

West End Refugee Service

Annual Report 2009-2010



WERS Team

Lindsay Cross
Helen Wood
Musa Hassan Ali
Carol Willis
Genet Berhe
Nnenna George-Kalu (left March 2010)
Evelyne Nana Mbatkop (joined July 2009)
Edward Cross (joined November 2009)
Claire Agwu (left June 2009)

WERS Trustees/Executive Committee

Chair: Tessa Sayers
Treasurer: Gordon Wanless
Secretary: Ian Flintoft

Ruth Birnie
Kate Clarke
Dorothy Crow
Anne Graham
Tim Kell
Marge Reed

Patrons:

The Revd Canon Nicholas Sagovsky
Hari Shukla OBE, DL, DCL, JP, MA.
The Rt Revd Martin Wharton, Bishop of Newcastle
Antony Gormley OBE RA

David Gray (non-voting adviser)

Chairperson's Introduction

Welcome to the Annual Report for 2009/2010, a year which has had its usual share of ups and downs, achievements and challenges. You can read about them in more detail in the remainder of the report. Of course, nobody is immune from good and bad times in their lives, but those who have fled their home country and are waiting to find out whether they will be accepted in the UK as refugees or refused asylum are more vulnerable than most to the vagaries of life. This is due to a number of factors: the very limited financial means at their disposal, lack of a social support network, trauma from their experiences in their home country, unfamiliarity with the culture and systems of the UK and the constant uncertainty about their future, with the very real possibility that they will be made destitute or returned to the situation that forced them to flee in the first place.

WERS strives to be a reliable and constant source of practical help, emotional support and advice to the asylum-seekers living in our area and as such, is an invaluable element in the lives of our clients. When they come to WERS they can be sure that they will be treated with respect, listened to and helped as far as it is in our power.

It is only due to the faithful support of those who donate to WERS, either as individuals or as grant-making trusts, that we can continue to be a dependable source of help to these most vulnerable members of our society.

I would also like to pay tribute to the combination of care, dedication and professionalism that exemplify the work of the staff at WERS, who make it such a special haven in the West End of Newcastle. Our volunteers, too, play a crucial role in carrying out WERS' objectives, both through the befriending network and other roles.

I am very glad and proud to be able to play a part in WERS, which makes such a positive difference for its clients, in so many different ways.

Tessa Sayers

Structure, Governance and Management

WERS is a registered charity with a constitution. It has a Chairperson, Secretary and Treasurer and between 3 and 6 additional trustees who are elected at the AGM. It currently also has one non-voting advisor to the Executive Committee. The Executive meets every 2 months when a financial report is given by the Treasurer and a report on the charity's activities is given by the Project Director. The Project Director manages the day to day running of WERS and acts as line manager to the other staff members.

Objectives and activities

West End Refugee Service (WERS) was established as a registered charity in 1999. It has developed into one of the major support agencies for asylum seekers and refugees in Newcastle upon Tyne offering a range of integrated services which complement the statutory package of government support. WERS' programme of activities has been designed to address the social exclusion, poverty, disadvantage, poor health and worklessness of its client group. Services are tailored to provide wrap-around support from the earliest days following dispersal, right through the asylum process and beyond, as those with permission to stay in the UK focus on entering the labour market and becoming more established within their local communities. WERS' strength lies in its focus on one-to-one working and individualised support packages.

Finance and Reserves

Funding for the ongoing running costs of the charity is in place for at least the next twelve months, but despite this the overall monies held by WERS have decreased by approximately £6,809 during the year. Between April 2009 and March 2010 the balance went from £101,631 to £94,822. Having noted this overall decrease it is pleasing to note that the General Fund has gone up by £4,485 to £38,068 which therefore leaves sufficient funds available to cover

some of our operating costs and also to provide a cushion for unforeseen circumstances.

The reason for the overall decrease lies within our restricted funds which have reduced over the financial year by £11,294. It is worthy of note that, with increased support to WERS clients being required, our expenditure from the emergency fund has increased to £77,954 which is an all-time high. This is due to the continued destitution amongst WERS clients and the subsequent support WERS has given.

Public Benefit

The trustees are aware of the Charity Commission's guidance with regard to public benefit and consider that the activities of WERS satisfy this requirement.

Risk Analysis

All policies and procedures are regularly reviewed and updated where necessary. WERS has contracted with a personnel and employment law service which advises on human resources issues and includes indemnity against employment tribunal actions.

Achievements and performance

The milestones for the financial year 2009-2010 are set out and it is against these that WERS' performance during the last year will be measured in this report.

