

WARM HUT UK



“One of the lessons that I grew up with was to always stay true to yourself and never let what somebody else says distract you from your goals. And so when I hear about negative and false attacks, I really don’t invest any energy in them, because I know who I am” Mrs. Michelle Obama.

ANNUAL ACCOUNTS AND REPORTS FOR FYE 31/03/2017

INTRODUCTION, LEGAL AND ADMINISTRATIVE DETAILS

Legal form Warm Hut UK is a charity organisation formally constituted since 2007 and amended in 2009 and a registered charity (1138445) in England and Wales since 2010.

Board of Trustees The board of the trustees also forms the Executive Committee which appoints officers who are responsible for the day- to -day running of the organisation.

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A. THE TRUSTEES'REPORT

- Welcome Asylum Refugee Migrant (WARM Hut UK) is where those people feel home here in Salford. A self-help group of people who have been through immigration process and are now with sole focus to improve the quality of life of our beneficiaries.
- Our principal objective continues to be the advancement and self-empowerment, promotion of education, training and volunteering opportunities as well as reducing isolation through the provision of social activities, cultural entertainments, outings, preventative health care, education facilities of Asylum seekers, Refugees, Migrants and Second generation of British living in Salford and surrounding areas.
- Warm Hut UK has covered a considerable distance from where it started few years ago at the Broughton Library, when our services consisted of simply providing safe place where asylum seekers could only be welcomed and make friends with distribution of second hand clothes and basic toiletries.
- Now, we are open six days a week, Monday to Saturday to keep regular contact with our beneficiaries. Our centre is the best place for people who are lonely and isolated and wish to feel part of the community and those who are unable to care for themselves.
- We have dedicated, trained staff and volunteers who offer exceptional support and assistance to our service users. They contribute valuable knowledge and understanding of the physical and mental health needs that can be associated with migration, refugees and asylum seeking process.
- During the year, we have continued to grow and develop our services increasing the numbers of beneficiaries, our staff capacity and we have supported over 1,400 asylum seekers, refugees, and other migrants through our drop in, advice, training, ICT and conversation club, volunteering, Youth activities, keep fit and cultural activities with the help of approximately 30 volunteers.
- Loneliness is a massive issue for people in later life in the UK. Therefore, our older people befriending services is second to none for those asylum seekers, refugees and migrants, especially those with no recourse to public fund as it reduces depression, anxiety, increased ability to talk, listen and share information with another human being who they felt they could trust and rely. This contact provided them with a sense of belonging, made them feel more confident and less alone and anxious.
- I would start by expressing my sincere gratitude to many inspiring people I have met during this FYE 31st March 2017: from our service users, funders and partners and allow me to express our thanks to our staff and volunteers as well as focus group whose efforts and dedication ensured that we successfully went through what has been one of the most challenging years.
- I am honoured to have chaired the board of the trustees for this successful year and as I'm stepping down in September 2017, I'm so proud that the charity's finances are on as firm a footing as can be expected from a small charity such as ours to face the challenges ahead with Mr. Richard Cockcroft, our newly elected chair.
- Of course, the level of activity depends on a regular flow of money, and whilst our reserves are significantly healthy, like other small charities we are approaching relevant funders on an almost constant basis to continue to provide this much-needed support.

- We are grateful to all our funders, big or small, rest assured that you made such a big difference to our core funding, advice and wellbeing, homework club, Older people scheme and Heritage. We really and deeply appreciated.
- This report summarises how we've done the below areas during 2016/17. Don't hesitate to contact us if you have any questions by emailing info@warmhut.org

It's our commitment that sets up a part.

I am strongly looking forward for a stronger, more successful 2017-2018 with all the opportunities and inevitably challenges that will come along.

Mrs Pipeeh Miyalu, Chair of the board.

Pipeeh



Setting up new vision, new strategies and PQASSO process helped a lot.

A. OBJECTIVES AND ACTIVITIES

Warm Hut UK charitable objects are:

1. The prevention and/or relief of poverty by the provision of advice and assistance to refugees, asylum seekers, migrants and their dependents particularly by the provision of education and training with a view to facilitating their social integration and contribution to the host country which improve their living conditions and quality of life.
2. The advancement of education by the provision of training and advisory services; workshops and learning circles
3. The relief of those in need because of their youth, age, ill health, disability, financial hardship or other disadvantage, or persons in similar situations who are in need of charitable support; and
5. The promotion of human rights particularly by the support of those suffering from human rights abuses and/or issues of injustice perpetrated by individuals, groups or governments on the grounds of race, religion, colour, gender, sexual orientation, disability, or other condition.

