



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].

Our major funders for 2007/08:  
 Big Lottery Fund  
 Barnet Primary Care Trust  
 Milly Apthorp Charitable Trust  
 Edward Harvist Charitable Trust  
 Home Office Challenge Fund  
 Barnet Council  
 Youth Opportunity Fund  
 Children Fund  
 Glaxo Smith Kline Impact Award



Barnet Refugee Service

ANNUAL REPORT 2007/8



A message from our patron Esther Rantzen CBE	1	Glaxo Smith Kline Impact Award 2008	10
Message from the Chairman and the Director	2	Esther Rantzen as our patron	11
Our Staff	3	Mentoring	12
Our trustees	3	Case Study 2	12
Our Organisational Chart	3	Women's Group	13
<b>Directors Report</b>	4-6	Drop In for destitute asylum seekers	13
Introduction	4	ESOL Classes	14
Financial Statement	4	ESOL Skills for Life for Asylum seeking Women	14
Current Funding	4	<b>Youth Activities</b>	
Statement of Values	4	Football Team	15
Our Vision	4	Girls Photography Group	15
Our Objectives	5	Social Evening for young refugees and asylum-seekers	15
Fundraising Strategy	5	Refugee Festival 2007	16
Donations	5	End of Year Party	17
Background to our work	6	Case Study 3	17
Case Study 1	6	List of Volunteers	18
<b>Our Activities:</b>		Financial Information	19
Advice	7	Partnership Organisations	20
Outreach Advice Clinics	7		
Housing Support Service	7		
Health work	7		
Health Access Workshops	7		
Health Promotion workshops	7		
Refugee Awareness training	8		
Meeting our targets	8		
Enquiries Area Charts	8-9		

Barnet Refugee Service 020 8905 9002

Monday – Friday 9am – 5pm

Barnet Refugee Service, Suite 9, Second Floor Podium, Hyde House, The Hyde NW9 6LH

Email: [advice@b-r-s.org.uk](mailto:advice@b-r-s.org.uk) Website: [www.b-r-s.org.uk](http://www.b-r-s.org.uk)  
 Charity Number: 1107965 Co Ltd by Guarantee: 5243595

### 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**

## A message from our patron Esther Rantzen CBE



Last year I visited the Barnet Refugee Service, and met the trustees, the staff and some of the volunteers and clients. I was moved and impressed by the real difference BRS has made to so many lives.

Like many British citizens, I have many reasons to be thankful to this country.

I understand the lasting trauma suffered by those who have fled persecution.

Barnet Refugee Service works in so many practical ways to support asylum seekers and refugees and guide them towards successful integration into our society.

My best wishes go to all the staff, volunteers, funders and donors. Please keep up your good work, you really are making a difference in rebuilding shattered lives.

And to those who, like me, have enjoyed the wonderful opportunities provided by our fantastic nation, perhaps you would consider helping us in our crucial work.

I was "shell shocked"  
after hearing some of  
the BRS clients'  
tragic stories!  
Esther Rantzen

## Message from the Chairman and the Director



As we see ever more news of conflict around the world, so the need for services to support refugees and asylum seekers continues to grow. Refugees have a well-founded fear of persecution due to who they are or what they believe. Often they have faced torture, violence and enforced displacement. They come to countries like the United Kingdom hoping to find safety but they may often experience many obstacles and long delays before their asylum cases are finally determined. It is a sad fact that they may also face unjustified rejection because of a hostile media and political climate.

During the past year it has become ever clearer to us how vital a role BRS plays in the lives of an increasing number of refugees and asylum seekers in London and particularly in Barnet. Given the new government emphasis on preventing people entering the UK and on removals, it has been a difficult year for refugees and asylum seekers. BRS has seen the devastating impact of these policies on many of its clients. Increasing numbers are homeless and living without statutory support and, inevitably, this has an impact on their physical and mental health. Destitution is a growing problem with an ever-tighter legal framework, yet

these people would face very real dangers if returned.

Many do not receive any support at all. They may be deemed not to have claimed asylum "as soon as reasonably practicable", a very arbitrary test when you think how difficult it is for many to access legal advice on claiming asylum. The feedback from our clients confirms that Barnet Refugee Service creates a haven of support and warmth in a distressingly hostile environment for those who have experienced the traumas of war, bereavement, torture, rape and persecution and a difficult journey to the UK.

This annual report outlines some of the work the staff and volunteers of BRS have undertaken over the past year and they should be very proud of their achievements. BRS assures all its clients a friendly and practical service. For some it provides essential food or clothing and for increasing numbers information and advice. For yet others it is an organisation tackling isolation and encouraging integration through different projects such as the women's group, girl's group, youth activities and English classes.

Those who work and volunteer for BRS do all this with an unusual combination of warmth, dedication and high standards. In recognition of their

work BRS was a highly commended finalist in the Glaxo-SmithKline IMPACT AWARDS 2008. We also obtained the Quality Mark Award from Community Legal Services.



Raising funds for our activities is always a huge challenge. Securing core funding is proving ever more challenging for the voluntary sector in general and for London refugee charities in particular.

On behalf of our trustees, staff, volunteers and most importantly our clients we would like to express thanks to all those who have supported us and made our vital work possible. We are most grateful to all our funders and to the many individuals and faith groups and all those who undertake a variety of fund-raising efforts for the emergency hardship fund.

As we enter a new financial year, we pledge to continue our commitment to human rights, justice and the successful integration of refugees and asylum seekers. We will work hard to focus on the continued development of our services.