Outcome 1	The urgent material and practical needs of the multiply disadvantaged client group of asylum seekers and refugees are met.
Milestones for 2009-2010	
Milestone 1	Secure 5 new standing orders for the hardship fund.
Performance	Achieved. 5 new standing orders have been set up. In addition a number of existing standing orders have been increased. £24,957 was raised for the hardship fund through standing orders – 32% of the fund's income for the year.
Milestone 2	Encourage the collection of more toiletries throughout the year.
Performance	Achieved. A number of churches were asked to collect toiletries after they had asked how they could help WERS and an appeal for toiletries was included in one of the WERS newsletters. As usual there was a great response to the Christmas appeal.
Milestones for 2010-2011	
Milestone 1	Enable supporters to raise hardship funding through sponsored activities more easily by registering WERS with JustGiving.
Milestone 2	Increase the amount of men's clothing donated to the store.
Outcome 2	Reduced social isolation for clients and their families.
Milestones for 2009-2010	
Milestone 1	Establish a weekly English class at the WERS unit where clients can improve their written and spoken English in a friendly and informal setting.
Performance	Achieved. The class was started last summer and WERS has 3 ESOL qualified volunteer teachers. Karen Grey one of our volunteer teachers says: <i>'We provide a small, friendly ESOL class which incorporates the 4 skills of speaking, listening, reading and writing. Examples of topics covered include health, education, shopping, and other areas which will give learners beneficial language to be</i>

	<i>used outside of the classroom. The class is run on a drop-in basis and is particularly needed by learners who cannot access mainstream education. The class is tailored to the specific needs of the individual students, so beginners and students with literacy needs are welcomed into the class.'</i>
Milestone 2	Recruit 12 new volunteer befrienders to visit clients in their homes.
Performance	Achieved. 12 new befrienders were recruited during the year. The scheme continues to be highly valued both by the volunteer befrienders and the clients. One volunteer told us: <i>'I have gained a real friend and value our friendship. This has deepened my commitment to the cause of fair and sympathetic treatment for asylum seekers in the UK.'</i> And a client said: <i>'To have communication in English is very important for me, so I can say my English is getting better and more importantly I gained confidence how to communicate with people in English, so I am very happy to have S as my befriender.'</i>
Milestones for 2010-2011	
Milestone 1	Increase outreach work by recruiting a small group of female volunteers to visit female clients in their homes. Ali, our support worker, is only able to visit female clients when accompanied by a female member of staff and this new initiative will enable volunteers to do joint visits with Ali as well as independent visits.
Milestone 2	Explore and develop the use of the unit, located round the corner from WERS, which is currently used for the English class and for volunteer training, so that clients can gain greater benefit from this resource.

Outcome 3	Improved well-being and psychological health for survivors of torture, rape and bereavement.
Milestones for 2009-2010	
Milestone 1	Explore the use of the newly modernised visitor accommodation at Alnmouth Friary as a resource for group counselling work.
Performance	Achieved. The WERS staff and one of the WERS counsellors held an awayday at the Friary which afforded them the opportunity to see the facilities and talk to staff. A weekend was booked for July 2010 when it is hoped that a group of clients will enjoy the beautiful surroundings and a chance to undertake some group work with the Counsellor.
Milestone 2	Make the Befriending leaflet available in 4 additional languages: Swahili, Amharic, Tigrinian and Lingala.
Performance	Achieved. The leaflet is now available in 8 languages.
Milestones for 2010-2011	
Milestone 1	A weekend's rest and relaxation for a small group of clients at Alnmouth Friary.
Milestone 2	Develop additional strand of volunteer befriender support by introducing group support meetings.
Milestone 3	Apply to Befriending Network Scotland for the new quality award, Quality in Befriending (QIB) for WERS' Befriending Scheme.
Milestone 4	Incorporate Befriending training module into the rolling programme of volunteer training.



Outcome 4	Improved personal independence and enhanced employment prospects for clients and volunteers.
Milestones for 2009-2010	
Milestone 1	Develop a more efficient system for keeping in touch with refugee clients after they have received move-on advice, following up referrals to training and employment agencies and identifying any further help and support that the clients need.
Performance	Achieved. A volunteer began work on this new initiative in January 2010 and the work is going very well. He comes in one morning a week and contacts clients by phone in the first instance. To date 29 clients and ex-clients have been contacted. The information gained from these phone conversations has enabled WERS to update its client records but also has given WERS the opportunity to give advice and help on a range of issues. Referrals have been made to BME Welfare Rights for a number of clients who are experiencing problems with their benefits and bills. Two clients are in the process of setting up their own businesses and WERS has referred them to the Millin Centre business skills workshop. This new initiative is proving to be most productive and it has been very good to link up with refugees with whom WERS has lost touch.
Milestone 2	Double the number of BME volunteers recruited during the year from 4 to 8.
Performance	Not achieved. Only 5 BME volunteers were recruited during the year.
Milestones for 2010-2011	
Milestone 1	Double the number of BME volunteers recruited during the year from 5 to 10.
Milestone 2	Recruit a new volunteer for the follow-up calls as the previous volunteer left after graduating from university.
Milestone 3	Help clients with specific skills to access volunteering opportunities in the community.