The main activities undertaken in relation to these objects are:

Drop in sessions

- Every weekday from 10:00 to 14:00 held at our office, we provide an ever-increasing range of services to meet the needs that our visitors who are asylum seekers, migrants and refugees' families with younger children bring. Our project helps by addressing the needs of these children and their families in overcoming barriers to learning, integration and social development, in order to settle in Salford and to realise their full potential through accessing basic services as well as social and leisure activities.
- Run by programme manager supported by 6 volunteers who speak community languages: Lingala, Mandingo (Malinke or Djoula); French, Swahili and Portuguese. Those volunteers complete some initial induction and training sessions; on-going support from supervisor with reasonable expenses covered such as travel, lunch and childcare.
- Related support includes: General information, advice and Guidance, Interpreting and translating services, arranging GPs and hospitals' appointments and help explaining contents of related correspondences
- Benefits related support including benefit checks, filling forms, antenatal, postnatal and maternity support by referring to relevant organisations, destitution support as well as referring or signposting to other agencies that can help them as well (SureStart children centres or CABs)

Emotional and Wellbeing support

- Providing one to one support to families in issues related to accessing or following up on issues such as: Schooling and education, Health services, such as; Wellbeing and emotional support, Housing related issues such as registration for housing association properties, support with furniture, housing conditions etc.

- Provide emotional support to Francophone/West Africans women survivors of FGM and support women on spousal visa who do not access mainstreams services due to no recourse to public fund restrictions.
- More cultural sensitive services for men on spousal visa has been set up to offer emotional support.

Classes:

- We provide free English conversation and ICT club to Asylum seekers and migrants especially older people that cannot reasonably access mainstream ESOL provision
- at present, we run Maths and English supported classes for young people primary and high schools within our afterschool club and Homework club. We're looking to expand support to adults who are planning to further their education and prepare their GCSEs and promote personal development.



African forum:

- Monthly event to discuss and challenge harmful traditional practices such as FGM, Breast Ironing and witchcraft branding as well as dementia awareness session.
- We organise and contribute to a host of events throughout the year, from IWD, Mother's Day, Father's Day, Youth day, Refugee week and Black Month History...

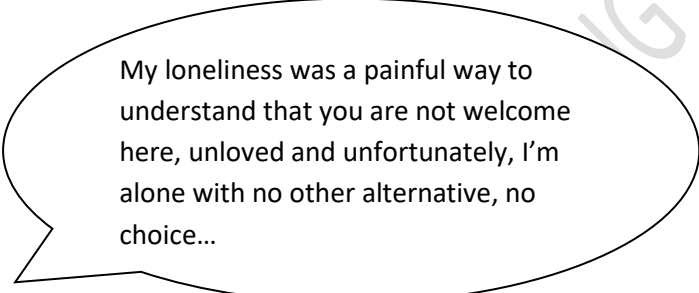
In setting our objectives and planning our activities, the trustees have regard to the Charity Commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

Things you need to know about us and some of the things we are particularly proud of

Warm Hut UK is a service users led organisation working directly and sharing same background with asylum seekers, Refugees and Migrants: same live experience therefore, Living on their side.

We helped 120 older people in Salford and surrounding areas to live and stay independent in their own home through befriending, information, advice and sign posting to specialist

Mrs Rugaga is a 70-year-old housebound who is a destitute asylum seeker with no access to benefit despite her long term medical conditions. For the past 7 year, she has no social contact whatsoever, except when she goes to her GP for regular check-up, until last November when she met a young woman who speaks her mother tongue (Lingala) at her GP's surgery. Without a phone number, it was difficult for us to reach out and finally, our wellbeing manager managed to get her number and organised a visit, checked her entitlement and rights, referred to a solicitor for her immigration case, befriending as well as throwing up a surprised birthday party for her.



My loneliness was a painful way to understand that you are not welcome here, unloved and unfortunately, I'm alone with no other alternative, no choice...



Emotionally supported on a weekly basis with a phone call morning and evening, weekly visit by our volunteers to make sure that she is OK, follow up with the solicitor on her immigration case...

I'm not sure saying Thank you is really the expression of my gratitude towards Warm Hut UK, but please accept it as THANK YOU... very much would have limited my gratitude.

We scored 98% of satisfaction of services, improved emotional wellbeing and reduced isolation from feedback received.

At least 175 women benefited from our Health education and awareness activities including Breast cancer, breast ironing, FGM and Bleaching skin cancer effects.



98% reported increased self-esteem, confidence and awareness raised.

Young people, our future... gone extra miles to raise their aspirations, attainment and supported to fulfil their potential and Outdoors activities matter for personal development. At least 109 young people accessed our activities including Homework club, Afterschool club, one to one and Youth day.



