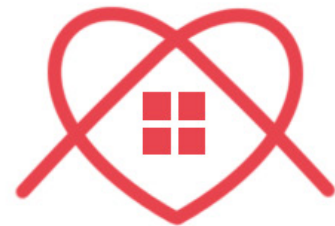


OUR ANNUAL REPORT



2020
2021



WHO & HOW
YOU'VE HELPED

We are Delighted to Present to You The First Annual Report of Welcome House.

In this strangest of years, since May 2020 Welcome House has:

registered as a charity; secured start-up funding and a building in the centre of the city; appointed a manager who has lived experience of being a refugee; established a strong cohort of volunteers who deliver a range of services in support of refugees and asylum seekers from more than 30 countries; commenced a programme of activities including a clothes store, run by our valued partner, Hull Help for Refugees; free Wifi; English language classes: art and music groups; groups for single women and single parents; a family support group; and agreed a service level agreement with Hull City Council, who have kindly provided us with our building, to hold us to account and evidence the difference that we are making to refugees and asylum seekers who come to our city to start their new lives free of fear and persecution.

In addition, we have reached agreement with a number of agencies to deliver services from our building, including the DWP, Citizens Advice, the NHS and the City Council. We continue to explore ways to deliver advice and support for asylum seekers and refugees. Our facilities include interview rooms, free internet connections and translators. We also offer our building at no cost to any group, organisation or individual who share our commitment to supporting refugees and asylum-seekers. All our services are provided free of charge.

During stringent Covid restrictions we used a doorstep delivery system to reach dispersed refugee and asylum seekers across the City; delivering support in various forms, including food, clothing, transport, mobile phone support, personal support and events. We made over 200 doorstep deliveries and visits over this period. We also delivered our first grant funded programme, Walks for All, funded by Sports Humber, on time, on target and within budget. We have benefitted from funding for short term projects that enabled us to employ temporary positions for Jill Barton and Mel Jassim and their contribution at the start of our journey has been invaluable and we thank them for their commitment in strengthening our administration, direct refugee support activities and to help launch our volunteer programme.

Importantly, we have developed a vision to guide our development in response to what people using our services tell us that they want:

Welcome House aspires to see refugees and asylum seekers empowered to build and lead fulfilling lives, connected to local services, integrated with local communities and actively contributing to society in the Hull & East Yorkshire area.

Above all we will deliver with compassion, using our hearts as well as our minds when working with our beneficiaries; seeing people as individuals with all their strengths, experience, resilience and spirit, not defined by their migration status; understanding that each individual is unique, and that no process nor principle can replace compassion, respect and humanity.

In our founding months, we benefitted enormously from the experience and contribution of Leonne Griggs, Adrian Fisher, Andrew Palfreman and Dr Nigar Mahmoud. We have strengthened our governance with the appointment of two trustees who have lived experience of being refugees and developed our operational policies and procedures with the support of the HEY SMILE Foundation.

There is still so much to be done, especially in developing our community kitchen and café to be a place of companionship and sharing – a place which refugees and asylum seekers can make their own. We will establish a service users committee to continue developing the services and activities provided by Welcome House; and alongside that, an open forum, with invited speakers, to inform and discuss current topics of local and national concern.

None of what we have achieved in the last 12 months has been possible without the generous support and hard work of our volunteers, our partners, our funders and our trustees and we thank them all for their confidence in, and their commitment to, Welcome House.



Trish Dalby
Chair,
Welcome House

Bashir Siraj
General Manager,
Welcome House



A Snapshot of Our Impact in 2021

We've done a lot in our first year, here are some of our highlights and work we are proud of!



FROM MOHAMMED

Mohammed: originally from Syria whom Welcome House paid for his IELTS exam and assisted in his application for a Sanctuary Scholarship:

“The moment I got my leave to remain, I started applying for graduate scheme jobs which will start after my graduation. Recently, I got an offer for a full-time permanent job as a mechanical engineer from the Mott Macdonald company in Reading.

I want to take this opportunity to thank you so much for helping me. I very much appreciate your time and efforts. It means more than I can say.”

NOT EVERYONE IS WELCOMING...

Ayub, Sara and their 3 children were assigned a house in Hull in late 2020. They had a hard time: “get back home”, “you’re not wanted here”; Ayub was assaulted and mugged; and the children hassled if they ventured out. They didn’t know how to get help, and language was a problem.

