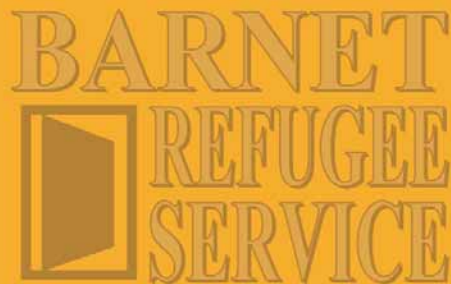


Barnet Refugee Service



ANNUAL REPORT 2011/12



Our major funders for 2011/12

- **NHS Barnet**
- **Barnet Council**
- **Lloyds TSB ,**
- **London Councils,**
- **The Milly Apthorp Charitable Trust**
- **Awards For All,**
- **Help a Capital Child**
- **The Hilden Charitable Fund**
- **The John Lyon's Charity**
- **The Clothworkers Foundation,**
- **Vodafone World of difference**

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

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

Charity Number: 1107965

Co Ltd by Guarantee: 5243595

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Foreword from the Chairman



You're cold and stiff. Your body aches. You've been sixteen hours hiding behind crates in the back of a 30-tonne artic. The giant doors are flung open and some cold, fresh air enters. You shiver. The driver

beckons you out. You're on a damp, dismal street in an English port. It's cold and dank. There's drizzle falling and you're tired, hungry and disorientated. Your truck driver/smuggler points towards a building with a blue and white illuminated sign. You recognise one of the few words of English you know: "Police". He tells you to go in and ask for "asylum" – another word of English you've learnt. You're weary, famished and frightened. What will happen to you now?

You enter the police station. Everything looks strange and alien. It's so different from anything you know from your homeland. You think back to where you've come from. The horrors you've seen. The rapes. The murders. The mutilations. The loved ones, living and dead that you've left behind. Is this strange new world going to be better? A safe haven? So much is unknown. You've fled from fear and

terror. And now you fear something totally new. Foreign. Alien men in blue uniforms speak to you. You understand nothing. You show them your passport. You speak the few words of English you know and manage to get out "asylum". They find an interpreter. You tell your story. A string of people come to ask you questions. You're going to be sent to an area of North West London where there are others from your country and people who can help you. Barnet Refugee Service, this is where our services come into play.

We are helping people from strife-torn areas of the world settle into a strange land and start new lives: language classes, social groups, sports facilities, counselling and support for people suffering from post-traumatic stress, and help in assimilating into a new society and culture. Our work provides a secure bedrock from which survivors of oppression and terror can relaunch their lives.

I took over as Chairman of BRS at the last AGM and thus this is my first ever report to the members. I should start by thanking Peter Salomon, the previous Chairman, for his help and guidance during this initial year. Peter, while no longer a Trustee, has always been available to help me on procedure and other detail and I know all the Trustees have been grateful for this guidance. In addition he has continued to contribute to the activities of the BRS, not least in organising our

successful fund-raising walk in May.

The year for BRS has been one of further achievement in our work with refugees. We are particularly proud of our activities with Youth; these include the Football Team, Social Club under our Refugee Youth Support Project. We have also developed partnerships with other complimentary bodies leading to our full participation in the Barnet Multilingual Wellbeing Service. This is an innovative consortium model of partnership working across mothertongue counselling and wellbeing services which is enabling its small participants to bid together for outsourced contracts from the Borough.

None of this work could be achieved without the skill and dedication of our staff under Nazeer Akbari our Director who leads by example and our team of Volunteer helpers without whom activities as diverse as the Football Team and the Women's Group would languish.

Despite these efforts by our team, without funding our work could not continue. We are grateful to all our funders, both large institutions and individuals, for their help. We need this help to continue. The times we live in are difficult for all organisations who depend on voluntary contributions and we at BRS are no exception.

Simeon Galpert
Chairman

Message from the Director



I am proud to present our annual report 2011/2012, which demonstrates work and achievement done by Barnet Refugee Service over the past year. Inside these pages, you will

find examples of the volume and diversity of work carried out by our dedicated team of staff, Trustees and volunteers. I am sure you agree that it is inspiring to read about the organisation's commitment to its mission: To improve the quality of life and promote the physical, social and mental well-being of asylum seekers and refugees enhancing social inclusion and the integration. The past year has been challenging time for those working with refugees and asylum seekers. Hysteria generated by the tabloid press has created an atmosphere of aggression and fear, and the issues surrounding asylum have been increasingly confused with other frequently-covered issues such as terrorism and economic migrants. On top of that, the difficult economic climate, the current financial cuts and uncertainty about the future funds created a most challenging situation for us amongst all other organisations in this sector.

