOL classes with emphasis on vocabulary for visiting the doctor and health related subject
- Health promotion workshops for young refugees through our youth activities
- Being a Chair of Multilingual Wellbeing Service, in partnership with 3 other organisations and NHS Barnet focusing on better wellbeing of ethnic minorities in Barnet.
- 4 outreach surgeries across the borough with 2 based at Edgware Hospital.
- Fully participated in Barnet Mental Health Partnership Board meeting and other similar network meetings i.e. Mental Health Network

meeting, or Multicultural Network meeting

- Policy work with NHS: Acting as an external auditor of the NHS North Central London Equality Impact Analysis (EQIA) Audit group. Focusing on our client group our views and opinions will help NHS North Central London deliver equitable commissioning and help to meet our public sector equality duties.
- Organised a focus group for NHS Barnet to consult with our clients to understand why individuals choose to receive their treatment in a variety of settings.
- Close partnership work with researches i.e. Hertfordshire University or IARS a group carrying out academic research for social change. Led by refugee women for refugee women to research how they access health and legal services. One of the outcomes of this program will be providing training for GPs on how to work with refugee women.

By working in partnership with Refugee Women Association we attracted 2.5 years funding from Health and Social Care Volunteering Fund for a new project that aims to provide 24 walking therapy sessions and 15 workshops on food and nutrition for our clients.

Series of therapeutic weekly activities to refugee women with mental health problems, victims of DV, torture and rape. In partnership with artsdepot through our Women's Group, Jamine. i.e. music therapy, art & craft, poetry, dance etc

Training 4 volunteers to be trained as smoking cessation advisors. The same volunteers provided one to one support to our clients or organised stop smoking workshops. Each client who has been visiting our office was given a leaflet about stop smoking services.

Director's Report

In addition to the above BRS has been actively involved with NHS Barnet's different activities to promote a better health within the community i.e. Flu jab etc.

We are a resource to be drawn upon by health professionals to support them through partnership work. We work together with Barnet PCT through participating in working groups and networks such as the PPI Diversity Workgroup and the Mental Health Network. Through our involvement we aim to assist in looking at how services can be improved.

We were closely involved in policy work around provision of counselling and psychotherapy services for refugees and asylum seekers including young refugees.

We have been liaising and worked with service providers, in particular health professionals, statutory and voluntary sector staff to raise awareness about the physical and mental health needs of asylum seekers and refugees. In the past we used to provide training for service providers on refugee health issues but this year, due to cuts and shortage of staff we did not feel the demand was there. Instead we redesigned our training program and instead attending different network meetings and used the opportunity to talk about our clients and their needs. We provided 3 refugee awareness talks to our local schools in their assemblies, attended leaving care team meetings and had one to one meetings with those who were willing to know more about refugee issues.

Health Access Workshops

We are performing an essential link between NHS Barnet and refugees and asylum seekers in Barnet through our workshops and user group and as a patient representative, helping to increase understanding and raise awareness amongst health professionals of refugees' needs and issues and amongst refugees of their rights to health and their responsibilities in using the services. BRS gave 8 health talks to refugees and asylum seekers during the past year. These included talks to classes of ESOL students at Barnet College different sites (over 150 students in total), other refugee organisations and our own projects.

The aim of these health talks is to ensure our client group is using health services adequately and appropriately. It covers the common services available, how to access them, what to do in an emergency or at the weekend or evening.

At these talks it was stressed how this information should be passed around to all friends and family and a resource pack including information on local services was distributed.

"When I came here I was very confused with the health system. I found the workshops very useful. I know where to go now when I need help!"

Health Promotion workshops

During the past year we delivered 12 health promotion workshops which included Mental Wellbeing, Assertiveness, Parenting Teenagers, Women's & Children's Health, Children's Development, First Aid, Healthy Eating, Keeping your Teeth Healthy, How to cope with anxiety (2), Mindfulness, How to overcome depression, Breast Awareness, Importance of Vaccination and Smoking Cessation. We also provided health focused workshops for our young people at our social club. Topics covered include: Domestic Violence amongst young people, Gang Violence and Knife Crime, CEPO/ Safer use of internet, Sexual Health, Smoking Cessation, Drug and Alcohol YPDAS (Tavistock), Healthy Eating and cooking sessions, Personal Hygiene, Pampering and Self-defence - Martial Arts.



Health First Volunteering Project

Following a survey we carried out with service users in conjunction with NHS Barnet's community engagement program in 2010-11, it confirmed a huge gap on general health awareness of our client group. In response to this identified gap we managed to attract funding from Health and Social Care Volunteering Fund to set up the Health First Volunteering Project. This is a 3 year program in partnership with Refugee Women's Association. Led by volunteers, this program will deliver a series of Healthy Food and Nutrition workshops as well as Walking Therapy to support good physical and mental health of our clients over the life of the project.

Director's Report

Case Study 1

Josephine Durosinmi-Etti Volunteer Finance Worker

I first got to hear about BRS through Daniel, a young volunteer of BRS who was in charge of finances. He was about to leave the UK when he asked me if I was interested in taking over from him. I went for the interview and was offered the volunteer job. I have gotten to learn so much about charity accounting and a lot more practice with the accounting software package. I work very close with the treasurer and have gained more finance knowledge since I started.