By the time Mel, a Welcome House support worker, contacted them in February 2021, they were completely isolated and afraid to go out. We delivered food parcels, and topped up their mobile phone. One of our volunteers, who lives locally, provided immediate practical help, a link to local people, shops and services. Mel translated for Sara with GP and antenatal appointments, and with the children’s schools.

Meanwhile, we had contacted our Police Liaison Officer and local Councillors, and involved the Anti Social Behaviour Team. Much of the problem was coming from two sources: a group of teenagers targeting the family, and regular abuse from a group of drinkers. It was soon stopped.

After 4 months of intensive support, Hull was beginning to feel like a new home.



ULVIJE'S STORY

“I came to the UK from Albania 7 years ago, during my time here I have struggled with my self confidence, feeling shy and struggling to speak to people, making life for me and my 12 year old son quite hard. After speaking with people from Welcome House last year they encouraged me to volunteer with them to help build my confidence.

After speaking with them for a while they convinced me that it would be a good challenge for myself as it would allow me to see that I am capable of doing many things which would help me overcome my anxiety and stress.

Welcome House worked closely with me, giving me full support and helping me to gain confidence in myself. Managers and colleagues were always calm and supportive, helping me to increase my confidence step by step. By trusting me to conduct important tasks by myself and keeping me involved with important aspects of the organisation made me feel respected and helped me to achieve my goals of challenging myself, improving my anxiety and to become less stressed.

I am really grateful for the opportunities given to me by the amazing team at Welcome House, the way that the team have accepted and trusted me has really helped me become more confident and has even led me to being able to reduce my anxiety counselling sessions for the first time in the 7 years I have been receiving them.”

Our Treasurer's Report

The generosity of our funders and donors in our first year has been tremendous. Welcome House has had a wonderful reception, attracting substantial donations and grants throughout the Year. That is the more remarkable since, although we started supporting asylum seekers and refugees right from the beginning, in August 2001 we had little tangible to show for it: no base, no centre of operations for most of the year. It was a real act of faith on the part of our donors to support a new start up so generously when we had no established record; and we are immensely grateful.

The Breslaff Centre provided our initial start up capital of £40,000 in July. On the strength of that we appointed Bashir Siraj, our General Manager, and he started operations immediately, developing relations with other agencies and supporting asylum seekers from the off. Further grants of £10,000 each were received from the National Lottery Community Fund and The Two Ridings Foundation in the Autumn, specifically for Covid relief work during the pandemic. Covid restrictions meant we had to develop home visits as a way of delivering services to refugees and asylum seekers; and these two grants enabled us to employ two part time workers to do so. The Sir James Reckitt Charity gave us another £10,000 in November.

Those grants gave us a solid financial base, enabling us to deliver the services promised for our service users, and to carry forward a reserve at the end of the financial year to be able to continue providing services. In addition, we received further grants, for specific purposes, from Active Humber (to fund a programme of walks for asylum seekers); from ACTS 235 (to make small cash grants to service users); and from Michael Ryan, for single women refugees, and refugee families. At the end of the year we received a grant of £15,000 from the Leader of Hull City Council, Steve Brady, from the Leader's Fund ; and a grant of £5,000 from The Leonard Chamberlain Trust.

That reserve, carried forward, has enabled us, in the current year, to equip and furnish our building, itself provided by Hull City Council on a peppercorn rent; and to install a kitchen and servery area, putting a social welcome into Welcome House. We will shortly have our own café, open 5 days a week; and over the year will develop a community meals programme for our service users. We have also substantially equipped our training rooms.

We have had to develop our financial policies and accounting systems very quickly, as we went along. Preparing these first Annual Accounts has itself been a learning experience, but we have developed an excellent book keeping team, from our volunteers, who were complimented by our accountants for their records. Many thanks to all those who have helped.

On a personal note, can I apologise to all our funders and donors for not keeping them better informed of our progress during the year. I am conscious we have taken the money and have not always even acknowledged it! I can only plead that we have been really busy, establishing the charity, and all its policies and ways of working, focussing on our service users and delivering to them; and sometimes saying thank you has got overlooked. I hope we can do better this year: at least in developing the website and perhaps a Newsletter as a way of keeping in touch.