Peter Salomon  
Chairman

Nazee Akbari  
Director

## Our Staff

The activities of BRS were carried out by 6 paid staff and a team of volunteers



Augustus Della-Porta (left July 2007), Director, who was accountable to the Board of Trustees.



Nazee Akbari, Director (since June 2007) formerly worked as the Refugee Specialist Health Adviser, providing advice and information on health and related matters.



Syar Taher is Refugee Adviser (Housing and Welfare Benefits) with a specialism in helping asylum seekers with NASS support.



Safia Magan, Health & Social Care Advisor (Joined June 2004) providing advice and information on health related matters. Organising health related workshops.



Afsaneh Hossein, Housing Support Officer, seconded to BRS by Barnet Housing Service, Barnet Council.



Sally Craske is Mentoring Co-ordinator running our mentoring project.



Bahar Mohsini, part-time administrator, (left November 2007)



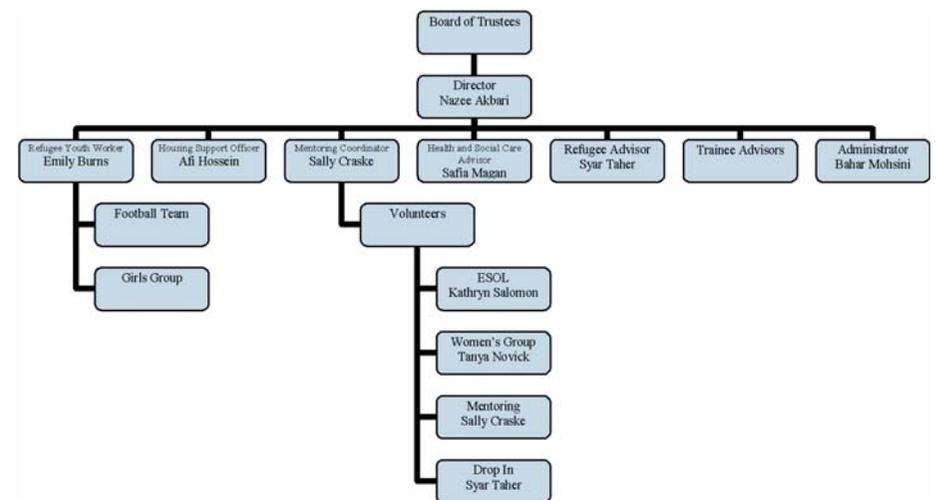
Emily Burns, Refugee Youth Worker, running our partnership project with Paiwand Association on Youth activities

## Our Trustees serving in 2007/08 were:

Ponusamy Karunaharan (treasurer)  
 Mildred Levison (co-opted August 2007)  
 Tanya Novick  
 Molly Oluwo  
 Peter Salomon (chair)  
 Cecilia Taylor  
 Tirza Waisel  
 Layla Sayed

The following served as trustees but resigned during that period:

Farshid Ariyan  
 Glen Kendal



## Director's Report

### Annual Report for the year 2007-08

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](mailto:advice@b-r-s.org.uk)

Website [www.b-r-s.org.uk](http://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 2008 can be found on page 19.

The Board of Trustees are satisfied with the performance of the charity during the year and the position at 31 March 2008 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:

- Big Lottery Fund

To cover the salary of Refugee Adviser and half of the Director's post plus a proportion of the running costs

- Barnet Primary Care Trust

To cover the salary of the Refugee Specialist Health Adviser and half of the Director's post plus a proportion of the running costs

- Milly Apthorp

Towards the costs of our Women's Group

- Youth Opportunity Fund

Towards the cost of running our football project

- Edward Harvest Charitable Trust

To cover the salary of a part time youth worker in partnership with Paiwand Afghan Association

- Home Office Challenge Fund

Towards the cost of the mentoring project

We also managed funds for the Barnet Refugee Festival with grants from Milly Apthorp Charitable Trust and Refugee Council.

### 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 in-

clude: 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.

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

## Director's Report

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 increase awareness of the rights and entitlements of local asylum seekers and refugees to health, social care, housing, training, education and employment with service users and the wider community.
11. To act as an information resource for local refugee community organisations and the wider community.
12. To enable service providers within Barnet to deliver culturally sensitive and appropriate services to asylum seekers and refugees.

### Fundraising Strategy

The Board of Trustees have established a Funding and Finance Strategy Committee who develop and monitor the progress of their fundraising strategy. It is the aim of BRS to meet its funding needs through several funding bodies.

We have developed a community fundraising strategy to establish a funding stream through donations from members, local businesses and organizations and the general public.

Our Fundraising in 2008/9 will focus on securing funds to recruit an additional advisor and merge our volunteering project together with our mentoring project. We will seek funding for the continuation of our Refugee Youth Worker's post and

develop our youth activities further. We will take part in partnership bids to expand our services.

### Donations

We raised nearly £600 this year at our Brent Cross collection day in November 2007. Thanks to the generosity of the public and the hard work of our dedicated volunteers.

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 received over £10000 cash donations from many individuals, organisations and faith groups. We would particularly like to thank North Western Reform Synagogue for their massive appeal for both money and gifts in kind.

During the year food was donated from numerous churches, temples and synagogues. The food was utilised as emergency food parcels for destitute asylum seekers at our weekly Drop In. It was not practical to value these vital donations but we believe the retail value to be in excess of £6000.