I am so glad to have been given the opportunity to work as volunteer finance officer with BRS. Before this time I have never heard of this organisation but, working for BRS is so rewarding in so many ways, like it has given me a unique sight of different cultures. Working at BRS I have met amazing and good hearted people all so very committed to helping people in the community. This has been very refreshing. One can feel the enthusiasm and appreciation working for BRS.

Working as a volunteer has greatly improved my skills not just for finance but in my presentation, communication, time management and customer focus. It is now over a year since I started working for BRS and I think this is the best decision I have made with no regrets.

Case study 2

Rosemary Biseo Volunteer ESOL Teacher

Like some of my colleagues who teach voluntarily for BRS, I too had come to the end of my regular job working on a government funded programme teaching ESOL in the workplace.

Whilst working in companies many of our students were in fact refugees, or asylum seekers, I was therefore familiar with this type of learner.



I searched on the internet for voluntary organisations & found BRS. On contacting them I was told that there was a vacancy to teach class 3, so this is how I started in October 2010.

I think this service is invaluable to help these learners integrate fully into our society especially in certain fields – health & social care being perhaps the most important to them in their daily lives. One of our students now works voluntarily (once a week) at a Barnado's shop in Golders Green which we helped him to find.

Furthermore, as our classes are open ended we form strong relationships with our students who stay with us for a long time. Some of course progress to College where they can benefit further, taking exams if they wish.

It is a great pleasure working with all the staff involved in this service, clearly everyone is totally committed to doing their best for our students. I look forward to continuing working for BRS.

Case Study 3

Helen Stone Volunteer ESOL Teacher

After retiring from my job as Head of English in a Pupil Referral Unit in Brent two years ago, I decided I wanted to continue teaching, but maybe in a different field. Thirty years ago I had taught ESOL whilst living in Birmingham. Classes took place on the lower deck of a converted bus – the upper deck was a children's crèche! Although my ESOL skills were a little rusty I felt I could brush them up. I was particularly interested in working with refugees, as my own mother came to England as a Jewish refugee from Germany in 1939.



My friend Tanya Novick, who runs the Women's Group at BRS, told me about the organisation and put me in touch with Jana. I was introduced to the other volunteer teachers and was immediately impressed by their commitment and dedication to the service, as well as their combined experience and professionalism.

I started teaching class 2 in October 2012 and am just coming up to the end of my first academic year. It has been both rewarding and broadening to meet a range of women and men from various countries, all of whom have a common goal: to improve their English language skills so that they can live a more fulfilling life in this country. Some have to overcome the hurdle of lacking literacy in their own language and this makes their task doubly difficult. As a result of cuts at Barnet College our numbers have increased and we now have a waiting list for places.

I have really enjoyed taking on this new challenge and have tried to make the learning of English not just an academic exercise but also an activity that involves the exchange of ideas, some singing and not a little laughter.

Director's Report



BAN (BME Advice Net)

BRS is a member of this successful BME Advice Network. Led by AdviceUK and funded by London Councils as a partner BRS continued receiving funding to fund a part time advisor post. This project has been funded for past 4 years. BAN is an integrated network of quality assured advice services delivered by and for people from London's migrant and refugee communities. BAN currently has 45 members, 19 of which comprise a sub-group delivering the London Councils funded Access Improvement Project.

Our advisor has been providing free, confidential advice on: Welfare benefits & tax credits, housing & homelessness, employment, community care, immigration and asylum, education, family matters, health, discrimination and domestic violence.

Meeting our targets

We have met or exceeded all of the targets agreed with our funders which include:

- 756 clients accessing our services with 376 new clients
- 4654 advice/general enquiries
- 128 client visits to emergency support drop in services

- 8 health promotion workshops
- 12 workshops on accessing health, housing and welfare benefits
- 179 clients accessed our service through outreach surgeries
- users accessed employment and volunteering opportunities
- Over 50 women registered with our Women's Group "Jasmine" in partnership with artsdepot
- Over 200 young people involved with our successful Youth Work projects
- Clients attended our Immigration Drop in with visiting solicitors
- Clients attended our Housing Drop in with visiting solicitors
- Successful ESOL provision including 40 health related lessons
- Successful Girl's Group work in partnership with London Academy School
- Successful Mothers & Toddlers Group
- Successful Football Club
- Successful Volleyball club in partnership with Iranian Volleyball Association and Whitefield School
- Successful Men's Group
- Job Club
- In house legal advice in partnership with Barnet Law Service and Duncan Lewis Solicitors

Refugee Awareness Training

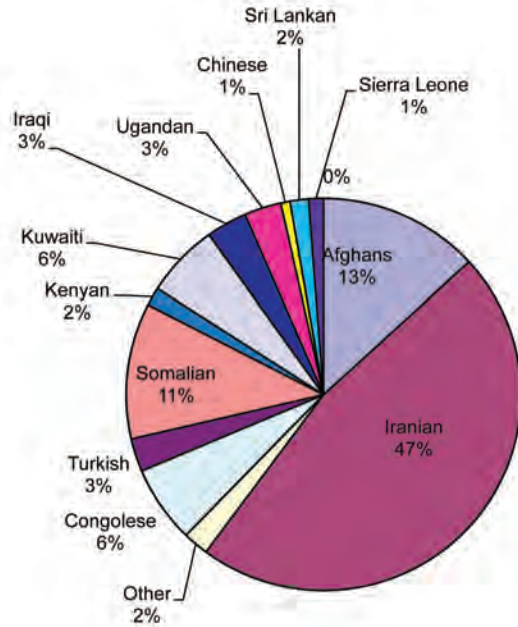
This is a central part of our strategy to ensure that appropriate and accessible services are provided to refugees and asylum seekers in Barnet and that professionals from those service providers know how to best help them. In an environment of media hostility it is even more important that we are able to deliver this training to front line providers to put asylum seekers' needs, rights and entitlements into context.