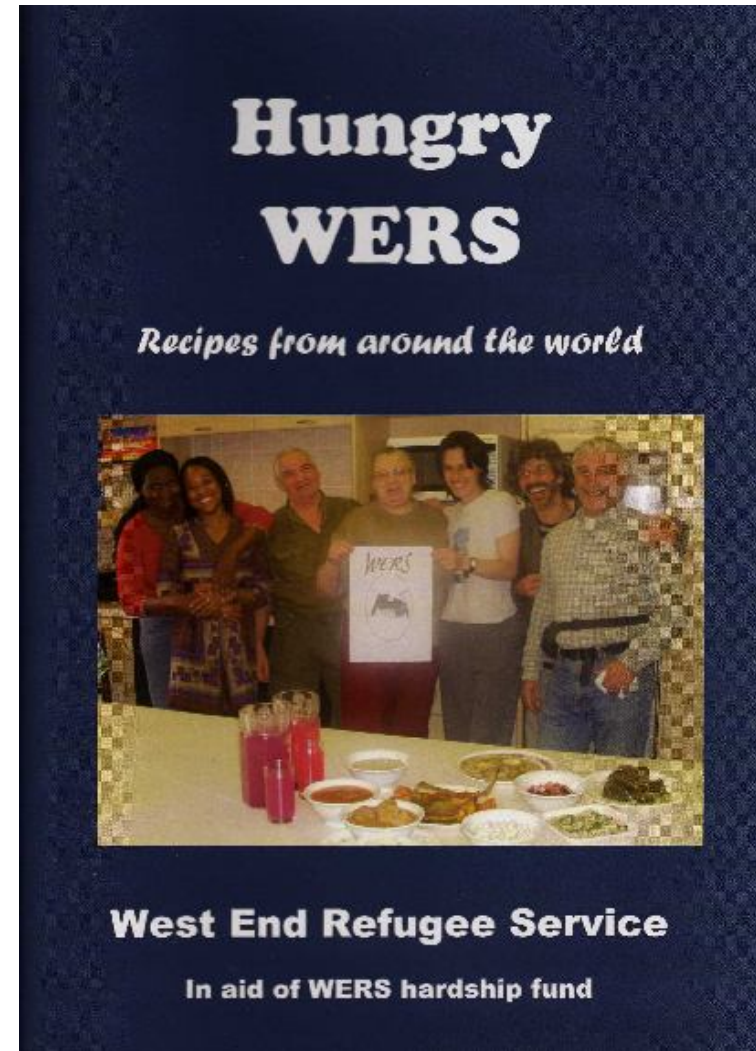
David Goodacre leading a volunteer training session

Outcome 5	Greater community awareness of asylum issues and reduced racial discrimination.
Milestones for 2009-2010	
Milestone 1	Establish a weekly coffee morning at the WERS unit to bring together local residents and WERS clients.
Performance	Achieved. A weekly session was begun in April 2009. The response was very disappointing however and the coffee morning was abandoned after a few months. Back to the drawing board with that one!
Milestone 2	Further develop partnership working with Newcastle City Council delivering education days in schools across the city of Newcastle.
Performance	Achieved. In January 2010 WERS staff member Musa Hassan Ali again participated in the education days organised as part of the Holocaust Memorial activities. Letters of thanks were received from many

	<p>of the schoolchildren. Here is an extract from one of them: <i>'Dear Ali Hello! I am in Year 5 at Hawthorn Primary School. I am writing to say I'm sorry about what happened in Rwanda. Your life story that you told made me think how lucky I am to have a family and a home to go to. Your story was so shocking..... I still can't believe you built up all your courage to tell it to us. You, Simon and Carole were great to come into our class and teach us things, tell us things about the Holocaust and most of all trust us with your life stories. Thank you!'</i></p>
Milestones 2010-2011	
Milestone 1	Further expand the awareness-raising work to a regional level through talks and where possible radio/television.
Milestone 2	Explore new partnership working by delivering training/awareness-raising sessions for other agencies.



Musa Hassan Ali



Launched in November 2009, the 'Hungry WERS' recipe book has been a great success. During the year £1890 profit was made for the hardship fund. 'Hungry WERS' is available from the office and is a snip at £5!



Cathrinah Mabhena
Founder member of WERS focus group

*'Welcome to 'Hungry WERS'!
We have put together a selection of recipes from our home countries
for you to prepare and enjoy.
All proceeds from the sale of this book will go to the WERS hardship
fund which supports over a hundred destitute asylum seekers. So
by buying this little book you are helping to feed them too!'*

Here are Ahoua's two mouthwatering recipes for you to try:

AHOUA KONE

I am a refugee from Côte d'Ivoire. My country is situated in West Africa. French is our official language. I have been living in the UK for over five years. I'm a student at Newcastle College where I'm learning English and IT. I also volunteer at the People's Kitchen. I have joined the West End Refugee Service Focus Group recently. I would like to present some of the popular recipes from my country.