During the year, second hand clothes and baby equipment were provided by many donors with a probable value in excess of £3,000. For our end of year party we were donated many gifts from various sources and in particular received a massive donation of brand new stationery as gifts for children from the Fila-Dixon Group.

### Background to our work

A 2005 global survey by The Institute of Race Relations demonstrates that the UK hosts the 6th highest proportion of the world's refugees and asylum seekers. A Greater London Authority survey, commissioned by Mayor of London estimated that the cumulative total number of refugees and asylum seekers in London at the end of 2000 was between 352000 and 422000 i.e. about 1 in 20 of the city's residents. In 2002 the Learning and Skills Council estimated the number in Barnet at between 11500 and 14000 i.e. the eighth highest of all London boroughs.

Based on the increased demands for our services since 2002 we would estimate that there are at least as many in 2007 if not more. They include between 15% and 20% children, who are unaccompanied minors, many living in care. Barnet has a substantial refugee and asylum seeker population with large Iranian, Afghani, Somali and other African and Middle Eastern communities. Our organisation alone has dealt with nearly 950 refugees and asylum seekers in the past 12 months. Despite the perception that Barnet is a wealthy suburban borough, the facts are that it has pockets of severe deprivation and disadvantage and in recognition of this now receives neighbourhood renewal funding. Seven out of Barnet's wards fall below the national median deprivation score.

Our client group is one of the most vulnerable sectors of society. They have very low, or no incomes. Many are not allowed to work. They have poor linguistic skills and little or no knowledge of

their rights and entitlements. They need our help to access health, housing and other services. A high proportion of them suffer from poor mental health resulting from traumatic experience in their home country (war, famine, rape, violence) and the difficulties they face in adapting to life in the UK. Gaining the motivation, skills and knowledge to enter into full employment is a daunting task for many.

Asylum seekers are not allowed to work. There are often lengthy gaps in provision of support on arrival and on getting refugee status.

**I was destitute,  
I was homeless, hungry,  
BRS saved my life!**

An asylum seeker from Sierra Leone

Those who are granted status find it very hard to access the job market, even if they have professional skills, and are often on low incomes. Institute for Public Policy Research's survey on 'Refugee employment in the UK' (2004) has found that the percentage of those in professional and skilled employment is far lower amongst refugees in the UK than in their home country with a rise in those working in semi-skilled/ manual jobs or unemployed.

### Case Study 1

*Mr X is an asylum seeker from an African Country. He came to England in 1998 and applied for asylum at the port of entry. A few months after arrival, Mr. X managed to find a job as a train driver with London Transport. This was when asylum seekers had permission to work in the UK.*

*Since The Home Office announced a new policy that would increase fines and introduce incarceration for employers who knowingly or inadvertently hire immigrants who do not have the legal right to work in the UK, Mr. X's employer asks all the employees to provide them with a valid ID and work permit.*

*As Mr. X had applied for asylum more than 8 years ago he did not hold any ID card apart from his initial letter from the Home Office. This was not adequate for his employer. Mr. X contacted the Home Office and asked for an ID. Under the new Asylum Act, asylum seekers have no permission to work. Mr. X was then issued with an Application Registration Card (ARC) as an ID with no permission to work. After countless number of contacts with the Home Office Mr. X was finally told that as an asylum seeker he has no right to take any employment in the UK. Mr. X's employer refused to resume his employment. Mr. X. has now claiming benefit form National Asylum Support Service after having worked for London Transport for more than 6 years!*

## Our Current Activities

### 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 932 clients and handled 4861 enquiries during the last year. (Please see charts on page 9).

We have developed strong links with other advice providers with whom we cross refer and have set up an immigration advice surgery and specialist welfare benefits advice surgery at our base at Hyde House. This is in partnership with Barnet Law Service, Duncan Lewis Solicitors and Mary Ward Legal Centre.

### Outreach advice clinics

Our team of advice workers offer outreach clinics in 7 locations across the boroughs of Barnet and Enfield.

- Emergency Support Drop In for destitute asylum seekers to access food parcels and clothes on Mondays.
- Advice and Information Centre, Edgware Community Hospital on Tuesday afternoons
- Two Barnet College sites on Wednesdays
- Edgware Community Hospital, Refugee clinic on Friday afternoons
- Southgate College on Tuesdays and Thursdays

### Housing Support Service



Barnet Refugee Service, the Barnet Housing Service and The Supporting People Program piloted this one year partnership program to ensure that all refugees/asylum seekers receive the help and guidance they need to succeed in living independently and fully participating in the society they live in. Our Housing Support Officer, Ms. Afi Hossein, started in September 2007 and is spending 4 days a week at BRS and 1 day a week at Barbara Langston House, North Finchley.

This has been an extremely successful service. From September 2007, when Afi started, up to the end of March 2008, she has dealt with over 700 enquires supporting refugees and asylum seekers with their practical issue and in particular housing.

### Health work

Much of our work is directly health focused such as the advice work where we saw over 932 clients with over 508 health related enquiries.

We were closely involved in policy work around using interpreters, overseas charging, provision of counselling and psychotherapy services for refugees and asylum seekers including young refugees. Barnet Refugee Service was consulted by Barnet PCT as to how to set up strategies to meet this client group's needs.

We gave several presentations to health professionals and at conferences and seminars on the health needs and in particular mental health needs of refugees and asylum seekers. We delivered 12 health access workshops and 12 health promotion workshops, 12 refugee awareness training sessions to professionals, and trained 2 smoking cessation advisers.