The course covers the health and other needs refugees and asylum seekers have and ensuring that health professionals and other service providers are able to respond appropriately to the specific issues of this vulnerable client group whilst understanding the rights and entitlements they have.

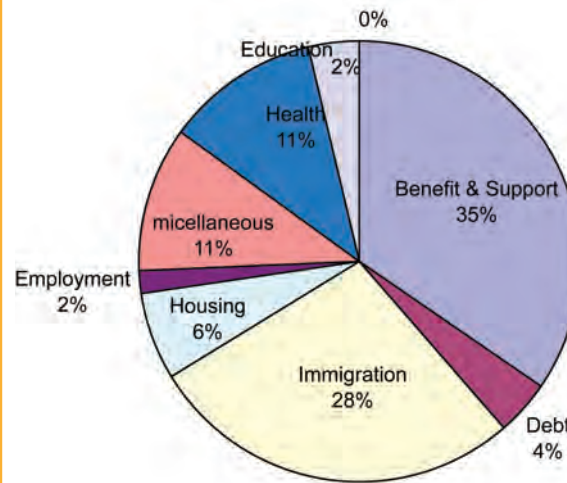
In House Training: We are able to draw on our existing courses and extensive expertise, to develop courses that cater for organisations with specific training requirements. We discuss their areas of interest and the skills requirements of their staff with our expert trainers, who will be able to pinpoint their needs and define a solution. Up to 20 staff can be trained at one time, at a location of your choice. It is particularly useful for organisations with a regular intake of new staff, with similar levels of experience or training needs, or organisations with offices throughout the country who wish to draw their staff together for training at a central location.

Director's Report

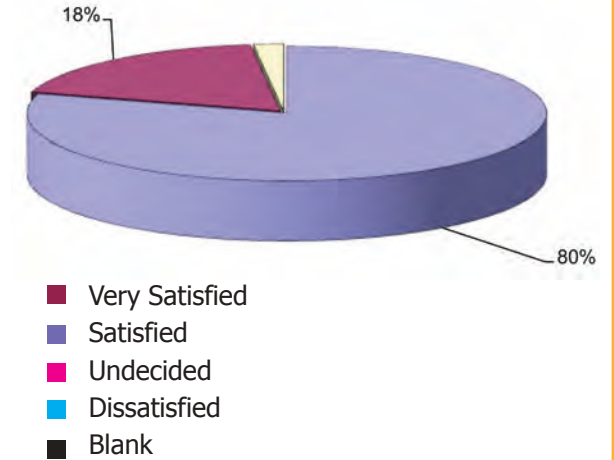
Where our clients come from?



Enquiry areas 2012-2013



Customer Satisfaction Survey



In order to retain our Quality Mark Standard of the Community Legal Service (CLS) as well as making sure we provide highest standard of service to our clients according to their needs, it is essential to have in place a feedback process for the clients we see.

Throughout 2012/13 we randomly selected clients who had used our services and gave them questionnaires. Over all 85 questionnaires were distributed out of that 54 were returned. According to the CLS / CDS Client Feedback Guide a normal response is between 25 - 30%. Our response therefore is a healthy 63%. Out of the 54 questionnaires returned 80% felt 'very satisfied' with our services, 18% felt 'satisfied' with the service they received and 3% were undecided. To access the full report on our client evaluation please contact our office.

Clients by Gender



ESOL Classes

The leader of the opposition, Ed Miliband, said on 14th December that 'English language must be a priority' in Labour's 'One Nation'. Action for ESOL would welcome full funding of ESOL classes for all who need them, both newcomers and residents alike. But we cannot rely solely on 'local authorities, communities and charities' to meet the need: if Labour is serious about English language learning, it must guarantee to make funding a government spending priority. The cuts made both by the Coalition and previous Labour governments have greatly reduced the provision of ESOL classes in recent years, especially in those community settings where it is needed most. It is this that is the biggest obstacle stopping people from learning English. (Action for ESOL manifesto)"

English language support is key to refugees playing a full part in UK life. Unlike many other migrants, refugees do not have to meet English language requirements before arrival. For many arriving in the UK will mean having to cope with a new language, along with a very different society, job market and wider culture.

The irony is that the government emphasises on 'multiculturalism' and 'integration' and the fact that immigrants should learn English! At the same time the entitlement to English classes at colleges of further education is being cut.

We strongly believe that integration starts at day one, the day a person claims asylum and in order to bridge the gap we continued developing our ESOL classes for those who cannot access mainstream education services.

For the fifth year running, our ESOL project has had a busy and successful year. We have managed to hold

six classes per week working at three different levels and have had over forty students. We have a highly dedicated and enthusiastic team of five teachers and additional helpers who have managed to keep the classes going. The students come from many different countries around the world but the majority are from Afghanistan and Iran and are women. Many topics have been covered within the classes with a large amount of time being spent on health issues.