Ginger Juice

(Makes around 1 ½ litres)

1 small pineapple
35g of fresh ginger
400g sugar
2 lemons - juiced
1 tablespoon vanilla extract
1½ litres water

Peel and chop the pineapple and ginger. Blend together until smooth. Add water, sugar, lemon juice and vanilla extract. Mix thoroughly. Use a sieve to strain and serve chilled or with crushed ice.



Roasted tilapia with attieke and chilli sauce

Tilapia is a fresh water fish traditionally associated with Africa and the Levant, but becoming increasingly popular in the West, where it is farmed. A Sainsbury's magazine recently featured Delia Smith praising this attractive fish. Perhaps it is attractive because it is a fish that is not too fishy! One fish per person should be sufficient. Attieke is a type of couscous available from African stores in pre-cooked form. Ordinary couscous sold in supermarkets would be a suitable substitute.



Serves 4

4 tilapia fish
300g/11oz pre-cooked attieke

For chilli sauce:

1 medium onion
3 tomatoes
1 garlic clove
1 chilli
1 vegetable stock cube

To accompany the dish:

½ cucumber
1 teaspoon mustard
1 teaspoon salt
2 teaspoon vinegar
1 teaspoon oil

Garnish:

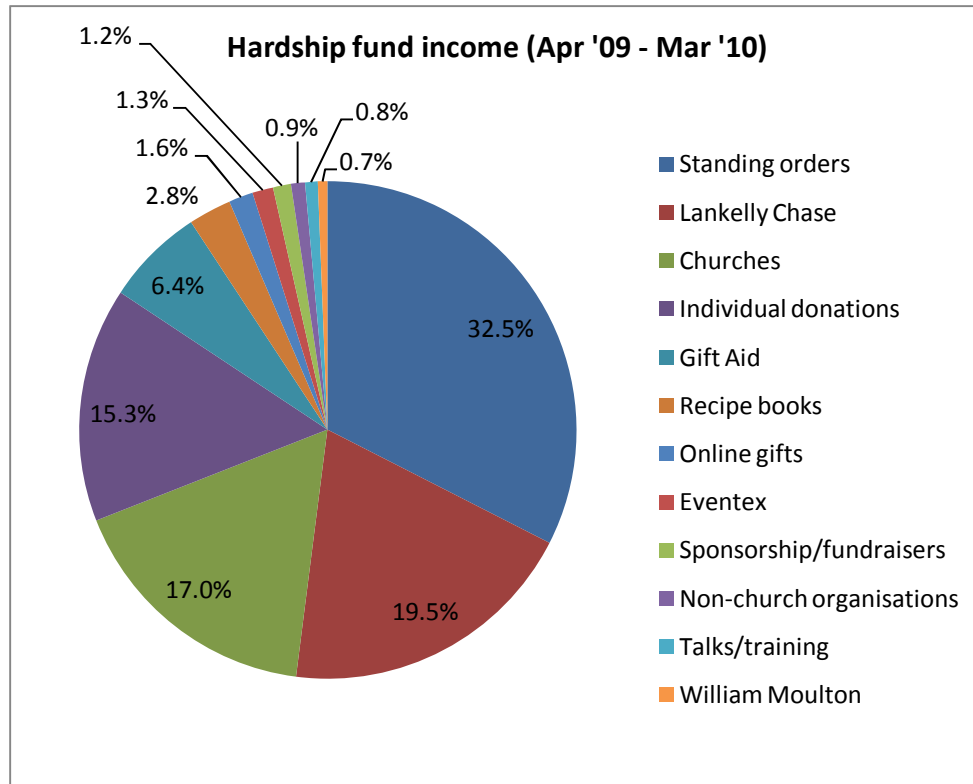
Onion and tomato slices

For the chilli sauce, blend 3 tomatoes and 1 onion together with the chilli, garlic and a stock cube dissolved in a small amount of water. Cook for 30 minutes, adding water if necessary. Clean the fish and cook in the chilli sauce. In a bowl, mix together the vinegar, mustard, salt and oil, and add ½ a diced cucumber. Serve with the fish and the cooked attieke.

WERS' Hardship Fund

For many years, an important aspect of WERS' work has been the support of destitute clients. Destitution has been found to be one of the most intractable problems of the asylum process and one with which the voluntary sector has largely been left to cope. Charities such as West End Refugee Service, Common Ground and Action Foundation have continued to provide a lifeline of support to the numerous men and women in Newcastle upon Tyne whose asylum applications have been turned down.

WERS is enormously encouraged by the wonderful generosity and loyalty of its supporters, many of whom have donated money to WERS since the very beginning. Hardship Fund income for 2009/10 was £76,790 – a wonderful total!