### Health Access Workshops



BRS gave 12 health talks to refugees and asylum seekers. These included talks to classes of ESOL students at Barnet College (over 180 students in total), 2 refugee organisations (with over 40 attendees) and our women's group and other BRS clients.

The aim of these health talks is to ensure our patient 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.

### Health Promotion workshops

BRS conducted 12 workshops on health promotion in 2007/08 which can be broken down into Mental Health (1), Women's Health (2), Healthy Living (2), Men's Health (1), Children Immunisation (2), Diet and Nutrition (1), Breast Awareness (1), Bowel Cancer Awareness (1) and Smoking cessation (1). Bilingual Volunteer health advocates were recruited and trained in partnership with PCT Advice and Information Centre.

## Our Current Activities

### Refugee Awareness training

We have delivered 12 refugee awareness sessions to various service providers include Barnet PCT, Social Services, Connexions and some other community groups.

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 in to 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.

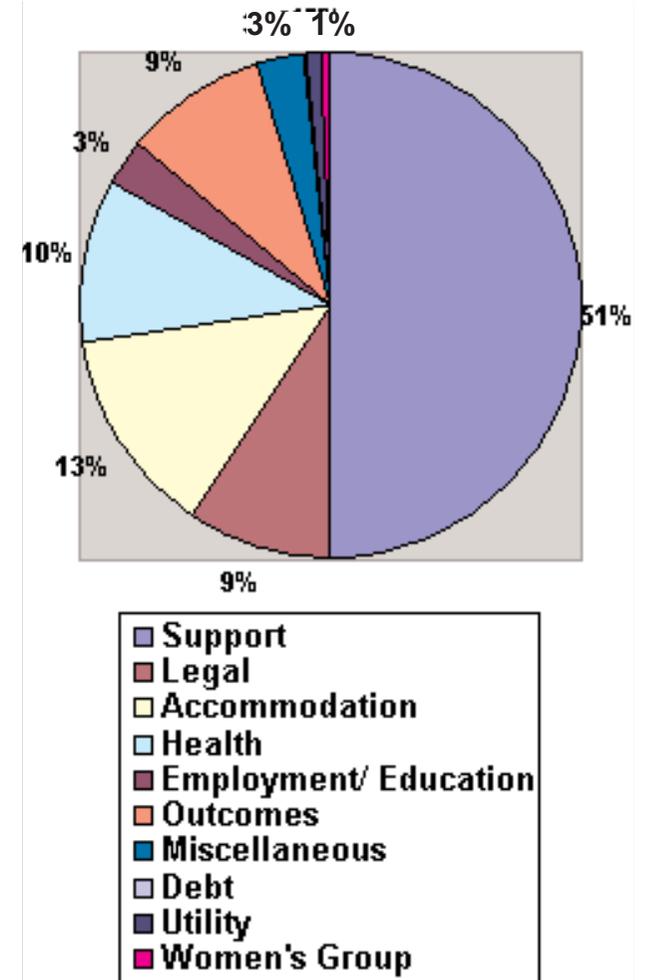
### Meeting our targets

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

- 932 clients accessing advice services
- 4861 advice enquiries
- 437 advice outcomes
- 713 client visits to emergency support drop in services
- 7 training sessions to statutory agencies and refugees/RCOs including:

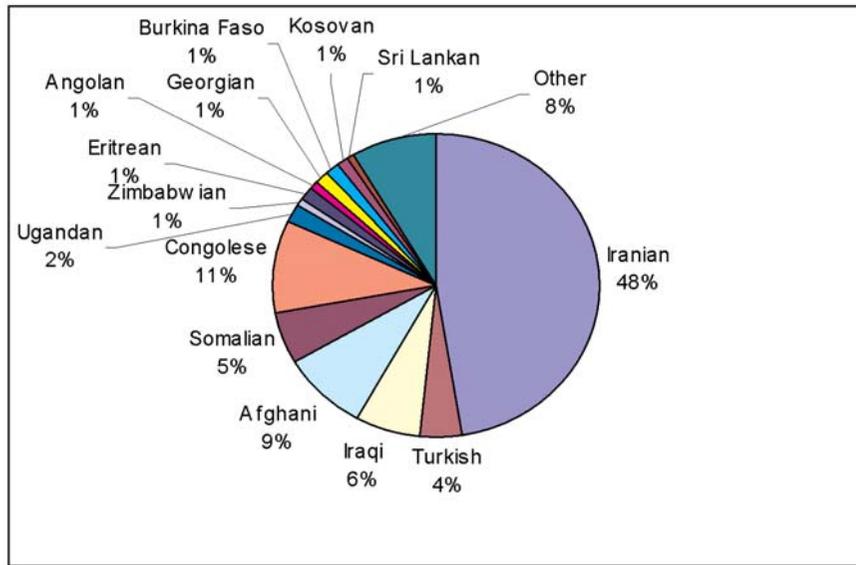
- 12 health promotion workshops
- 12 workshops on accessing health, housing and welfare benefits
- 12 refugee awareness training sessions
- 23 users accessed employment and volunteering opportunities including 6 trainee advisers and 2 smoking cessation advisers
- Successful Women's Group in partnership with Arts Depot
- Successful Youth Work project in partnership with Peiwand Afghan Association
- Successful mentoring programme
- Recruitment of bilingual health advocates
- Five of the girls from our girl's group (in partnership with Arts Depot) achieved an Arts Awards which is equivalent to a GCSE
- In house legal advice in partnership with Barnet Law Service, Duncan Lewis Solicitors and Mary Ward Legal Centre