Despite all that we remained vibrant, robust

and focused on delivering our strategic priorities and continuing to work with our valued partners. We have welcomed many new volunteers who have joined us this year to help with our work. We've been positively investing in our future as well. We have developed new ways to maximise the efficiency and effectiveness of our services. For example we had to close our Drop In service for destitute asylum seekers but provided the same service from our office. We have expanded our fundraising capacity and are now working to find new ways of bringing in funds.

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

On behalf of the team and all our clients, I would also like to express sincere thanks to all our funders who have enabled us to provide the services that we set ourselves to do, including: NHS Barnet, Lloyds TSB, Awards for All, The John Lyon's Charity Trust, The Milly Apthorp Charitable Trust, London Council's and many others.

I would also like to thank all supporters and friends of the BRS who give donations and help us in achieving our aims. Without their on-going support we would not be where we are now. I particularly would like to express my

gratitude to those who have asked their friends and family to donate to BRS for birthdays or other occasions.

My deep-felt appreciation goes to the Board of Trustees and the Management Committee and in particular our Chairman, Simeon Galpert, who all gave me and the team on-going support and motivation. Their presence has ensured the continuing provision of a proficient, transparent and accountable service to those we seek our help, allowing us to meet the goals that we originally set for our organization. I particularly would like to thank our Treasurer, Ponusamy Karunaharan, who has always been there for me, helping to manage our finances in the most effective way and supporting me emotionally whenever needed.

Last but not least, I'd particularly like to express my deep gratitude to Peter Salomon who acted as the chairman of BRS since 2005 and sadly resigned at our last AGM. Peter has been a body of such strength to me during the past challenging years and was a fantastic teacher to show me how to deal with uncertainty and challenges, through his calm rational attitude and endless enthusiasm. Although he resigned as the chairman of BRS, Peter has continued his kind and active support throughout the year. On behalf of all at BRS I would like to express my immense gratitude and admiration to Peter and thank him for his forever going support towards our particular client group.

Nazee Akbari
Director

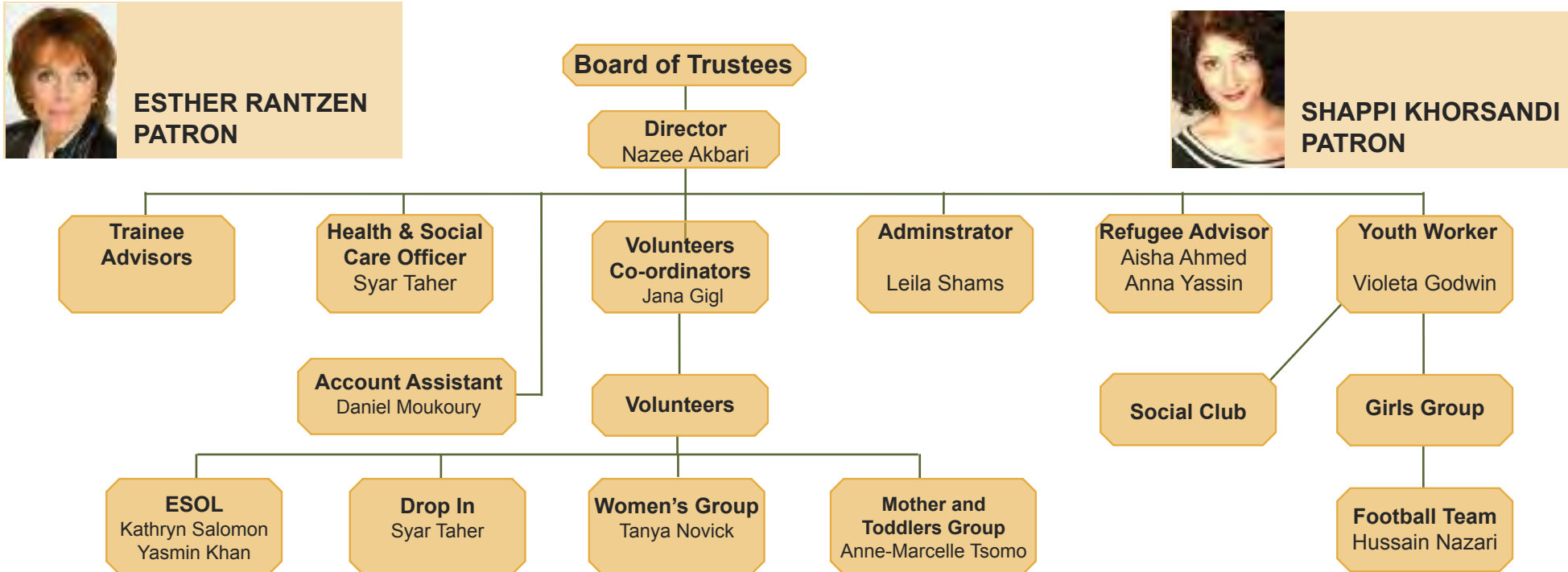
Organisational Chart



Trustees Serving in 2011/12 Were:

- Peter Salomon (chair) – Resigned in July 2011
- Simeon Galpert (Chair) – Elected July 2011
- Ponusamy Karunaharan (Treasurer) Volunteer
- David Levey (Secretary)
- Tirza Waisel, Tanya Novick
- Roger Selby, Kamran Saedi
- Shubhi Raymond, Anahid Hatamian

*Board of Trustees: from right sitting Tirza Waisel, Ponusamy Karunaharan, Kamran Saedi
From right standing: Roger Selby, Shubhi Raymond, Peter Salomon, Tanya Novick, David Levey*



Our Staff



Nazee Akbari
Director



Anna Yassin Refugee Advisor
General advice including welfare benefit, housing, education.
(Joined January 2012)



Yasmin Khan
Volunteer ESOL Co-ordinator
(Started January 2012)



Syar Taher *Refugee Adviser (Health, Housing and Welfare Benefits) with a specialism in Section 4 and NASS support*



Aisha Ahmed, *Refugee Advisor, General advice including welfare benefit, housing, education (Resigned November 2011)*



Tanya Novick
Volunteer
Women's Group Coordinator



Jana Gigl
Volunteering Development Coordinator



Kathryn Salomon
Volunteer ESOL Co-ordinator
(Resigned January 2012)



Anne Marcell Tsomo
Volunteer Mums and Tots Group
Co-Ordinator



Violeta Godwin,
Youth Worker



Leila Shams,
Administrator



Daniel Moukoury
Account Assistant



Hussain Nazari,
Volunteer
Football Coordinator

Goodbye from Peter Salomon



When I retired in 2004 I decided to devote much of my new found free time to voluntary work. Because of my family history I especially wanted to work in the refugee sector. One day Kathryn (my wife) "googled" refugees in Barnet and found BVSC, who were looking for volunteers to establish the new Barnet Refugee Service. I went quickly to see BVSC and never looked back. My years as Chairman of BRS have been truly rewarding and enjoyable. It has been wonderful to see the organisation grow and develop its distinct character and atmosphere of co-operation and mutual respect. Over the past years we have achieved a lot in supporting refugees and asylum seekers and in increasing awareness of their plight within the community of Barnet.

I have been privileged to work with many amazing staff members and volunteers and to meet our refugee clients, many of whom have shown enormous dignity and strength in tackling the persecution and discrimination that have been imposed on them in their home country and often, I regret to say, in the UK.

As I bow out of the leadership of BRS, I wish the organisation continued success in these challenging times and trust that present and future funders will appreciate how vital our work is in rebuilding shattered lives and how prudently we utilise their money.

To everyone at BRS, thank you for making the past 7 years so fulfilling, I am always in your debt.

Peter Salomon

Director's Report

Annual Report for the year 2011-12

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

Introduction

Barnet Refugee Service is situated at:

Hyde House

The Hyde

London NW9 6LH

Telephone 020 8905 9002

Fax 020 8905 9003

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

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

Registered Charity: 1107965

Company Ltd by Guarantee: 5243595

Incorporated as company September 2004

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

Financial Statement

A summary of our audited accounts for the year ending 31st March 2012 can be found on page 24.

The Board of Trustees are satisfied with the performance of the charity during the year and the position at 31 March 2012 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 fulfill its obligations.

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

Current Funding

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

- **NHS Barnet**

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

- **Lloyds TSB**, Towards the costs of our Volunteering Development Program
- **London Councils**, Through BAN partnership led by AdviceUK which covers the salary of a part time refugee advisor
- **The Milly Apthorp Charitable Trust** Towards the costs of our Administrator's post, half of Director's post and some costs of the Refugee Youth Support Project
- **The Hilden Charitable Fund**, Towards the costs of our Women's Group Jasmine
- **Awards For All**, Towards the costs of our new football team BRStarz
- **The John Lyon's Charity**, Towards Youth Activities
- **Help a Capital Child**, Towards the costs of our Youth Social Club
- **Barnet positive Activities**, Towards the Youth Activities
- **The Clothworkers foundation**, Towards the full costs of new IT equipment and systems the entire organisation
- **Vodafone World of Difference Fund**, towards the the costs of part time account Assistant for 4 months

Our History

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

Our Ethos

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

Director's Report

Statement of Values

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

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

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

Our Vision:

Through its work BRS envisages:

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

8. A more powerful voice for refugees and asylum seekers in Barnet and neighbouring boroughs.

Our Objectives

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

Fundraising Strategy

The Board of Trustees 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.

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

Director's Report

Our Fundraising in 2011/12 will focus on securing funds to make Volunteer Development Coordinator role into a full time position and recruit an additional part time advisor. We will seek funding for the continuation of our Refugee Youth Worker's post and develop our youth activities further focusing on projects supporting emotional wellbeing of young refugees. We will take part in partnership bids to expand our services.