Due to the increase in the number of classes we were holding, the beginners level moved premises to The Hyde Children's Centre. This successful partnership created a nice learning environment for the students and teachers alike. Class two and three are still at St Matthias Church Hall in Colindale. We are in the process of finding a location where the classes could be held together at the same venue. Due to high demand of this service we had to operate a waiting list system, which is the direct result of many cuts made to the boroughs ESOL provision. With a transient population we have been able to accommodate most of these students. In all the classes act as both a valuable learning and social experience for many of the students.

We feel we have had a successful year and our special thanks must go to our donors and our dedicated teaching team. Our special thanks also goes to Yasmin Khan for the excellent job she has been doing as the ESOL Coordinator and her on-going support.

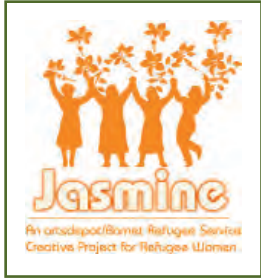
ESOL Team: from right sitting: Kathryn Salomon, Ros Stains, Alison Stein. From right standing: Elizabeth Perrot, Yasmin Khan, Helen Stone, Rosemary Biseo

Not in the picture: Sandra Green, Vivian Chapman, Penny Rae, Barbara Goldstein, Susan Stewart, Tinoush Tazik, Solomon Amare Zewold, Raji Karunaharan



Director's Report

Womens Group (Jasmine)



For the 7th year running, the Jasmine Women's Group continues to meet Tuesdays in partnership with the artsdepot, in their modern building located in North Finchley. Many women like to participate in the programme lead by arts consultant Poppy Szaybo.

The attendance has been an average of about 15 participants each week from 11 different countries, including Iran, the Congo, Eritrea, Turkey (Kurds,) Zimbabwe, Iraq, Georgia. Newcomers have come via friends from within the group, but referrals are also received from outside agencies.

In the sessions, we continue to concentrate on English, spoken & written. We play word games – our equivalent of hangman, crosswords etc – almost every week which are much enjoyed and improve the understanding and use of English. The group continues to help the participants by reducing their isolation, improving their spoken & written English, facilitating socialising & friendship

We have also been continuing with crafts, mainly knitting and crocheting. We have visited places of interest including the Serpentine Gallery and the London parks as part of their psycho-social activities.

We have had Health workshops in conjunction with the Multilingual Wellbeing Service on different aspects of Mental Health. Where possible we have also had an

interpreter to help those whose English is weak to be fully included in the health sessions. This has proved most valuable.

We continue to receive referrals from outside agencies including social services, GPs, other refugee organisations, Mental Health Unit as well as friends of participants.

We are grateful to the Hilden Trust for their continued funding. The Jasmine group was also delighted to receive generous donations in kind from two local companies named Yarok and Orli Café.

We feel we have had a flourishing year our special thanks must go our donors and The Hilden Trust to support this project, the artsdepot, Poppy Szaybo for her kind support and devotion, our dedicated volunteers and in particular our Women's Group Coordinator Tanya Novick.

A special thank you goes to Yarok (greengrocer) & Orli Café, both of Edgware, who supply Jasmine with fruit, bread & cakes to help the sessions go well.



BRS Job Club

Through our day to day work with refugees we recognise how essential it is to secure employment when people are in the process of rebuilding their lives in an unfamiliar country. We also understand how difficult and confusing the process of finding a job in the UK can be. Our Job Club provides crucial 1-2-1 support to our clients to empower them to make their first steps into employment. We work with our clients to explore ways of removing individual barriers to employment and help to find ways how their skills and qualifications can be recognised in the UK.

Our volunteers meet with clients on a 1-2-1 basis to provide support in CV writing, searching for jobs and training opportunities, making personal decisions and how to manage their expectations.

We are also planning workshops on job interviews including UK culture and body language, how to answer difficult questions and mock interviews.

"Part of me now. A place that makes me build my confidence. Being amongst women, I feel secure."

Director's Report

Multilingual Wellbeing Service (MWS)

Multilingual Wellbeing Services is a consortium of Black Minority Ethnic and Refugee community organisations in Barnet with an expertise in mental health and wellbeing. The consortium was set up in June 2010 as a separate legal entity and got registered as a Charity in 2012. The partner organisations are Afghan Association Paiwand, Barnet Refugee Service, Chinese Mental Health Association and Farsophone Association. BRS has been very active chairing the consortium during the past year and supporting it to achieve its aims and objectives. We also supported MWS to achieve its targets agreed with its main funder, Big Lottery Fund. The aim of this project is to improve the mental health of BMER communities in Barnet by increasing their knowledge and confidence in accessing support, supporting BMER mental health services to provide support to others suffering mental distress in their community. We are pleased to announce that this project is flourishing continuously providing mental health promotion workshops, training mental health advocates, recruiting volunteers from different communities and providing counselling services in a range of different community languages either through partners or through Associate Counsellors.



World Mental Health Day Event 2012

BRS alongside over 20 other organisations from the statutory, voluntary and community sectors came together as the World Mental Health Day Event Planning Group to organise two events to raise awareness and promote World Mental Health Day in October 12.

The 'Awareness Raising' event was held at Brent Cross Shopping Centre. Using the central promotional space of the centre, volunteers made contact with the general public through conversation and goody bags. This was to raise awareness around mental illness, promote mental health services in Barnet and promote World Mental Health Day.

The Mayor of Barnet, Councilor Brian Schama, formally opened the event and gave a speech and stayed for half an hour to talk to staff/volunteers.