### Enquiry areas 2007-08



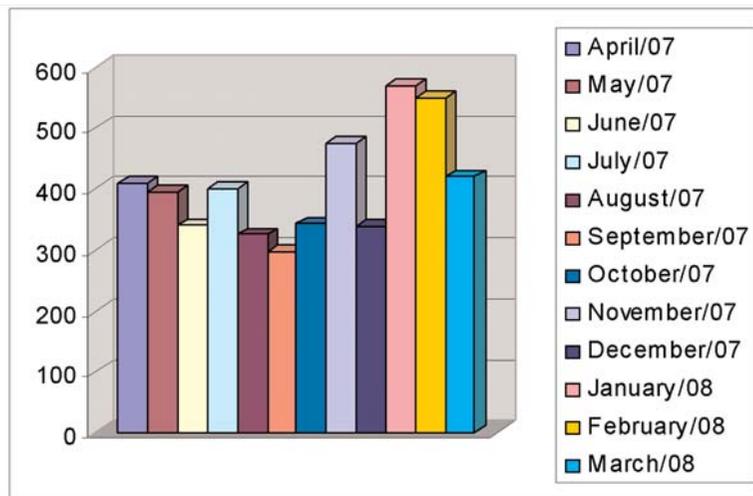
## Director's report

### Where are our clients from?

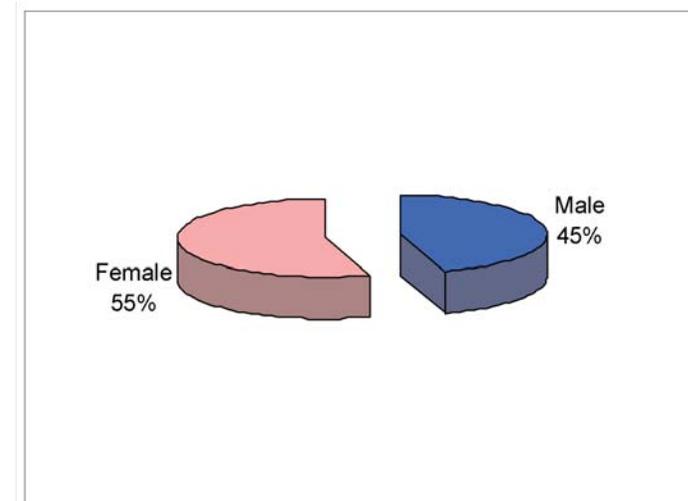


Other includes: Pakistani, Uzbekistan, Kenyan, Indian, Ethiopian, Romanian, Serbian, Bhutanese, Moroccan, Rwandese, Burundi, Lebanese, Nigerian, British, Kurdish, Azerbaijani, Cameroon, Syrian, Sudan, Palestinian, Chinese, Yamani, Ghanaian, Spanish, Bangladeshi, Sierra Leonean, Kuwaiti, Albanian, Burmese, South African, Mauritian, Jamaican, Hungarian, Saudi Arabian, Polish, Senegalese, Ivorian and Guinean.

### Number of Enquiries



### Clients by Gender



## GLAXO SMITH KLINE IMPACT AWARD 2008

We are delighted to announce that Barnet Refugee Service was one of the twenty finalists that have been shortlisted for an IMPACT Award.

GSK received 441 applications all of which were reviewed very carefully by a panel of representatives from both the King's Fund and GlaxoSmithKline. Each application was scored against the IMPACT criteria and after three rounds of short listing they selected twenty organisations.

We were recognised for excellence in our work and commitment to improving the quality of human life and making a real difference to the health of the community, therefore, we were selected as a Highly Commended organisation and received a £5000 unrestricted donation plus series of training courses on leadership, fundraising and development.

Picture: from right to left  
Niall Dickson (Chief Executive of The King's Fund),  
Sir Christopher Gent (Chairman of GlaxoSmithKline),  
Nazee Akbari (Director of BRS),  
Peter Salomon (Chairman of BRS)



## Esther Rantzen as our Patron

Esther Rantzen is a very busy lady, but like so many very busy people she always finds time to do a little bit more. She became aware of the dreadful plight of many asylum seekers who have come to this country fleeing persecution. Her concern led her to write about this and her article came to the attention of a trustee of BRS.

When she was approached by BRS to become our Patron, Esther Rantzen very kindly agreed. She immediately focussed her considerable energy on us and quickly met the staff and volunteers to better understand the issues we are dealing with every day. She then visited our weekly Drop In for destitute asylum seekers and spoke to several people and interviewed two refugees in depth. She described herself as "shell shocked" after hearing their tragic stories.

All at BRS are thrilled that Esther Rantzen will help us increase awareness of the problems of asylum seekers and the work that BRS is doing to support them and help them integrate into British society.



## Mentoring



Throughout 2007 our Mentoring Project helped over 20 clients to develop their confidence and skills, and to find new opportunities. With the help of trained volunteer mentors, clients had support in finding volunteering and job opportunities; developing IT Skills e.g. learning how to use the computer and opening an email account; in improving their links with the local area e.g. joining up to the local library and finding a local GP; and with practical issues such as opening a bank account. For many, the key area of development was with their English language. All felt an improvement in their language skills which in turn increased confidence and self esteem to try new things but also to become more independent. During the course of the project, mentors and clients made a day trip to Brighton in July 2007. On one of the only sunny days of 2007 the group visited places of interest such as the Brighton Pavilion, Brighton Museum and the Lanes. However, one of the highlights has to be a group picnic on the beach where everyone brought food from around the world to share with all.