Donations

We received over £2500 cash donations from many individuals, organisations and faith groups. Thanks to the generosity of the public and the hard work of our dedicated volunteers we raised over £2000 through LLST Sponsored Walk.

We cannot name the countless individuals and organisations who have given their generous support in so many ways. Without their goodwill we would be unable to provide our vital emergency support. We would particularly like to thank North Western Reform Synagogue for their massive appeal for both money and gifts in kind as well as The Khwa-teen Pakistani Muslim Women's Association for their Ramadan Appeal.

During the year food was donated from numerous churches, temples and synagogues. Although we had closed our emergency support Drop In but we managed to give out food parcels to destitute asylum seekers from our office. It was not practical to value these vital donations but we believe the retail value to be in excess of £5000.

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 for the fourth year running we received a massive donation of brand new stationery as gifts for children from the Fila-Dixon Group.

London Legal Support Sponsored Walk

The London Legal Walk 2011 took place on Monday 16th May and was a huge success. It raised £497,000 and over 5,000 walkers took part from 342 teams.

Once again Barnet Refugee Service joined this 10 kilometres walk and with 14 walkers supporting BRS managed to raise over £2000. It was a brilliant achievement during a time when all talk was of spending cuts, higher taxes and general gloom. The fund raised by our walkers went directly to BRS and made a significant contribution to our vital advice service for our clients who have fled persecution and seek asylum and a chance to rebuild their shattered lives.

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



Director's Report

Case Study 1



Kathryn Salomon
ESOL Co-ordinator

One day, nearly 5 years ago, Nazee asked me to come and see her. I thought she was going to ask me to take an ESOL class, but instead she asked me to become the co-ordinator and set up the classes.

Although I have been an organiser in the past, I knew nothing about setting up ESOL classes and set about the task with some trepidation. I was very lucky and found Sandra, who brought along Ros. They are highly experienced ESOL teachers who have previously organised classes, so with their help we began. Without their help I could never have done it.

We had to start everything from scratch - arranging the days, finding teachers and helpers, setting up suitable systems. They pointed me in the right direction to get resources for the ESOL cupboard, and in fact Sandra donated many resources herself. Elise joined us as one of the first teachers and we were off.

It's hard to believe that our classes have now been running for over 4 years. There is a good rapport between all our teachers and helpers and our lovely students support each other. It has been a rewarding experience that I wouldn't have missed.

Case Study 2



Ros Staines
Volunteer ESOL Teacher

When I retired from my job as ESOL (English for Speakers of Other Languages) manager at Enfield College in 2002 I missed the challenge, fun and satisfaction of teaching ESOL classes. For a few years I taught for a couple of hours a week at Barnet College, but with new family commitments the hours didn't suit me.

I was thrilled, therefore, when I met an ex-colleague who asked if I'd be interested in teaching for BRS. That was 4 years ago, and since then the classes have gone from strength to strength. There are women attending who could speak no English when they first joined us, but who can now hold a conversation both socially and with health professionals and others they come across in their daily lives.

I think it is great that BRS is able to help those who, for a variety of reasons, are unable to attend college or other community classes, and I am grateful to BRS for giving me the opportunity to be part of this successful programme.

Director's Report

Advice



We provide advice, information and support to refugees and asylum seekers on a variety of issues, promoting equal access to services, particularly health. We have seen 866 clients which include 363 new clients and we have handled over 5023 enquiries including 1510 cases during the last year. (Please see charts on page 12).

We maintained strong links with other advice providers with whom we cross refer. We continued offering services to our clients through immigration advice surgery, housing and specialist welfare benefits advice surgery, at our base at Hyde House. We also work in partnership with Barnet Multicultural Centre where we get our partner solicitors to see the clients. The service is provided by Barnet Law Service and Duncan Lewis Solicitors.

Outreach advice clinics

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

- Advice and Information Centre, Edgware Community Hospital on Tuesday afternoons.
- Barnet College, Graham park Campus Fridays.
- Edgware Community Hospital, Refugee clinic on Friday afternoons
- 5e Ltd, Colindale Wednesdays.

Health work

Much of our work is directly health focused such as the advice work where we saw clients with over 359 health related enquiries. Our health focused activities include:

- Health access and Health promotion workshops for our clients.

- Policy work with PCT: actively involved with CAMHS policy and strategy planning with regards to young refugees, policy work round using interpreters.
- Carrying out an annual Health Access Survey in conjunction with NHS Barnet Community Engagement Program.
- Developing on our mental health support project supporting young refugees
- Partnership work with JCORE and attracted funding for Mothers & Toddlers Group to promote Healthy Life Style by health promotion workshops.
- Production of an illustrated handbook for Maternity Dept by our ESOL teachers for mothers with limited or no English
- Running ESOL classes with emphasis on vocabulary for visiting the doctor and health related subject.
- Health promotion workshops for young refugees through our youth activities.
- Being a Board member of a newly established consortium, Multilingual Wellbeing Service, in partnership with 3 other organisations and NHS Barnet focusing on better wellbeing of ethnic minorities in Barnet.