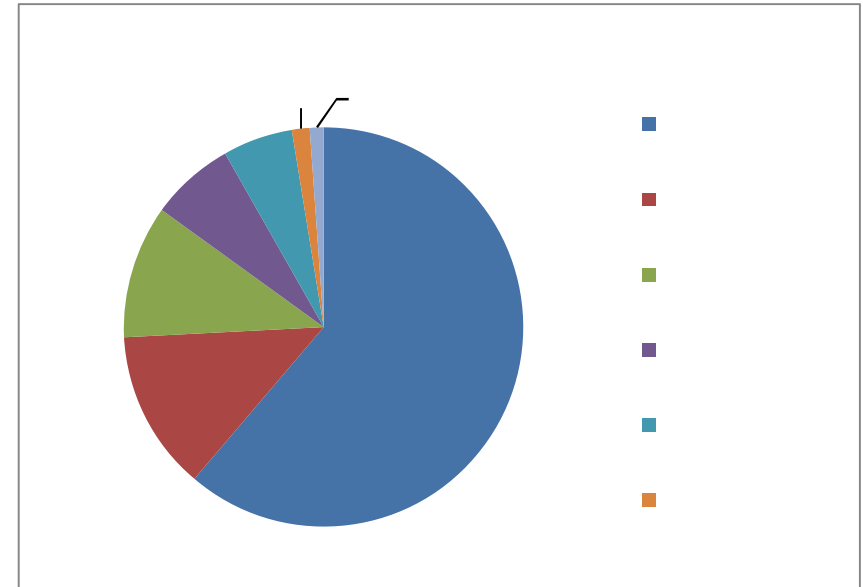
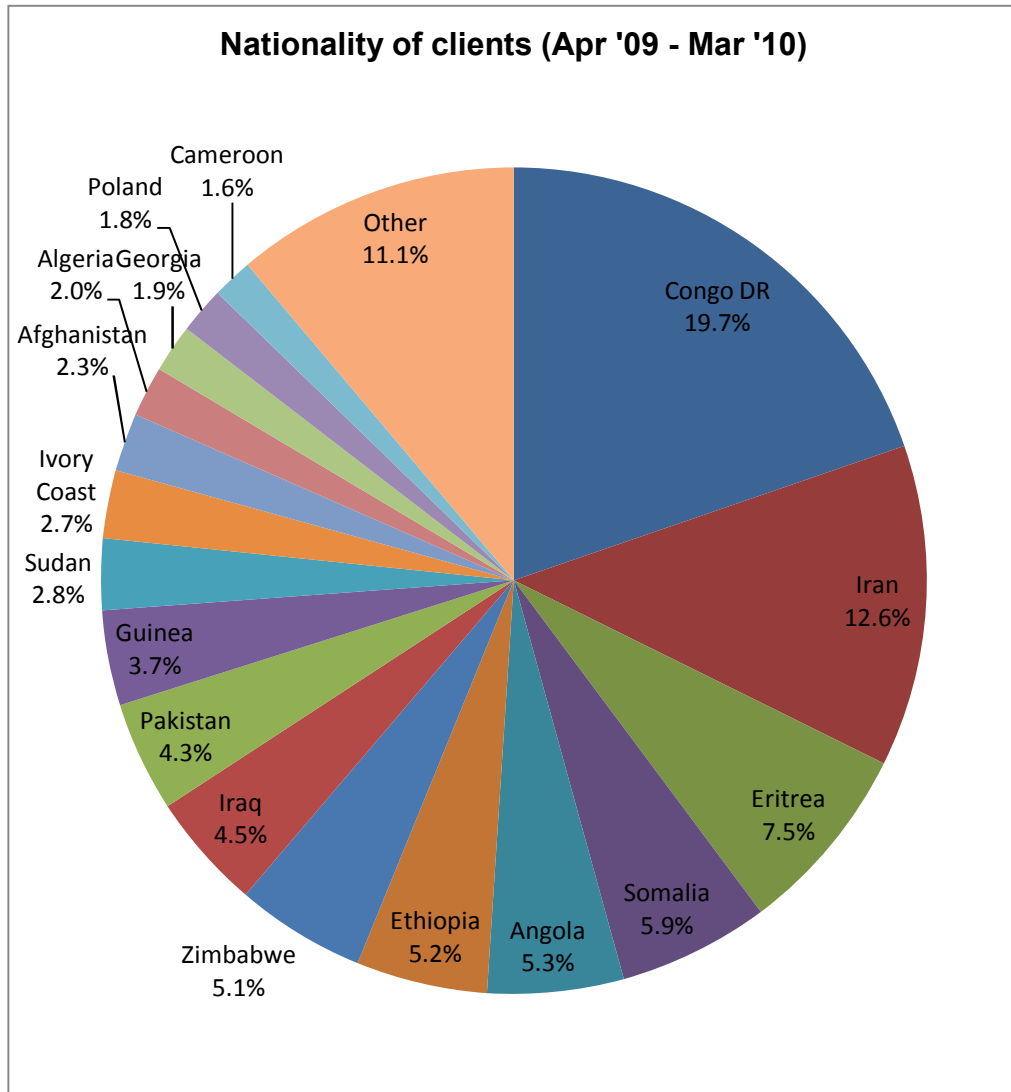
Source	Total
Standing orders	24,957
Lankelly Chase	15,000
Churches	13,063
Individual donations	11,722
Gift Aid	4,924
Recipe books	2,153
Online gifts	1,230
Eventex	1,023
Sponsorship/fundraisers	890
Non-church organisations	705
Talks/training	622
William Moulton	500
Total	76,790