The Entertainment Event was held at St Alphages Church Hall, Burnt Oak targeting the service users and carers. Both events were very successful. Our special thanks must go to Multilingual Wellbeing Service for coordinating this event.

Director's Report

The "Little Treasures" Mums' and Toddlers' Group



The "Little Treasures" Mums' and Toddlers' group had another successful year for the third time. The group moved in to The Hyde Children's Centre, off the Edgware Road, a stone's throw from BRS offices during the past year. Every Monday morning in term time an average of six refugee and asylum-seeking mothers come to the two-hour sessions, along with their babies and pre-school toddlers. Sessions are held in cheerful, modern surroundings, in a room that is well-stocked with toys, games and art materials and also has access to its own outdoor play area. There is always a minimum of two volunteers on hand to share the tasks of occupying the children and of doing basic ESOL sessions with the mothers. Lessons are geared to Pre-Entry level,



as many of the mums speak little or no English. One or two of the volunteers do speak community languages, however. Lessons are health focused, on practical vocabulary - parts of the body, food, safety in the house, and conversation practice involves talking about, for instance, daily routines, going shopping, and going to the doctor. The group is relaxed, very sociable - and extremely willing to help one another, and to join in singing games and action songs with their children.

"Little Treasures" is well-integrated with the Children's Centre. Our special thanks must go to the Hyde Children Centre for accommodating this group and their staff as they surprised and delighted mothers at the end of the December term by providing a gift for every child. A member of staff is available to give advice if mothers have concerns about their child's social or language development. The feedback from the attendees confirms that this is a well - placed partnership which maximises the support the mothers are getting. During the past year a series of health focused workshops were delivered to this group i.e. healthy eating, oral hygiene for the kids, breast awareness etc.

"I am not isolated anymore, my child is a lot happier."

Men's Breakfast Club

Despite a very tight budget our Men's Breakfast Club continued running for the second year. Led by Abdul Moghrabi alongside other three very dedicated volunteers, the club provides a healthy breakfast and creates a friendly and welcoming atmosphere at the West Hendon Community Centre to refugee and asylum seeking men.

"We meet every Monday from 10am to 12noon. On these sacred Mondays we share our sacred bread in a very friendly atmosphere over a free tasteful intercontinental breakfast made up from over 15 healthy items plus a wonderful cup of coffee or tea plus music and the daily newspaper. We have the average of five to eight clients regularly attending the group. All clients and volunteers seem to be very joyful to come and share this sacred Drop-In Monday. With enthusiasm we are looking for a brighter future." Says Abdul the project leader.

The fact that BRS is not in a position to reimburse travel expenses is preventing many vulnerable men who would love to meet others, socialise and don't have the financial means to come to the group. In the future we hope to be able to pay for the transport so more men in need will be able to attend the club.

Our special thanks must go our donors including Brent Cross Pret A Manger for providing food for this club, our dedicated volunteers and in particular our Men's Club's Coordinator Abdul Moghrabi.

Youth Activities



Our youth work activities continue to flourish. Under the umbrella of Refugee Youth Support Project we made sure that all projects and activities have involvement of a mental health professional so our clients are able to access emotional support within a familiar and safe environment.

Throughout 2012/2013 we succeeded in offering individual and intensive one to one support to a number of young people as well as workshops and different sport and fun activities. Our services operated from different locations within London Borough of Barnet such as London Academy, artsdepot, Whitefield School and Graham Park Youth Centre. In this period of time we recorded more than 450 interventions.

In order to deliver high quality workshops we worked in partnership with statutory and non-statutory services such as TENDER, Colindale Police, Barnet Action for Youth, Young Peoples Drug and Alcohol Service, Children Service, St John Ambulance, Paiwand, Health Service and Refugee Youth Project.

Our aim remains to provide the young refugees psycho-social activities of their choice, with informative workshops and offer a safe place where they can receive one to one on-going support, learn new skills, have fun and make friends so they can begin to gain self-confidence and a sense of belonging.

The projects we ran throughout the year were:

Girls' Group

In partnership with London Academy School
BRS in partnership with Refugee Youth Project set up

The Girls' Group which ran at London Academy. This project was funded by Help a Capital Child and was a huge success. Each week around 20 girls took part in arts and crafts such as creating and decorating bags, clay work, glass decorating and T-shirt painting, makeup, nail painting, cookery sessions and watching movies. In December, this project came to an end as we were not able to secure further funding.

Due to the fact that a high number of refugee children are attending Whitefield School, Barnet Refugee Service agreed to work in partnership with the school to replicate the girls' group project there. The group was set up in January 2013 and the artsdepot offered twelve dance sessions at the school. Eight young people attended the sessions and artsdepot offered three spaces to join their mainstream dance workshops. This Girls' Group ran with minimal resources for several months. Currently, the young people from the group are planning future sessions with an aim to be reviewed at the end of this academic year.



North London Global Gathering

For the 6th years running, BRS jointly with Afghan Association Paiwand continued to provide youth activities to young refugees and asylum seekers including unaccompanied minors. With the help of John Lyons Charitable Trust we have been able to continue to offer youth activities. The young people have enjoyed taking part in activities such as table tennis, snooker, badminton, basketball, Martial Arts and boxing sessions, playing different games, singing, karaoke, movie night and art sessions. The young people were provided with cookery sessions in which they helped cooking pasta, different soups, pancakes, preparing salads and healthy drinks.