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

We are a resource to be drawn upon by health professionals to support them in their roles and help ensure NHS Barnet continues to provide appropriate services. Through the partnership work we do with NHS Barnet such as the PPI Diversity workgroup and the Mental Health Network, we aim to assist in looking at how services can be improved.

We were closely involved in policy work around provision of counselling and psychotherapy services

for refugees and asylum seekers including young refugees.

Health Access Workshops

We are performing an essential link between NHS Barnet, refugees and asylum seekers in Barnet through our workshops and user group and as a patient representative, helping to increase understanding and raise awareness amongst health professionals of refugees' needs and issues and amongst refugees of their rights to health and their responsibilities in using the services. BRS gave 12 health talks to refugees and asylum seekers. These included talks to classes of ESOL students at Barnet College different sites (over 300 students in total), other refugee organisations and our own projects.

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

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

Health Promotion Workshops

During the past year we delivered 14 health promotion workshops which included Mental Wellbeing, Women's Health, Healthy Eating, Men's Health, Breast Awareness, Importance of Vaccination and Smoking Cessation. We also provided health focused workshops for our young people at our social club on Drug Abuse and Sexual Health.

Director's Report

BAN (BME Advice Network)



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

Unfortunately our refugee advisor, Aisha Ahmed, who provided advice, information and support to refugees and asylum seekers on a variety of issues since the beginning of this project left our organization in November 2011 and was replaced by Anna Yassin who joined our team of advisors in January 2012.

Meeting our targets

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

- 835 clients accessing our services with 376 new clients

- 4989 advice/general enquiries
- 195 client visits to emergency support drop in services
- 6 training sessions to statutory agencies and refugees/RCOs including:
- 12 health promotion workshops
- 14 workshops on accessing health, housing and welfare benefits
- 196 clients accessed our service through outreach surgeries
- 25 users accessed employment and volunteering opportunities
- Over 45 women registered our Jasmine in partnership with Arts Depot
- Over 200 young people involved with our successful Youth Work projects
- 69 clients attended our Immigration Drop in with visiting solicitors
- 13 clients attended our Housing Drop in with visiting solicitors
- Successful ESOL provision including 39 health related Lessons
- Successful Roots & Wings Girl's group work in Partnership with Arts Depot
- Successful Mothers & Toddlers Group
- In house legal advice in partnership with Barnet Law Service and Duncan Lewis Solicitors.

Refugee Awareness training

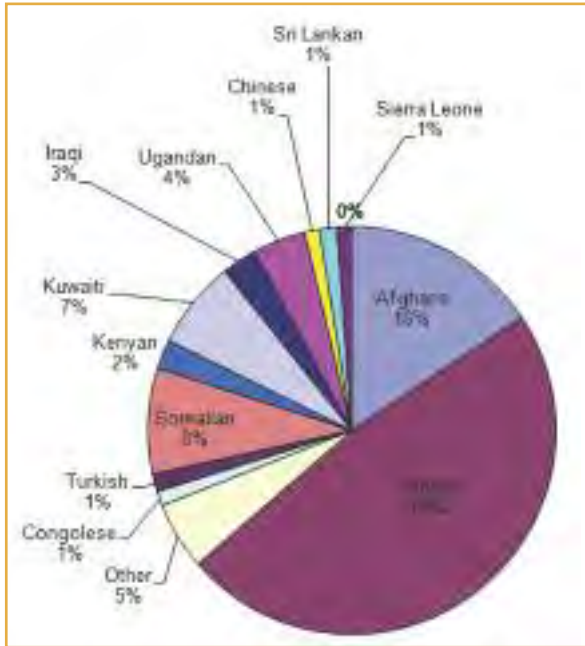
During 2011/12 we have delivered 6 refugee awareness training including 3 Mental Health Awareness to professionals. This is a central part of our strategy to ensure that appropriate and accessible services are provided to refugees and asylum seekers in Barnet and that professionals from those service 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 ensuring that health professionals and other service providers are able to respond appropriately to the specific issues of this vulnerable client group; whilst understanding the rights and entitlements they have.