304 clients were supported by the hardship fund: 225 men and 79 women. Each client receives a weekly cash payment of £10, a food parcel and toiletries when available. Hardship fund expenditure during the last 12 months was £77,954, the highest ever.

Food and clothing

£17,998 was spent on food during the last year.

Food spend by supplier



Supplier	Amount
Asda	11,020
May's	2,332
African Market	1,941
Back Home International	1,227
Iceland	1,021
Other	257
Fareshare	200
Total	17,998

Clothing store and food parcels



Number of store visits

Month	08-09	09-10
Apr	621	551
May	561	524
Jun	608	592
Jul	604	612
Aug	612	519
Sep	547	539
Oct	638	610
Nov	546	623
Dec	454	497
Jan	580	482
Feb	563	579
Mar	623	627
Totals	6957	6755

Number of food parcels

Month	08-09	09-10
Apr	415	449
May	346	372
Jun	423	431
Jul	399	439
Aug	417	388
Sep	337	371
Oct	434	433
Nov	346	375
Dec	397	306
Jan	350	313
Feb	369	337
Mar	435	399
Totals	4668	4613



COUNSELLING AT WERS

Sixth Annual Report.

“I feel free. The pain from my heart has come out.” Every client who comes to see one of the WERS counsellors is asked at the end of the sessions and again after six months, what they feel about the work. The quotation above is from one of the clients. There are a number of people who tell us that counselling for asylum seekers is likely to be of little value, because asylum seekers’ problems are too great, that they cannot know what counselling is, and that at any time they might be returned to their country before any work can finish.

To move from your country and try to seek asylum in another country, even if you have been tortured and abused and are desperate to escape, requires great courage and spiritual stamina. One of the great gifts we can give to such a person is a listening ear, a presence and an opportunity to talk through what has happened. It may not solve the problems people have, but it will certainly encourage them and give them renewed zest and hope in their task of living through hard times. And, if counselling is unfamiliar in many countries, all have the experience of talking with someone when they are in difficulty, and evaluations tell us that people in fact do value it very much. And yes, some people are returned to their country, though only one of the clients I have seen. Even if they are, it is important that one of the good experiences they take back in addition to the care they receive at WERS is the memory of a supportive relationship - a relationship which enhances their self-belief and increases strength to cope in the future. The first priority of any asylum seekers is of course being granted permission to remain, but counselling helps people to come through the anguish of the wait.



Dorothy Spence

This year we said goodbye to Dorothy Spence, who has been a colleague since 2004 when she began her fortnightly journey from Appleby to Newcastle to work with us. She brought experience of working with the Medical Foundation in London to her counselling, and her strength and spirit, and concern for her clients has been manifest over the years. We are grateful for all she has done.

The WERS staff asked me to give a training day on listening and counselling and as a result, regular sessions are now given to those joining WERS as befrienders.

During this last year we have offered 44 mornings of counselling, every Tuesday apart from Christmas, holidays etc; 132 sessions. 96 of these were used, 4 were not booked and for 32 the client did not appear. Reasons for non-appearance were largely the inherent difficulty of the work, sickness of some kind or another, or appointments with immigration, solicitors or doctors. On the whole, given the level of trauma and distress experienced by clients, the

level of non-appearance was not too bad but we are introducing a greater flexibility in making appointments in this coming year to see if we can improve things.

We saw 21 clients:

Congo	1 man and 5 women
Eritrea	1 man and 1 woman
Ethiopia	1 man
Iran	1 man
Ivory Coast	1 woman
Nigeria	1 man and 3 women
Russia	1 man
Syria	1 man
Uganda	1 man and 1 woman
Zimbabwe	2 women

That is 8 men and 13 women

The number of sessions for each client has varied greatly; from single sessions to one client who attended 19. The usual for each client is between 5 and 8 sessions.

David Goodacre

'I gained the most important thing, I gained my self-confidence. I hope other people who are having a difficult time will benefit from this service.'

'I feel stronger than before. Problems I had prior to counselling are easier to cope with now.'

'I have learned that it is sometimes good to be angry – I deserve to be angry. I don't blame myself now.'