We provided one to one ESOL lessons for an hour every week for those who needed that support. Grahame Park Global Gathering remained open during the summer 2012 and we organised several outings in the park where young people had an opportunity to take part in playing football and badminton.

Director's Report

Big Dance Bus

The shoppers in Brent Cross were treated to an afternoon of theatre and dance on 1st July 12 as the Big Dance Bus visited the Brent Cross Shopping Centre between 1pm and 5pm. The event saw groups from across the borough come together to entertain visitors with an array of routines, plays and workshops in and around the special bus.

Funded by the Israeli Dance Institute, BRS took part in this initiative together with Stonegrove Youth Club. 12 of our young people took part in two-hour dance sessions each week for ten weeks. On July 1st ten young people successfully performed at Brent Cross Shopping Centre as a part of the Big Bus Dance Festival which was a true success.



Fun Activities

Friary Park - We also had a wonderful day out at Friary Park when the Olympic Torch Relay came to the London Borough of Barnet. The young people were part of a very happy and positive atmosphere, they took part in different sports, fun activities and dance sessions offered by the organisers.



Bowling - During the school breaks we organised an outing to the Hollywood Bowl and cinema viewing. The young people took part in two hours of bowling, had fun and lunch provided. We also visited the RAF Museum where the young people gained an insight into life at the outbreak of the Second World War and explored different replica aircraft.

Workshops

Over the Easter holidays twelve young people from Whitefield School took part in two days' First Aid training which was delivered by St John Ambulance. At the end of the course the young people were assessed and successfully completed the course.

The young people from Graham Park Youth Centre had an opportunity to take part in a workshop provided by Catch 22 and Colindale Police. The aim was to prevent crime and keep young people safe. A session about Joint Enterprise was delivered through a short film and discussions raised whereby the young people were made to think about the company they keep, the choices they make and the consequences of their actions.

Over 35 young people from London Academy and

Graham Park Youth Centre had an opportunity to take part in workshop which was delivered by TENDER charity.

The aims were to engage, to challenge, to entertain and to provoke a fundamental reassessment of young people's tolerance to abuse and to promote healthy relationships based on equality and respect.

Young People's Drug and Alcohol Service offered two interactive workshops with an aim to increase young people's knowledge of effects of substance misuse and to help them make more informed choices.

Once more PCT was able to offer a trainee doctor who delivered a session covering topics such as healthy eating, keeping fit and smoking cessation.

I would like to thank all our volunteers for showing commitment, hard work and generosity throughout the year. Without them we wouldn't be able to function, offering these services to our client group of vulnerable young people.

These have been challenging times because funding has been difficult to secure. But it has been a joy to see our young people progressing in their lives and moving on, and it is wonderful that one of them has offered to volunteer for BRS.



Director's Report

BRStarz Football Club and Summer Mini-Tournament

As an activity within our Refugee Youth Support Project (RYSP) which aims to facilitate and improve an enabling, stable and secure environment for unaccompanied asylum seeking children and young refugees with mental health issues, BRStarz, was set up as a tool to gain greater confidence and experience being part of a community for interested individuals as part of their psycho-social support and activity.

Funded by Awards for All, our young people had training with a qualified football coach who helped them to develop their skills on weekly basis. A mini tournament was organised by BRStarz held at Mill Hill Copthall Powerleague. There were 10 teams registered but only 6 participated. BRStarz Won the trophy by becoming 1st in this tournament. BRStarz players participated in other activities provided by RYSP including friendly matches through our social club,



outing and other sport activities during school holidays. Some of the players also participated in our health promotion workshops to develop their physical, emotional wellbeing as well as healthy eating or how to stay healthy.

On wider benefit to the community, we believe that by engaging these young people and providing support in a friendly environment we help them to develop their self-esteem, confidence and capacity for resilience which we believe can give them the life skills to fulfil their potentials. This reduces the burden on public resources i.e. education, criminal justice, legal aid, NHS, social security etc.

I would like to thank Awards for All and other donors for funding this fruitful project enabling us to support this vulnerable hard to reach group more effectively, actively and positively. I also would like to thank Hussain Nazari for coordinating this project.



BRStarz Volleyball Club

We have held meetings with refugee and asylum seeking children through our various activities and this came out of their own ideas of what they want to do. The young people expressed interest to set up a volleyball club where they can have their parents or siblings to do sports activities with them. This project started in partnership with Whitfield School where the young people practice and Iranian Volleyball Association that has provided this group with volunteer coaches. This has been a true successful project, the group meets every Wednesday 6- 9pm and at present on average 12 young people with their families attend on regular basis.

End of Year Party 2012

Every year Barnet Refugee Service organises a party for our client families. The party offers a rare opportunity to those seeking asylum or recently granted the right to settle here, to have a few hours recreation and socialising.

Father Christmas gives presents to all the children. For many of them these will be the first presents they have received in a long, long time.

Once again this year's party was organised in partnership and with the support of North Western Reform Synagogue (Alyth) and St Matthias Church and SCFT charity. The party was held at St Matthias Community Centre, Colindale on Thursday 3rd January 2013. It was great pleasure to have the participation of our patron, Esther Rantzen, in this year's party.

Around 230 clients attended at least half of whom were children. There was food, entertainment including a children's club as well as Santa Claus who handed out presents to the kids. We were fortunate to have the help of over 20 volunteers without whose participation none of this would have been possible. The volunteers worked very hard and effectively together to facilitate the smooth running of the party. The partnership between St Matthias, BRS, SCFT and Alyth worked well with a great deal of input and collaboration from all three groups.