### Some comments from the clients:

*"I now know where to find out about volunteering. I am currently looking to help out in a local school so that I can see if I want to become a teacher."*



*"Through my mentor I found a volunteering role at Edgware Community Hospital. This has helped my confidence and I feel more positive about the future."*

*For volunteer mentors, the opportunity to support someone individually, in many cases from a different culture to their own was most rewarding to them. Their awareness and understanding of refugee issues and experiences increased along with their appreciation of settling in a new country.*

*Unfortunately, funding for this project ran out at the end of March 2008. However, due to the success of the project and its unique support the organisation is looking for funding for the future.*

### Case study 2

**J was a 17 year old unaccompanied minor from Afghanistan. When we first met him he had only been in the country 2 months. He had limited English, did not understand the UK systems including the transport network, and had a difficult housing situation which he was finding very depressing. As a result, J was matched with a mentor to help him adapt to his new life in the UK and support him through these various problems.**

**Seven months later it was clear that J had made great progress and that he was more confident living in the UK. He now has a flat of his own and has learnt to live independently. He goes to college and has met some friends with whom he plays cricket and football. He is happy on the buses and tubes and knows how to find new places. On top of it all his English has improved dramatically.**

**"I now know where to find out about volunteering. I am currently looking to help out in a local school so that I can see if I want to become a teacher."**

## Women's Group

Since February 2006 we have been running a women's group. Many of our female clients are isolated and suffer a host of physical and mental health problems as a result of torture and trauma. GPs and health visitors have frequently called us to ask us how we can help some of the vulnerable women we see.



This is an opportunity for women to make social contacts improve their self esteem and self confidence through learning new skills and work towards a positive integration. It is also a potential platform to invite speakers to talk about relevant health issues such as child health, sexual health, health screening and other relevant topics.

In September 2007, the group moved to the arts-depot in North Finchley from where the participants worked towards the Roots & Wings exhibition to be held at the Milly Apthorp Gallery at the Arts Depot in April 2008.

The Roots & Wings is a participatory arts programme which is lead by arts consultant, Poppy Szaybo, involving refugees and asylum seekers, exiled artists & migrant communities living & working in the London Borough of Barnet.

The group worked on their photography skills, which included portraits, still life, use of theatre space to take dramatic photos crafts and national costumes photographed from unusual angles. They also undertook other creative work such as poetry, prose and felt-making. The group also went on outings to museums, art galleries and other places of interest and participated in health & dance workshops.

**'I am more confident,  
less isolated,  
attending this group is  
my life line!'**

**A women's Group member**

## Drop In for destitute asylum seekers

We moved our Drop In to St. Matthias Church Hall near our main office building in Rushgrove Avenue, Colindale. This project has continued to flourish with 713 visits last year. A unique service in Barnet, it currently provides emergency food and clothing to destitute asylum seekers and an advice clinic. It is also a forum for our clients to meet others. This service has been funded by kind donations of individuals and local faith groups.



**" I regularly attend the Drop In not to just collect food parcel, it's a place for me to meet other people with similar situations, staff are so kind and caring, it's important to see there are still people who care for you, even in a foreign land!"**

**An asylum seekers from Congo**

## ESOL Classes

We started this partnership project together with St. Mathias Church Supported by The Church and Community Fund. The classes began in January 2008 with two levels: absolute beginners and beginners plus. Student numbers varied greatly from week to week because of the often difficult circumstances of our students. There were, on average, 7 students in the lower class and 7 in the upper class.

Our students have told us that our warm and friendly classes have become an important social link in their lives because they have a good social element to them in addition to learning English. Our syllabus included practical lessons on health matters to enable the students to make medical appointments, explain dietary and medical needs and to know which emergency service to call in case of need.

The often chaotic lives of our target group means that there has been great mobility in the classes. Students have moved out of the area (sometimes under compulsion), have been ill or their circumstances have changed, they may have appointments with the Home Office, a solicitor or be obliged to attend Court etc. All this makes it hard for our students to attend regularly. We have had a student brought to us by Social Services because they were unable to find a suitable level class for their client elsewhere. Some of our students have absolutely no English or literacy.

We are very grateful for the facilities provided by St Matthias Church and we thank the hardworking teachers who have made our classes such a success.

**'this was the only opportunity for me to learn English, as a spouse of a refugee I have no access to public fund including English classes, being with other people with similar situation boosts my confidence up!**



ESOL Students and Kathryn Salomon  
(ESOL Coordinator)

### ESOL Skills for Life for Asylum seeking Women

In partnership with Refugee Women Association we ran an 8 week course of ESOL Skills for life for asylum seeking women. This was an intensive course 3 days a week 10.30 – 2.3pm. All travelling expenses and child care costs were paid by Refugee Women Association. All women sat for an end of the course exam. Successful student obtained University of Cambridge ESOL qualification.

**'I want to integrate, I want to find a job, I want to stand on my own feet, wherever I turned, I faced closed doors, this is a new beginning for me...**

## Youth Activities



Our youth project developed since the youth worker, Emily Burns was employed in November 2007 in a partnership between our organisation and Afghan Association Paiwand. The focus has been to improve the existing projects and to make connections and build partnerships with other organisations and institutions working with young refugees and asylum seekers. These partnerships enable us to deliver new projects and build personal relationships with the young people.