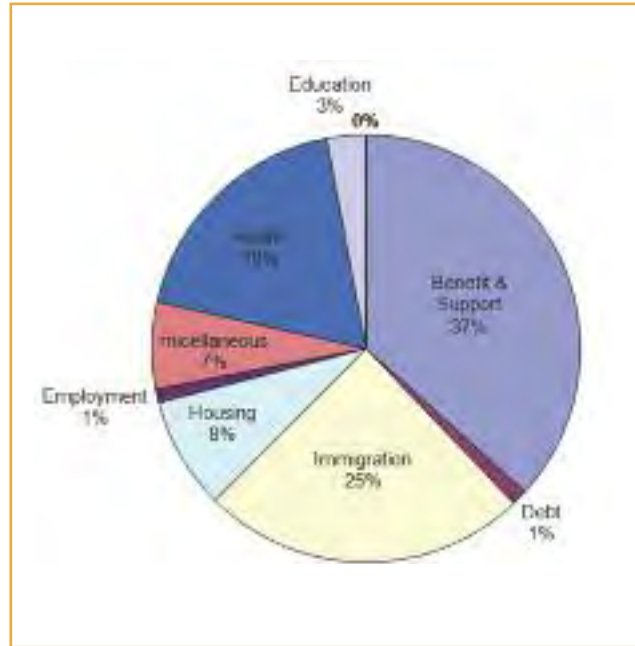
In House Training: We are able to draw on our existing courses and extensive expertise, to develop courses that cater for organisations with specific training requirements. We discuss their areas of interest and the skills requirements of their staff with our expert trainers, who will be able to pinpoint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

Director's Report

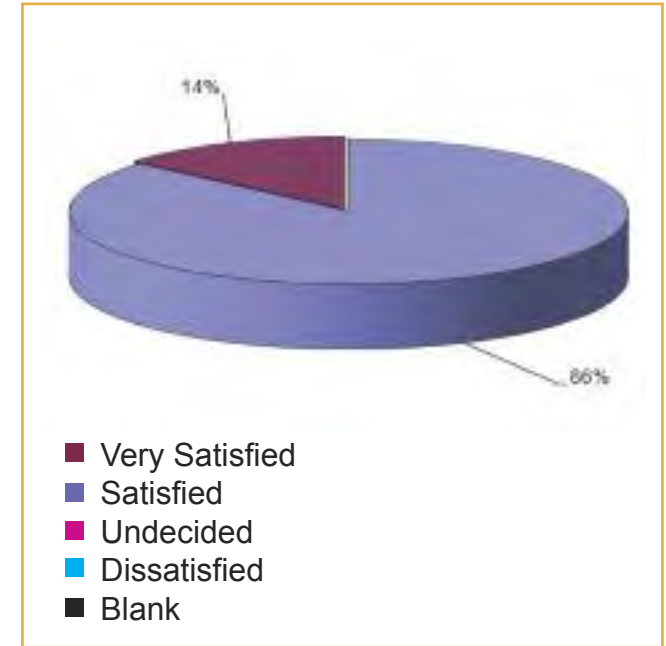
Where our clients come from?



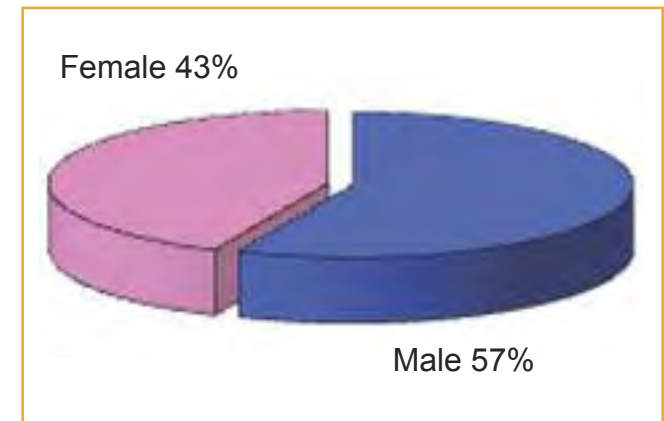
Enquiry areas 2011-2012



Customer Overall Satisfaction



Clients by Gender



Customer Satisfaction Survey

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

Throughout 2011/12 we randomly selected clients who had used our services and gave them questionnaires. Overall 95 questionnaires were distributed, out of that 64 were returned. According to the CLS / CDS Client Feedback Guide a normal response is between 25 – 30 %. Our response therefore is a healthy 67%. Out of the 64 questionnaires returned, 86% felt 'very satisfied' with our services 14% felt the service they received improved their case. To access the full report on our client evaluation please contact our office.

ESOL Classes

English language support is key to refugees playing a full part in UK life. Unlike many other migrants, refugees do not have to meet English language requirements before arrival. Facing persecution, refugees are forced to leave their country to seek protection under the 1951 UN Refugee Convention. Many refugees do not have any control over the country in which they find this safety. Some refugees, for example from Zimbabwe, are likely to already speak English fluently. However, for many arriving in the UK will mean having to cope with a new language, along with a very different society, job market and wider culture.