Humphrey Forrest

Treasurer,
Welcome House

A Big **THANK YOU** to All Our Donors and Funders

Generous Individuals

A Artuso
Anne Dean
B Holloway
CH Gallagher
Chris Cuthill
Dr and S Datta
F Gilchrist
Francesca Latimer

JC and S Joseph
JE and CJ Maslen
June Lee
Lydia Tunstall
M Armstrong
Margaret Bashir
Michael Ryan
Mr Al-Zaidi

Mr and Mrs Sandham
Mrs O'Melia
Peter Harding
Philippa Arkle
Rev Marie Dove
Tony Shaheen
Trish Dalby

In addition, we have received many individual donations, sometimes anonymously, of cheques, cash and goods for which we are also most grateful.

Charities and Other Organisations



Active Humber
ACTS 435
Hull City Council
Society of St Vincent de Paul
The Breslaff Centre

The Leonard Chamberlain Trust
The Mother Humber Memorial Fund
The National Lottery Community Fund
The Sir James Reckitt Charity
The Two Ridings Community Foundation



We've Helped Refugees From:

Afghanistan
Albania
Algeria
Bangladesh
Burma
Cameroon
Chad

Côte d'Ivoire
Egypt
El Salvador
Eritrea
India
Iran
Iraq

Kazakhstan
Kenya
Kurdistan
Kuwait
Libya
Morocco

Myanmar
Nigeria
Pakistan
Qatar
Russia
Saudi Arabia

Sri Lanka
Sudan
Syria
Tanzania
Tunisia
Yemen

Financial Statements

For the period from 7th May 2020
to 31st July 2021

Registered Charity Number: 1189399

2020
2021

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Financial Statements

To the Trustees of Welcome House- I report on the accounts of the charity for the for the period from 7th May 2020 to 31st July 2021

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act;
- Follow the procedures laid down in the general Directions given by the Charity Commission
- under section 145(5)(b) of the 2011 Act; and
- State whether particular matters have come to my attention

BASIS OF INDEPENDENT EXAMINER'S STATEMENT

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

INDEPENDENT EXAMINEES STATEMENT

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respect, the requirements:

- to keep accounting records in accordance with section 130 of the 2011 Act; and

- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Turpin Accounting Services

Bld 56, Cubaroo, Cirrus Way,
Humber Enterprise Park,
Brough, East Yorkshire.
HU15 1XW



Financial Statements

Detailed Income and Expenditure Account For the period from 7th May 2020 to 31st July

	All	RESTRICTED FUNDS	UNRESTRICTED FUNDS	TOTAL 2021
Income				
Active Humber: Walks for Health	3,460.00	3,460		3,460
Acts 435	1,030.00	1,030		1,030
Breslaff	40,000.00		40,000	40,000
Kingston upon Hull City Council	15,000.00		15,000	15,000
Leonard Chamberlain Trust Grant	5,000.00		5,000	5,000
Michael Ryan: Internet Support	2,300.00	2,300		2,300
National Lottery Community Fund Grant	9,942.00		9,942	9,942
Sir James Reckitt Charity Grant	10,000.00		10,000	10,000
Two Ridings Community Foundation: Winter Survival	10,500.30	10,000		10,000
Two Ridings Community Foundation: Covid Relief	500.00		500	500
Donations	10,202.48		10,202	10,202
Total Income	107,934.78	27,232.30	80,202.48	107,434.78

	All	RESTRICTED FUNDS	UNRESTRICTED FUNDS	TOTAL 2021
Expenditures				
Admin Expenses	556.20	556		556
Accountancy	912.00		912	912
Charitable Activities	15,203.06	13,094	2,109	15,203
Employer NI	0.00			
Employer pension	529.96	122	408	530
Insurances	266.08	266		266
Kitchen Expenses	401.96	402		402
Volunteer Expenses	361.16	361		361
Wages Expense	34,739.97	12,136	22,604	34,740
Total Expenditures	52,970.39	26,937.47	26,032.92	52,970.39
Net Income/(Expenditure)	54,964.39	294.83	54,169.56	54,464.39
Total Funds Carried Forward	54,964.39	294.83	54,169.56	54,464.39

Financial Statements

Balance Sheet as at 31st July 2021

	2022	2021
Fixed Assets		
Fixtures and Fittings		2,411
Total		2,411

	2022	2021
Current Assets		
Current Assets		61,069
Net Current Assets		63,480

	2022	2021
Trade Creditors		
Creditors: Amounts falling due within one year		3,010
Creditors: Wages & Salaries		5,738
		8,748
Total Assets less current liabilities and net assets		54,732