**Football team** (Barnet Eagles) The team have improved their skills and team work immensely and have finished the league third from the top. We have enabled a volunteer to get training to drive the minibus and we have put in for continued funding from Youth Opportunity Award. Our Football Team was chosen by local Barnet young people to win the Barnet Youth Challenge local competition receiving £1,000 YOF award as the best youth project funded by YOF.

### **Girls Photography Group:**

This partnership with Arts Depot has seen five girls become very proficient in photography and they have all achieved an Arts Awards which is equivalent to a GCSE.



Barnet Eagles Football Team

## Social Evening for young refugees and asylum seekers:

This new partnership with Grahame Park Youth Centre and Afghan Association Paiwand has been very successful with over thirty young people attending and a core group of around twelve to fifteen. Two of the participants have been awarded Jack Petchey Awards and have £600 between them to spend on activities or equipment for the social evening. Up to ten of the young people have started their Duke of Edinburgh Bronze Award

with us. We are also offering one to one emotional and practical support for a young person. The group have been involved in the Muslim Youth Engagement Conference and a film that includes one of the group members, will be shown at the conference. We have received funding from the Exchange grant to run extra summer activities with this group.



## Refugee Festival 2007

Thanks to the support the Refugee Council, Milly Apthorp Charitable Trust, Barnet Small Grants, the Children's Fund, Whitefield School and the determination of refugee community members and organisations, Barnet Refugee Forum was able to deliver a highly successful festival that, was the largest and liveliest we have ever held with over 1000 people from 45 different countries. Barnet Refugee Service coordinated this event.

The festival took place on 24th June 2007 at Whitefield School. This year's theme was "Celebrating the achievements of refugees in the UK".

The highlight of the day included:

- An exhibition on why people seek sanctuary prepared by students of Whitefield School
- Presentation by Mayor Ken Livingstone of the Young Refugee Achievement Awards to 10 outstanding young refugees
- An entertainment programme including many musical and dance performances from Iran, Afghanistan, Sudan, Kurdistan, Somalia. and many more
- Stalls by service providers with bilingual volunteers with local services such as the PCT, Council, Fire Service, Police, Barnet College, Learn Direct, Refugee organisations all represented
- A cultural exhibition demonstrating the rich variety of art and crafts these communities bring with a display of Afghan, Somali and Sudanese handicrafts, Indian saris and Iranian and Afghan art
- Under 16 and over 16 6-a-side football tournament with 24 teams competing
- Children's disco for younger children, bouncy castles, computer games, karaoke and dance machines,
- Participation workshops including street dance and African drumming
- Speakers including Mayor of London Ken Livingstone and the Deputy Mayor of Barnet

From left to right:  
Richard Cornelius (Deputy Mayor of Barnet)  
Nicky Gavron (Deputy Mayor of London)  
Ken Livingstone (Mayor of London),  
Cecilia Taylor (Barnet PCT)



## End of Year Party

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.

This year's party was organised in partnership and with the generous support of North Western Reform Synagogue and St Matthias Church. The party was held at St Matthias Community Centre, Colindale on Thursday 20th December.

124 clients attended (approx 50/50 children/adults). We were privileged to have the help of 30 volunteers without whose participation none of this would have been possible.

There was food, entertainment and a childrens' club as well as Santa Clause who handed out

presents to the kids. There were gifts for adults as well.

Our special thanks go to the local schools, faith groups and individual donors who provided us with cash, toys and adult gifts for our Tombola. In particular, we would like to thank Fila-Dixon Group who donated a generous number of different types of gifts which we gave as presents to the children.

### Volunteering

BRS is lucky to have so many dedicated volunteers to help run the services.

Currently we have 60 volunteers helping us with all aspects of our advice and support work e.g. drop-in volunteers, volunteer advisers, admin and women's group volunteers. The work carried out by volunteers is invaluable for the organisation and we would not be able to provide all the services that we do without their support. Many of our volunteers are refugees and asylum seekers who find volunteering a helpful way to develop skills and move into employment. We also provide training and support to further develop these skills.

Our volunteers provide approximately 3000 hours per year to BRS. It is impossible to place a true value on the vital contribution of our volunteers, but if we were to assume modestly that their commercial cost would be £10 per hour, then their contribution amount to an equivalent of £30,000 in the last year.



Sally Craske (Mentoring Coordinator) and Tanya Novick (Women's Group Project leader)

### Case Study 3

We had one young volunteer start with us as an admin volunteer in 2006. They developed their skills and confidence and eventually applied and succeeded in becoming our part time administrator. They spent 7 months in this role before having to leave as funding for the post finished. Fortunately, with new confidence and skills to offer, they applied and succeeded in an application as a full time administrator in a local community centre. The experience that they gained at Barnet Refugee Service helped them to move on into other roles.