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

Refugees on benefits such as Income Support and Working Tax Credit will only qualify for co-funded ESOL and be required to pay 50% of course costs (typically £900 for daytime classes and £450 for evening classes). Those in work may have to pay full cost. Asylum seekers awaiting a decision after six months will be eligible for co-funded (not free) ESOL and will also have to pay 50% of course costs. The previous government made a number of changes to the Knowledge of Language and Life in the UK (KLLUK) requirements for settlement and naturalisation. For example, in 2007 the KLLUK was made a part of applying for indefinite leave to remain; from April 2010 applicants for settle-

ment will need to have gained an English language qualification from an 'accredited college'. Barnet Refugee Service, alongside many other organisations, is concerned that restricting full funding of ESOL to those on active benefits (i.e. Jobseekers Allowance and Employment Support Allowance – work related activity group) will exclude a significant number of refugees. These include parents on income support, carers and older refugees for whom ESOL will be the key to their integration into society and work.



"From September 2011, free ESOL got limited to people receiving job seeker's allowance – so called "active benefits". Co-funding for workplace ESOL ended and discretionary funding to support ESOL students mostly disappeared", says an Ex-teacher of Barnet College.

We strongly believe that it is fundamentally important for refugees to be able to start learning English as soon as they arrive in the UK. We believe that integration starts at day one, the day a

person claims asylum and in order to bridge the gap we continued developing our ESOL classes for those who can not access mainstream education services.

Our ESOL classes have been running since January 2008. There are 3 levels, Pre-entry (our class 1) for students with no English and often little or no literacy in their own language. Entry 1 (our class 2) and Entry 2 and above (our class 3). The twice weekly classes are of 90 minutes duration. We have 5 qualified and experienced teachers and 4 helpers who all are working with us on voluntary basis. During the past year our student base was principally drawn from Afghanistan, Iran, Sri Lanka and the Congo. The friendly and supportive atmosphere generated in the classes was very beneficial for those students suffering depression as a consequence of their refugee experience. A high emphasis was placed on vocabulary for health issues i.e. visiting the doctor – something our students all need to know.

We feel we have had a successful year and our special thanks must go to our donors and our dedicated teaching team. Our deepest gratitude goes to Kathryn Salomon who developed and made our ESOL program flourish with her dedication and excellent management style for past 4 years. Still teaching at our ESOL classes, Kathryn resigned as the coordinator since January 2012 and handed over her responsibilities to Yasmin Khan who had been coordinating this project since. Our special thanks also goes to Yasmin for the fantastic job she has been doing and her on-going support.

Women's Group (Jasmine)



The BRS Women's Group continues to meet in partnership with artsdepot. The group is based at the artsdepot and meets on Tuesdays to participate in the arts programme lead by Poppy Szaybo.

The last year has seen an increase in numbers attending with an average of about 15 participants each week from 11 different countries, including Iran, the Congo, Eritrea, Turkey (Kurds,) Zimbabwe, Afghanistan, Iraq, Georgia. Most newcomers have come via friends from within the group, but referrals are also received from outside agencies, in particular mental health services.

In the sessions, we have been concentrating on English, spoken & written. The writings of the Jasmine Group were produced in a book "The River & Other Memories" which was launched at the artsdepot in October 2011. We play word games – our equivalent of hangman, crosswords etc – almost every week which are much enjoyed as well as enlarging understanding and use of English.

Recently we have been concentrating on crafts and have utilised skills from within the group with individual women leading creative workshops eg paper folding, handicrafts, embroidery, knitting & crocheting. They are sharing their skills, learning class management & presentation skills.



We have had Health workshops in conjunction with the Multi-lingual Wellbeing service on stress management, coping with anger, parenting teenagers, assertiveness, depression. Some of these topics were requested by the women themselves. Where possible we have also had an interpreter to help those whose English is weak to be fully included in the health sessions. This has proved most valuable.

"The group has proved useful to me. The few hours I am here, my mind drifts away from the problems I have."

Our special thanks go to The Hildren Charitable Trust to fund this group. The Hildren will be funding the Jasmine for the next 3 years enabling the group to continue and to pay full fares for those without recourse to public

funds and slightly less to the rest (approx 50:50) The group continues to help the participants by reducing their isolation, improving their spoken & written English, facilitating socialising & friendship. Participants in Jasmine are working well together & friendships are being made. It certainly seems to help the women who are all under a lot of stress – there is laughter, mutual support & self-expression during the sessions.

We continue to receive referrals from outside agencies including social services, GPs and Mental Health unit as well as friends of participants.

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

We also thank Yarok(greengrocer) & Orli (café) both of Edgware who supply Jasmine with fruit, bread & cakes to help the sessions go well.



Director's Report

Case Study 3 Written by Daniel Moukoury

Being a living being does not always mean a "being is living" everybody is alive but not everybody lives. In the mean and random world we live in, we are only expected to encounter situations, difficult or not. Befriend with different ordeals, one after the other, and hoping that the next one weights lightly. I describe LIFE like a wobbling, dodgy and conceited bridge crossing three joint atolls and leading nowhere. I also describe it like a boat in the sea that, after turbulences and bad times, lands in nice lagoons with nice shades and a bright sunshine. For any description we give to our lives, we are the authors and complacency must apply. After all is a story we write.