98% reported greater confidence, stronger motivation toward learning, and greater sense of belonging and responsibility.

Networking opportunity and community engagement: Service users are 'engaged' when they play a meaningful role in discussions, decision-making and/or implementation of projects affecting them.



This increased our resilience as an organisation to work with a wide range of partners with 98% of service users reported that they feel more confident and empowered to take the lead and ownership of the charity and its activities, through their contribution to the project design, delivery and development. thus, consultation matters.

Training of staff, volunteers and Trustees matters to us and we implement comprehensive training programs to ensure that they have the skills, knowledge and experience they need to complete work efficiently.



Energy advice L3 training City and Guilds.

They reported improved skills, knowledge and job satisfaction and they can transfer their knowledge to service users.

Putting a human face onto these statements:

- Mariama is a 32 year old mother of 4 who came in this country on a spousal visa. They had a dispute with her now estranged husband over lack of food in the house as the man doesn't financially support neither her nor the children despite working full-time and on receipt of Child Tax credit.
- The argument became physical, and he began to bite her bottom, choking her, and spitting in her face during the ordeal and left her without a phone. She went in the morning to seek help, she was accused of faking domestic violence to stay in UK. The man made up an allegation to Social Services that she used to physically and emotionally abused her children and they went to court with him while the children were placed on child protection register.
- With no recourse to Public fund, very stressful situation for the young mother. Warm Hut UK stood up for her case.
- She came to our drop in session, case file opened, assessed her case, sign posted to AFRUCA for help with her children child protection case; one to one support with our emotional wellbeing team, contacted immigration adviser who found out that she was entitled to Indefinite Leave to Remain, we made an application for ILR, claimed her benefits, children removed from Child Protection Register with husband banned from seeing children and entering home. The man left home with outstanding utilities bill and he used her name for other consumer debts amounting £12500 all together.
- We contacted trusts and foundations, cleared her utilities bill with further assistance of brand new white goods...



First time she came to visit, she reported being hungry and not eaten for 3 days and we bought emergency food and hot chocolate to cheer her up.

Ms Mariama accessed our ICT and Job search club support in our women wellbeing project, found a full-time job and reunited with her 4 children...



She shared her story with Salford MP Ms Rachel Long-Bailey (Left in tears) who came to visit Warm Hut UK as part monitoring of projects funded by Scottish Power Energy People Trust.

Powerful story of distress to empowerment... our story on their journey travelled with us...

My case was very very complex. Without Warm Hut UK I would not have known my rights and would have given up It was very distressing, and had an impact on my health and was ready to commit a suicide...

Mrs Keita aged 58 with breast cancer.

Mrs Keita referred herself to our service after seeing the leaflet on Facebook. Prior to diagnosis she had worked full-time in a care setting and she lived with her husband who had recently taken early retirement to care for her. She had been diagnosed with breast cancer six months before making contact with the benefits service and had already undergone three operations including a mastectomy. She had just finished chemotherapy.

We helped make a claim for ESA and completed a Macmillan grant form (awarded £400). The case worker also advised the client to claim Personal Independence Payment (PIP) on the basis of the physical difficulties she was having as well as her low mood.

The case worker followed up weeks later but was unable to reach the client so left a message. She followed up again but by this time the client had already completed the PIP medical form herself. The Advice worker agreed to keep the PIP case on and follow up with the client periodically. Over the following weeks, her mental health began to deteriorate. She explained that having finished her treatment the emotional impact of what she had experienced was starting to hit home. The Advice worker discussed with the client the option of seeking help through her GP or cancer team and the client agreed to consider this. BTW, we organised cancer awareness session with women as result. She attended the medical assessment with an Atos Healthcare professional (they conduct them on behalf of the DWP to make decisions about entitlement) and end of July, this was turned down for Personal Independence Payment.

Her mental health (depression and anxiety) deteriorated further and the advice worker urged the client to seek help through her GP – the client agreed and was prescribed antidepressants and referred for counselling. We gathered all the evidence the DWP used to make the PIP decision and looked at this with the client. They agreed to ask for a mandatory reconsideration of the decision. The client's GP agreed to support the case at the request of the Advice worker. The DWP awarded extra points on the back of the reconsideration request and evidence sent in, but the client was still not awarded PIP. The Advice worker gathered evidence for an appeal, arguing the following points:

1. The DWP had stated that the client could cook a meal with appropriate aids and adaptations. The Advice worker argued that the client needed physical help to cook a meal and aids and adaptations only dealt with one aspect of cooking. Relevant commissioner's decisions were referenced to support the point.
2. The DWP stated that there was no evidence of the client suffering mental health problems that affected her ability to go outside without assistance. The Advice worker requested copies of medical notes from the GP surgery which supported the GP's previous letter that the client had been suffering with mental health problems and anxiety for many months. Case continues...