WEST END REFUGEE SERVICE

Financial Statements for Year Ended 31 March 2010

Registered Charity No. 1077601

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WEST END REFUGEE SERVICE

Independent Examiner's Report to the Trustees of West End Refugee Service

I report on the accounts of the charity for the year ended 31 March 2010, which are set out on pages 2 to 6.

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 43 (2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 43 of the 1993 Act
- to follow the procedures laid down in the general directions given by the Charity Commission under section 43 (7)
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a true and fair view and the report is limited to those matters set out in the statement below.

Independent examiner's 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 41 of the 1993 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 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.



J. F. Norbury
Chartered Accountant
1 Pendleton Avenue
Rossendale
Lancashire BB4 8UX

14 September 2010

Statement of Financial Activities for the
Year Ended 31 March 2010

WEST END REFUGEE SERVICE

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2009/10 £	Total Funds 2008/09 £
Incoming Resources					
Incoming resources from generated funds					
* Voluntary income: grants	3	0	147,241	147,241	153,569
donations	4	13,052	56,530	69,582	71,613
gift - aid		0	5,674	5,674	4,728
other		0	0	0	0
		13,052	209,445	222,497	229,910
* Investment income	5	12		12	896
		13,064	209,445	222,509	230,806

Resources Expended

Charitable activities

* Relief of poverty within the local community of refugees and asylum seekers	8 (a)	100	78,054	78,154	68,709
* Provision of support, advice and training, awareness-raising and education, and the facilitating of partnership with other agencies	8 (b)	5,030	141,026	146,056	123,411
* Volunteer Project Expenses	8 (c)	3,449	1,659	5,108	21,308
sub - total		8,579	220,739	229,318	213,428
Cost of generating funds		0	0	0	0
Governance costs		0	0	0	0
		8,579	220,739	229,318	213,428
Net incoming / (outgoing) resources before transfers					
		4,485	(11,294)	(6,809)	17,378
Transfers between funds					
		0	0	0	0
Net Movement in Funds					
		4,485	(11,294)	(6,809)	17,378
Reconciliation of Funds					
Total funds brought forward		33,583	68,048	101,631	84,735
Unrealised Debtor from last year					(482)
Total Funds Carried Forward		38,068	56,754	94,822	101,631

Balance Sheet at 31 March 2010

	Notes	Unrestricted £	Restricted £	2009/10 £	2008/09 £
Current Assets					
Debtors	9	0	5,675	5,675	5,353
Cash and bank balances	10	38,068	51,574	89,642	96,531
Prepayments	11	0	0	0	437
Total Current Assets		38,068	57,249	95,317	102,321
Creditors due within one year	12	0	(495)	(495)	(690)
Total Net Assets		38,068	56,754	94,822	101,631
Total Funds	13	38,068	56,754	94,822	101,631



Treasurer

Trustee

14 September 2010



Chair

Trustee

14 September 2010

Notes to the Financial Statements
Year ended 31 March 2010

1 Accounting Policies

- a) These accounts have been prepared on an accruals basis.
- b) Investment income is recorded when receivable.
- c) Gift Aid receivable is recognised in the accounting period in which the donations made under the Gift Aid scheme are received.
- d) No significant assets are held. Equipment is written off in the year of purchase since it is normally funded by specific grants.
- e) Incoming grants are recorded in the period in which they are received thus enabling our larger funding bodies to monitor progress.

2 Taxation

The charity is registered with the Charity Commission and accordingly it is exempt from taxation on its income where it is applied for charitable purposes.

3 Analysis of Grant Income

	Unrestricted	Restricted	2009/10	2008/09
	£	£	£	£
Big Lottery	0	51,644	51,644	48,860
Northern Rock Foundation	0	11,550	11,550	35,682
Greggs Trust	0	11,003	11,003	10,819
Your Homes Newcastle Grant Aid Budget	0	14,544	14,544	5,668
Lankelly Chase	0	15,000	15,000	15,000
Sherburn Trust	0	5,000	5,000	5,000
Church Urban Fund	0	0	0	2,500
Henry Smith	0	31,000	31,000	30,040

William Moulton
 Trusthouse
 Joseph Brough
 Sundry Grants

	0	500	500	0
	0	2,000	2,000	0
	0	5,000	5,000	0
	0	0	0	0
	0	147,241	147,241	153,569

4 Analysis of Donations Received

	Unrestricted	Restricted	2009/10	2008/09
	£	£	£	£
Sundry Donations to Emergency Fund	0	56,530	56,530	65,504
Sundry Donations to General Fund	13,052	0	13,052	6,108
	13,052	56,530	69,582	71,612

5 Investment Income

Investment income is the interest on balances held with Barclays Bank on the following accounts:
 - Business Base Rate Tracker Account
 - Business Premium Account

Notes to the Financial Statements
Year ended 31 March 2010

6 Analysis of Employee Costs

	Unrestricted	Restricted	2009/10	2008/09
	£	£	£	£
Salaries	1,618	102,434	104,052	74,784
Employer's National Insurance	128	8,122	8,250	8,412
	<u>1,746</u>	<u>110,556</u>	<u>112,302</u>	<u>83,196</u>

No employee received emoluments in excess of £30,000 during the year (2009/10: nil). Nine employees worked for the charity during the year across 8 posts. One worked full time whilst the others worked part time.