Our special thanks go SCFT for their generous offer of food for all. We also thank the local schools, faith groups and individual donors who provided us with cash and gifts for Santa's Grotto. In particular we would like to thank the Playwrite Group who once again donated a generous number of different types of gifts which we gave as presents to the children.



Volunteering



"Every one of us can make a contribution. And quite often we are looking for the big things and forget that, wherever we are, we can make a contribution..."

Just imagine what's happening if there are billions of people out there doing something. Just imagine the power of what we can do."

Wangari Maathai

(Green Belt Movement)

Volunteers are integral to our work and their commitment, skills, interests and life experiences are an enormous asset to Barnet Refugee Service (BRS).

The volunteers provide support in every aspect of the services we provide: Advice, ESOL, Mother and Toddler Group, Women's Arts Group, Employment support through our Job Club, Girls Group, North London Global Gathering Youth Club, Football Team, Volleyball team, Health Walks, Men's Breakfast Club, outreach, interpreting and event organisation.

Barnet Refugee Service (BRS) recognizes that there are special benefits to refugees from volunteering. They include overcoming isolation and increasing confidence and skills. Volunteering is an important pathway to employment for asylum seekers prevented from working.

BRS runs with the support of City Bridge Trust a successful Volunteering Project that supports clients to develop personal skills through volunteering that will help them towards full integration, independence and to be able to access employment. Since the beginning of the project 4 of our client volunteers found paid employment.

The relationships developed between UK volunteers and refugees when working alongside each other also help to promote mutual understanding between individuals and communities.

There has been a number of training sessions taking place for Barnet Refugee Service volunteers internally and externally. Volunteers from a variety of projects took part in Volunteer Induction and Refugee Awareness, individual PC and employment training sessions as well as training on welfare benefits and housing. In times of austerity free training are rare to find, but we do our best to network and find them for our invaluable volunteers.

There has been ongoing support to the volunteers in various posts, including one-to-ones and supervisions. Some of our volunteers have also managed to secure volunteer placements in other organisations such as Farsophone Counselling Service and Multilingual Wellbeing Services based at Edgware Community Hospital or The Reader Organisation.

To support the local community we also take students from local schools for work placements to gain valuable work experience and an insight of charity work.

BRS Volunteering Award Party 2013

BRS Annual Volunteer Party was organised in February to celebrate and thank all our volunteers for all their hard work and commitment to BRS. It was an opportunity for volunteers from different projects to meet, enjoy some light refreshments and receive their certificate of appreciation. The highlight of this year's party was the BRS Volunteer Trophy Quiz, Alison (A Mums' and Tots' Group volunteer) and Salimatu (the wife of a our men's groups volunteer, Alpha) were the lucky winners. Through the quiz the volunteers learnt some interesting facts about refugees and asylum seekers in the UK and beyond while they were celebrating their own contribution to

creating new lives for refugees in London.

Volunteers do not get paid, not because they are worthless, but because they are priceless! A VERY BIG 'THANK YOU' TO ALL OUR VOLUNTEERS!



Our Volunteers

Web Design/ IT Support

Vi Bang
Ersin Demirtassuhad

Graphic Design

Kamela Amiry

Trustees

Simeon Galpert
Ponusamy Karunaharan
David Levey
Dr Zoe Aslanpour
Hussein Nazari
Tanya Novick
Roger Selby
Shubhi Raymond

Men's Group volunteers

Abdulwahab Moghrabi
Vijah Depala
Alpha Jalloh
Shakib Murshed

Volunteer Advisers / Trainee Advisers

Mohamed Haji

Admin and Office Support Volunteers

Zohreh Shahrabi
Suhad Adam
Hannah Richards

Finance and book keeping

Fahimeh Afshinrad
Josephine Durosinmi-Etti

Women's Group

Tanya Novick
Elsa Shamash

Football

Hussein Nazari

ESOL volunteers

Kathryn Salomon
Sandra Green
Elizabeth Perrot
Ros Staines
Rosemary Biseo
Vivian Chapman
Penny Rae
Barbara Goldstein
Yasmin Khan
Helen Stone
Susan Stewart
Tinoush Tazik
Solomon Amare Zewold
Raji Karunaharan

Mother and Toddler Group

Patricia Peiris
Alison Stein
Zohreh Shahrabi
Negar Kohsravi
Carlotta Jayapa

Youth Work Volunteers

Yuko Kamogawa
Anita Koci
Elham Shadbarht
Iilrjana Muhaxheri

Volunteer Interpreters

Francoise Mandungu
Sukran Anastasio
Freshta Khanadahari
Fatemeh Beagzadeh
Ahlam Ahmed
Suhad Adam
Monique Ebrahimnia
Rahela Amiry

Health Walks

Viola Brisolin

Job Club

Victoria MacGregor-Osifeso

Case study

Mr. T has been known to BRS for years. He suffers from severe physical and mental health issues partly due to his previous experience of torture and imprisonment. He is also suffering from advanced HIV infection. Due to mental health and learning disability he suffers he is unable to cope with his daily routine and manage his correspondence.

His Employment and Support Allowance was stopped because he failed to respond to the Jobcentre's letter. He is suffering from learning disability and mentally unable to comprehend the content of his correspondence particularly in English. His housing benefit was also stopped, and he was facing eviction because of rent arrears.