The client stated that she felt supported by the Advice worker to see her case through. She also stated that it was down to the Advice worker that she had felt able to acknowledge and seek help for the emotional difficulties she had started to experience. She stated:

"It wasn't just benefits advice; it was more than that: Being supported by a fellow woman was just a blessing. You stood by us and listened to us. The PIP payments make life so much easier. I don't feel

as if I have to watch every single penny and me and my husband can plan our finances together, it's given me financial independence'.



This is the kind of difference we aim to make in life of every service user accessing our project and your financial assistance would help us write the next chapter...

B. Treasurer reports

- Our income increased compared to the previous year and this is mainly generated through childcare provision with a significant proportion of income being restricted grants. However, we are confident that we can raise the funds needed due to a healthy cash flow, further expected increases in income from Warm Hut UK Housing, our newly planned venture to house refugees and Migrants here in Salford, a Business and Invest team being set up as result to generate new income.
- Reserves Policy: The trustees' policy is to hold reserves at an appropriate level to continue core activities for six months and redundancy costs arising in the event of funding not being renewed.
- Risk: The major risks to which the charity is exposed have been reviewed and a policy has been established to mitigate those risks including preparation of regular financial reports, maintenance of insurance and management reviews. These systems are reviewed periodically to ensure the needs of the charity are being met.
- Our plan for the future is to develop Warm Hut UK Housing scheme to generate new income and support our beneficiaries with unrestricted income and we have been reviewing our Vision, Strategy and Business Objectives for the next 5 years as result of PQASSO process and we expect to conclude this process in September 2017.

STATEMENTS OF FINANCIAL ACTIVITIES AND BALANCE SHEET

INCOME (A)	2016/2017	
	£ Restricted Funds	£ Unrestricted Funds
Grants	100354.4	38300
Activities generating of income		15098.63
TOTAL A	153753.03	
EXPENDITURE (B)		
Rent and Rates		10800
Project Management/ Salaries	22250	27750
Room hire	6720	
Community Engagement Events and Youth	5578.26	
Equipment and Asset	2225	
Training	10854.4	
Artist Fees	15998.98	
Volunteers' expenses	4253.36	
Tutor fees	18458.68	
Sundry	651.23	
Consultancy		8500
Overhead		1517.88
TOTAL B	86989.91	48567.88
A-B	18195.24	
Funds carried forward	18195.24	

BALANCE SHEET AS OF 31ST MARCH 2017

	£	£
Fixed assets		
Tangible assets		
Computers	5,290.00	
Minibus	11,700.00	
Accumulative Depreciation	4,698.00	
		£12,292.00
Current assets		
Debtors(Prepayment)	2852.74	
Cash at bank	4,300.50	
		£7,153.24
Creditors: Amounts falling due within one year	1,250.00	
		£1,250.00
Net current assets		£5,903.24
Total assets less current liabilities net assets		18,195.24
		£18,195.24
Funds		
Restricted income funds		£13,364.49
Unrestricted income funds		£4,830.75
Total funds		£18,195.24

Prepared by: Ms Karidjatou Toure and Mrs Fanta Kamara 21/04/2017



Verified by: Francois Ngwewa (accountant/Examiner)



27/04/2017

Approved by: Pipeeh Miyalu



27/04/2017

ENHANCING, EMPOWERING AND CARING

INDEPENDENT EXAMINER'S STATEMENT

Basis of independent examiner's report:

My examination was carried out in accordance with the General directions given by the Charity Commissioners. 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 I do not express an audit opinion on the view given by the accounts.

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 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 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

By Francois Ngwewa,



ACCA

Francois Ngwewa
Accountant
07979861286

Accountant, 28/04/2017

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2017

1. Basis of Preparation of Financial Statements

The Financial statements are prepared under the historic cost convention and include the results of the Charity's operations which are described in the Trustee's Report and all of which are continuing.

The financial statements have been prepared in accordance with the statement of recommended practice for Charity Accounts:

a. Fixed assets retained for use by the organisation include: Vehicles computers, printers and laptops. These fixed assets are depreciated using the depressive method of depreciation at 25% per year.

b. Change in basis of accounting: Grants Receivable

Grants for immediate expenditure are accounted for when they become receivable.

Grants received for specific purposes are treated as restricted funds.

Grants restricted to future accounting periods are deferred and recognised in those periods.

2. Statement of Trustees Responsibilities

The standard constitution of the Charity requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs and of the surplus or deficit for the period. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments that are reasonable and prudent;
- Prepare the financial statements on a going concern basis

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.