	2022	2021
Capital and Reserves		
Unrestricted Funds		
Balance Bought forward 1st September	0	0
net Surplus/loss for year	0	54,437
Balance carried forward 31st August	0	54,437
Restricted Funds		
Balance Bought forward 1st September	0	0
net Surplus/loss for year	0	295
Balance carried forward 31st August	0	295
Total	0	54,732



Notes to the Financial Statements

For the period from 7th May 2020 to 31st July 2021



1. ACCOUNTING POLICIES

- a. The charity constitutes a public benefit entity as defined by FRS 102. The accounts have been prepared on the accruals basis, in accordance with applicable accounting standards, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published on 16 July 2014 (as amended by Update Bulletin 1 published on 2 February 2016) and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), subject to any limitations due to lack of historical information.
- b. The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.
- c. Funds
The organisations funds consist of both restricted and unrestricted funds, which it may use at its discretion.

2. INCOMING RESOURCES

Incoming resources are credited to the Statement of Financial Activities when the charity is legally entitled to receive them and the amount can be quantified with reasonable accuracy.

3. EMPLOYEE EMOLUMENTS

	2020	2021
Average number of full-time equivalent employees	0	2
Total employee emoluments:	0	2
Wages and salaries	0	34,740
Pensions	0	530
Total	0	35,270

4. TRUSTEES REMUNERATION

There have been no payments of remuneration or expenses to any trustees during this or the previous year.

5. ADMINISTRATIVE COSTS

	2020	2021
Independent examiner's remuneration	0	720

6. CREDITORS: Amounts falling within one year

	2020	2021
Accruals	0	2,488
PAYE/Nic	0	3,116
Pension	0	1,140
Total	0	6,744

7. The charity did not have any financial responsibility, i.e., income, expenses, liabilities or activities until 24th August 2020

Financial Statements

Detailed income and Expenditure Account For the period from 7th May 2020 to 31st July

	All	Pay, Admin & Running Costs	Well Being Of Asylum Seekers	Acts 435	Walks For Health	Covid Relief	Winter Survival	Internet Support	Restricted Funds	Unrestricted Funds	Total 2021
Income											
Active Humber: Walks for Health	3,460.00				3,460.00				3,460		3,460
Acts 435	1,030.00			1,030.00					1,030		1,030
Breslaff	40,000.00	40,000.00								40,000	40,000
Kingston upon Hull City Council	15,000.00	15,000.00								15,000	15,000
Leonard Chamberlain Trust Grant	5,000.00	5,000.00								5,000	5,000
Michael Ryan: Internet Support	2,300.00							2,300.00	2,300		2,300
National Lottery Community Fund Grant	9,942.00		9,942.00						9,942		9,942
Sir James Reckitt Charity Grant	10,000.00	10,000.00								10,000	10,000
Two Ridings Community Foundation: Winter Survival	10,500.30					10,000			10,000		10,000
Two Ridings Community Foundation: Covid Relief	500						500.30		500		500
Donations	10,202.48	10,202.48								10,202	10,202
Total Income	107,934.78	80,202.48	9,942.00	1,030.00	3,460.00	10,000.00	500.30	2,300.00	27,232.30	80,202.48	107,934.78
Expenditures											
Admin Expenses	556.20		516.20				40.00		556		556
Accountancy	912.00	912.00								912	912
Charitable Activities	15,203.06	2,109.28	3,756.58	992.00	2,400.00	3,220.20	385.00	2,340.00	13,094	2,109	15,203
Employer NI	0.00				13.47	93.80					
Employer pension	529.96	407.89	14.80						122	408	530
Insurances	266.08		266.08						266		266
Kitchen Expenses	401.96		401.96						402		402
Volunteer Expenses	361.16		264.51	22.20			74.45		361		361
Wages Expense	34,739.97	22,603.75	4,656.67		845.00	6,634.55			12,136	22,604	34,740
Total Expenditures	52,970.39	26,032.92	9,876.80	1,014.20	3,258.47	9,948.55	499.45	2,340.00	26,937.47	26,032.92	52,970.39
Net Income/ (Expenditure)	54,964.39	54,169.56	65.20	15.80	201.53	51.45	0.85	-40.00	294.83	54,169.56	54,464.39
Total Funds Carried Forward	54,964.39	54,169.56	65.20	15.80	201.53	51.45	0.85	-40.00	294.83	54,169.56	54,464.39

CONTACT US



3 Wright Street,
Hull,
HU2 8HU



01482 205880



hello@welcomehousehull.org.uk



welcomehousehull.org.uk/



WelcomeHouseHull