The priority was to stop his eviction. BRS contacted and managed to reinstate his housing benefit and redirect his future correspondence to us to avoid any complications in the future. We support him with weekly food parcel which has been donated to us while our advisors tried to resolve the problem with his benefits claim. Mr. T is very isolated and lonely, he has been referred to our Men's Group to socialise with others and practice his English.

Financial Information

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2013

	2013 Unrestricted Funds £	2013 Restricted Funds £	2013 Total £	2012 Total £
Income resources				
Incoming resources from generated funds				
Voluntary Income	6,292	6,982	13,274	14,973
Grants		77,251	77,251	74,384
Interest receivable	133		133	71
Income resources from charitable activities		86,950	86,950	87,766
Total incoming resources	6,425	171,183	177,608	177,194
Outgoing Resources :-				
Cost of charitable activities	6,304	168,679	174,983	173,711
Governance costs	2,460		2,460	2,270
Total outgoing resources	8,764	168,679	177,443	175,981
Net income/[outgoing] resources - before transfer between funds	[2,339]	2,504	165	1,213
Gross transfers between funds	[1,379]	1,379	0	0
Net movements in Funds	[3,718]	3,883	165	1,213
Total funds at 1 April 2012	24,780	27,570	52,350	51,137
Total funds at 31st March 2013	21,062	31,453	52,515	52,350

Trustees Statement

The above statement has been extracted from the accounts prepared by Ashley Nathoo & Co and were approved by the Trustees of Barnet Refugee Service on 8th July 2013. The full report will be submitted to the Charities Commission and to Companies House in due course. Copies of full report can be obtained from the Director of Barnet Refugee Service.

Simeon Galpert
Chair

Partnership Organisations

Advice/ support agencies

1. Advocacy In Barnet
2. Asylum Support Appeals Project
3. Advice UK (BAN membership)
4. Threshold
5. Barnet Law Service
6. Barnet PCT Patient Advice and Liaison Service
7. Citizens' Advice Bureau
8. Duncan Lewis and Co solicitors
9. Homeless Action in Barnet
10. Refugee Council
11. Sangam Centre
12. East Finchley Advice Centre

Employment, Training and Education

13. The Hyde School
14. The Reader Organisation
15. Barnet College
16. Southgate College
17. Minorities Achievement Project
18. OLMEC
19. RETAS
20. RAGU
21. Refugee Council
22. Refugee Women Association

Health

23. Freedom From Torture
24. Barnet Primary Care Trust
25. Health Improvement
26. Voluntary and Interpreting Services
27. Mental Health Commissioner

28. Community Mental Health Teams
29. GP practices
30. TB Unit
31. Walk in Centre/ Refugee Clinic
32. Cherry Lodge Cancer Care
33. Medact
34. Multilingual Wellbeing Service
35. Farsophone Counselling Service
36. Mapesbury Clinic
37. UAAF
38. Community Mental Health Development

Refugee Organisations

39. Afghan Association Paiwand
40. African Refugee Community
41. African Women Handwork Association
42. Barnet Somali Community Group
43. Farsophone Association
44. Holdhands Angolan Charity
45. Horn of Africa Women's Association
46. British Red Cross
47. Refugee Women's Association
48. Somali Family Support Group
49. Tamil Refugee Action Group
50. Voices for the Minority

Umbrella bodies/ 2nd tier organisations

51. Advice UK
52. Community Barnet
53. Evelyn Oldfield Unit
54. Mentoring and Befriending Foundation

55. OISC
56. Refugee Council

Volunteering

57. Vinvolved
58. Barnet Volunteer Centre
59. Camden Volunteer Bureau
60. RSVP

Partnerships

61. Multilingual Wellbeing Service
62. BAN network (BME Advice Network)
63. The Hyde Children Centre
64. Chinese Mental Health Association
65. Somali Family Welfare Association
66. JCORE
67. Afghan Association Paiwand
68. NHS Barnet
69. London Academy School
70. Art Depot
71. Finchley Youth Theatre

Young People

72. Children's Fund
73. Children's Panel Refugee Council
74. Integrated Youth Support
75. Refugee Youth Project
76. Arts Depot
77. Social Services
78. Afghan Association Paiwand
79. CAF Team
80. Catch 22

Donations

We would be very grateful if you would consider supporting our work financially. If you wish to give us a Donation, please fill out the form below.

I enclose my donation to Barnet Refugee Service to help you provide vital support to destitute asylum seekers and refugees in Barnet.

Cheque (payable to Barnet Refugee Service) for £_____ enclosed

Please complete the following Gift Aid Declaration as this allows us to claim tax back from the Inland Revenue on your donation without any extra cost to you.

Barnet Refugee Service

(Registered Charity No: 1107965)

Gift Aid Donation Form

Full Name

Address

Post Code

Declare that I want Barnet Refugee Service to reclaim tax on my Donation of £ and any future donation until I inform you otherwise.

Signed

Date : ____/____/____

Note: You must Pay an amount of income tax or capital gains tax equal to the tax we reclaim on your Donation currently 28p for every £1 you give.

Please return this form with your donation to: Barnet Refugee Service, Hyde House, The Hyde, London NW9 6LH



www.boligan.com

BARNET REFUGEE SERVICE

Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control [article 25(1) of the Universal Declaration of Human Rights].