7 Related Party Transactions

None of the trustees were paid any remuneration or expenses by the charity during the year.

8 Analysis of Charitable Expenditure

	Unrestricted	Restricted	2009/10	2008/09
	£	£	£	£
(a) Relief of poverty				
Hardship payments to Individuals	0	58,265	58,265	54,327
Food parcels	100	18,043	18,143	9,505
GoodFund (for food purchase)	0	0	0	506
Extraordinary Client Expenses	0	1,152	1,152	2,379
Other	0	594	594	1,992
	<u>100</u>	<u>78,054</u>	<u>78,154</u>	<u>68,709</u>
(b) Provision of support, advice, training etc				
Salaries/training/travel	1,746	111,922	113,668	89,783
Counselling	53	5,465	5,518	7,867
Provision of WERS centre & facilities	3,002	19,156	22,158	23,307
Management/admin	229	4,483	4,712	0
Other	0	0	0	2,454
	<u>5,030</u>	<u>141,026</u>	<u>146,056</u>	<u>123,411</u>
(c) Volunteer activities				
Volunteer Project Expenses	3,449	1,659	5,108	21,308
	<u>3,449</u>	<u>1,659</u>	<u>5,108</u>	<u>21,308</u>

Notes to the Financial Statements
Year ended 31 March 2010

9 Debtors	Unrestricted £	Restricted £	2009/10 £	2008/09 £
Gift aid reclaimable	0	5674	5674	4,728
General	0	1	1	625
Total	0	5675	5675	5,353

10 Cash and Bank Balances	Unrestricted £	Restricted £	2009/10 £	2008/09 £
Balances with Barclays Bank				
- Community Account Main Fund	15145	30795	45940	52,627
- Business Base Rate Tracker Account	22342		22342	22,331
- Business Premium Account	465		465	464
- Community Account Emergency (Hardship) Fund	116	19567	19567	20,953
Cash in hand		1212	1328	156
Total	38068	51574	89642	96,531

11 Prepayments	Unrestricted £	Restricted £	2009/10 £	2008/09 £
Payroll Provider	0	0	0	437
Total	0	0	0	437

12 Creditors	Unrestricted £	Restricted £	2009/10 £	2008/09 £
Accruals for utilities	0	0	0	0
Payroll Provider	0	157	157	0
Uncleared Cheques	0	338	338	690
Total	0	495	495	690

13 Movements on Funds

	01 Apr 09 £	Receipts £	Payments £	Transfers Between Funds	31 Mar 10 £
<i>Unrestricted</i>					
General (Main) Fund	33,583	13,064	(6,800)	(1,778)	38,068
Total Unrestricted	33,583	13,064	(6,800)	(1,778)	38,068
<i>Restricted</i>					
Emergency Fund	16,299	62,204	(59,813)	1,000	19,690
Lankelly Chase	8,406	15,000	(17,156)	0	6,250
William Moulton	500	500	(985)	0	15
Big Lottery (Community Fund)	4,574	51,644	(50,877)	0	5,341
Northern Rock Foundation (2)	31,270	11,550	(32,735)	0	10,085
Greggs Charitable Trust	6,066	11,003	(10,200)	25	6,894
Trusthouse	0	2,000	(1,000)	(1,000)	0
YHN Grant Aid Budget (3)	0	4,544	(4,544)	0	0
Sherburn Trust	0	5,000	(5,000)	0	0
Church Urban Fund	934	0	(934)	0	0
Henry Smith	0	31,000	(26,903)	1,700	5,797
Joseph Brough	0	5,000	(2,371)	53	2,682
YHN Grant Aid Budget (4)	0	10,000	(10,000)	0	0
Total Restricted	68,048	209,445	(222,518)	1,778	56,754
Total All Funds	101,631	222,509	(229,318)	0	94,822



A big thank you to

- All our volunteers and supporters
- Big Lottery
- Joseph Brough Trust
- Christ's Hospital in Sherburn
- Church Urban Fund
- Greggs Foundation
- Lankelly Chase Foundation
- William Moulton Charity
- Northern Rock Foundation
- The Henry Smith Charity
- Trusthouse Charitable Foundation
- Your Homes Newcastle Asylum Seeker/Refugee Grant Aid Budget
- Numerous individual donors
- Newcastle Council for Voluntary Service
- CSV Training and Enterprise North East



WERS Befriending Scheme meets the Approved Provider Standard of the Mentoring and Befriending Foundation



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Visit by The Archbishop of York, Dr John Sentamu
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