## Our Volunteers

### Drop in volunteers

Abdulwahab Moghrabi, Julie Bompela, Majid Yamini, Vijah Depala, Shakib Murshed, Parvin Zahednia, Frewini Segid, Zoe Garbutt  
Amanda Brescia, Margaret Roberts, Peter Salomon, Tanya Novick

### Volunteer Advisers / Trainee Advisers

Aisha Ahmed, Alfred Zhubi  
Raham Mohsenpour, Dina Siam, Weldu Yagoub

### Admin and Office Support Volunteers

Amanda Brescia, Gladys Odillo, Raziah Noromand, Joseph Kirumira, Lournelly Cecilia Boumbou, Zahra Hatami, Mina Noori, Fatemeh azdanian, Bahar Mohsini, Lediati Lediati

### Women's Group

Tanya Novick, Elsa Shamash

### Football

Hussein Nazari, Ali Salehi, Alessandro Gianoli

### Mentors

Yasmin Ali, Marion Bettenworth, Rosemarie David, Narges Fateh, Andrea Hurtado, Glen Kendall, Nourredine Kenssous, Rahat Khan  
Simon Kovar, Konsuela Lemberyte, Miranda Levey, Mildred Levison, Tanya Novick, Elaine Nurse, Molly Oluwo, Siham Qahdan, Jo Roberts,  
Will Rowsey, Karolina Sitek, Maryam Shambayati, Jenny Yeo, David Yaw Azumah, Betsy Okai, Edith Okoye, Josephine Nthuku  
Lucy Goldwater, Tatjana Marijanovi, Sarah Wald

### ESOL volunteers

Kathryn Salomon, Sandra Green, Elizabeth Perrot, Ros Staines, David Carbott



Some of our volunteers at our 2007 volunteering award party

## Financial Information

### Short Statement of Financial Activities for the year ended 31st March 2008

	Unrestricted Funds	2008 Restricted Funds	Total Funds	2007 Total Funds
	£	£	£	£
Incoming Resources				
Voluntary Income	39,200	6,940	46,140	25,412
Activities in furtherance of charity's objectives				
Grants		181,600	181,600	128,444
Interest receivable	1016		1016	972
<b>Total Incoming resources</b>	<b>40,216</b>	<b>188,540</b>	<b>228,756</b>	<b>154,828</b>
Outgoing Resources				
Cost of charitable activities	19,148	187,658	206,806	157,381
Governance	2367	6,806	9,173	5,972
<b>Total outgoing resources</b>	<b>21,515</b>	<b>194,464</b>	<b>215,979</b>	<b>163,353</b>
Net incoming / (Outgoing) resources	18,701	-5,924	12,777	-8,525
Total funds brought forward	31,090	5,924	37,014	45,539
Total funds carried forward	49,791	0	49,791	37,014
			31/03/2008	31/03/2007
			£	£
Net Assets			49,791	37,014
	Summarised Balance Sheet	Summarised Balance Sheet		
Represented by		£		
Unrestricted funds				
General fund		24,791		6,090
Designated fund		25,000		25,000
Total unrestricted funds			49,791	31,090
Restricted funds				5,924
<b>Total charity funds</b>			<b>49,791</b>	<b>37,014</b>

#### Trustees Statement

These above accounts have been extracted from the accounts prepared by Ashley Nathoo & Co and were approved by The Trustees of Barnet Refugee Service on 19th August 2008. The full report will be submitted to the Charities Commission and to Companies House in due course. If copies of full report required they may be obtained from the Director of Barnet Refugee Service.

Peter Salomon  
Chair

## Partnership organisations

### Advice/ support agencies

1. Advocacy In Barnet
2. Asylum Support Appeals Project
3. Advice UK (BAN membership)
4. Barnet Housing Aid Centre (Threshold)
5. Barnet Law Service
6. Barnet PCT Patient Advice and Liaison Service
7. Citizens' Advice Bureau
8. Crisis Resolution and Home Treatment Team
9. Duncan Lewis and Co solicitors
10. Homeless Action in Barnet
11. LBB Supporting People
12. LBB Welfare Rights Unit
13. Mary Ward Legal Centre
14. Refugee Council
15. Trott and Gentry solicitors

### Employment, Training and Education

16. ATS
17. ACE
18. Barnet College
19. Southgate College
20. Minorities Achievement Project
21. OLMEC
22. RETAS
23. RAGU
24. Refugee Council
25. Refugee Women Association

### Health

26. A5 Health Partnership
27. Barnet Primary Care Trust
  - Health Improvement
  - Voluntary and Interpreting Services
  - Mental Health Commissioner
  - Community Mental Health Teams
  - GP practices
  - TB Unit
  - Walk in Centre/ Refugee Clinic
28. Cherry Lodge Cancer Care
29. Medical Foundation for the Victims of Torture
30. Medact
31. Farsophone Counselling Service
32. Mapesbury Clinic
33. UAAF

### Refugee Organisations

34. Afghan Association Paiwand
35. African Refugee Community
36. African Women Handwork Association
37. Barnet Somali Community Group
38. Farsophone Association
39. Holdhands Angolan Charity
40. Horn of Africa Women's Association
41. Iftiin Network
42. Joybringers R Us
43. Refugee Women's Association
44. Somali Family Support Group

45. Sub Saharan Refugee Organisation

46. Sunshine 7

47. Tamil Refugee Action Group

48. Voices for the Minority

### Umbrella bodies/ 2nd tier organisations

49. Advice UK

50. Barnet Voluntary Service Council

51. Evelyn Oldfield Unit

52. Mentoring and Befriending Foundation

53. OISC

54. Refugee Council

### Volunteering

55. Barnet Volunteer Centre

56. Camden Volunteer Bureau

57. RSVP

### Partnerships

58. Barnet Refugee Forum

59. BAN network (BME Advice Network)

60. Forum for Advice and Information in Barnet (FAIB)

### Young people

61. 331 Young people's Centre

62. Children's Fund

63. Children's Panel Refugee Council

64. Youth and Connexions Service

65. Refugee Youth Project

66. Arts Depot