The story that you are about to read in the following lines is one of a man who, after a number of misdeeds that he had encountered, had kept faith and managed to find the drive and utmost comfort needed in onerous circumstances.

Mr. A. has been living in England since 2000 and was accepted in the country as a refugee, and now a British citizen. A is married and has four kids. Coming from Serria Leone, he was deemed blessed as the civil war had spared his life but only at the cost of the rest of his maiden household. Although, he had lost his father, mother, sisters and brothers, A could not be any happier to still see his children and wife alive. For his wife family, however, it was the same story. Her father and mum added to the mounting number of deaths in the country.

Knowing that cruelty, violence, blood on sand and sinister was moving stealthily in, A had to flee to Ivory Coast where his uncle lived and promised to help him. Unfortunately, A could not take his whole family with him.

When in Ivory Coast, a passport was provided to A so he could travel freely to Guinea, and then in October 2000 came to England claiming asylum but his adventure was not close to finish. From that time, A had lost communication with his family not even, in fact, knowing where they were.

A would tell you of those times that he was "a sole and lonely body". Fortunate like he was, he managed to receive help from Barnet Refugee Service, who speeded his settlement in London. However, he would never feel happiness in its truest meaning only by being around his family again. That's why he was devoted to go and look for his family, wherever they will be.

In 2007 A went back to Guinea, where he found his wife and his three children, living with the remaining of his wife family. What a joy he felt and a nice feeling of relief. Not even the fact that his eldest son whereabouts were still unknown, will have flickered that feeling, it was still a big hole to refill though. His eldest son had been missing from the pack for so long but was found by his wife later on and now resides in Guinea.

Back in London, A looked for ways to gather his family and bring them to England. He pleaded to Barnet Refugee Service who, one more time, accepted his case but it took 4 years for the awaited outcome to materialise.

BRS managed to get in contact, by a solicitor intermediary, with the Red Cross as a bigger name and strength was needed for A's family to cross over.

Seeing their own chef d'oeuvre face to face, like contemplating a piece of art, was BRS staff main thought and a way of wrapping up the gift they have given to A. They all had decided to leave work and go to the airport in order to welcome A's wife and three vibrant children. BRS staff had opened the doors – doors opened for a new life - to A's family in an exquisite way and that has graved a profound picture in their minds.

Now the gathered family live peacefully in London; although under the not so cool, ugly and unpredictable weather, they sure are happy and ready to take the next train (together) to wherever life leads them.

So that is the story, written by me and quoted to me by the narrator (A). Hearing A telling his own story like he did so well brought a sense of sympathy (obviously) but also the envy to find the drive and, like A, keep faith when the road gets tougher. I would say the moral in this story is clear and talks to us directly, be thankful for the type of life we have and share LOVE with everybody close to us, particularly with members of our family, EVERYTIME and ANY-TIME.

Vodafone World of Difference



Vodafone World of difference is a project undertaken by Vodafone in order to help promote and fundraise charities. Every year Vodafone gives the opportunity to 500 people to work with their chosen charities and that doesn't only apply to the UK but

also some other countries in the world. Last year we nominated our long lasting volunteer, Daniel Moukoury, to take part. Thanks to generosity of the Vodafone and through the hard work and the caring, friendly, love hearted, confident and enthusiastic attitude Daniel has got, he managed to win a place, working for BRS, his chosen charity, as a paid Accounts Assistant and Administrator for 4 months. Below is what Daniel wrote on his Vodafone weblog: "It is a very endearing subject to bring up when it comes to knowing who are Refugees or Asylum seekers and what have they been through. You just need to know what is happening in the world, and emphasise on it, to know who are involved. The war and social destitutes of Iran, Afghanistan and Pakistan are a few of those. The feeling when hearing about tortures, rapes and other inequalities that Refugees and Asylum seekers endured back home are what our team of advisers have to deal with every day.

So now what? Just picture yourself being in presence of someone who has lost a relative (or, in many cases, a whole family), being raped or tortured or being a violence or war casualty. HOW DO YOU FEEL? And what if you were the victim? HOW WILL YOU FEEL? Most refugees and asylum seekers have deep touchy stories and will have to live with that all their lives. Coming to England they hope that everything doesn't end up like their sad stories and why not, THINGS CAN GO FROM BAD TO GOOD, THE WORST TO THE BEST. And that's a hope (?) Here at BRS, we are determined to keep their hope alive. WHAT ABOUT YOU?"

Director's Report

Multilingual Wellbeing Service (MWS)



Multilingual Wellbeing Services is a consortium of Black Minority Ethnic and Refugee community organisations in Barnet with an expertise in mental health and wellbeing. The consortium was set up in June 2010 as a separate legal entity and registered as a Company Limited by Guarantee. The founding partners are Afghan Association Paiwand, Barnet Refugee Service, Chinese Mental Health Association, Farsophone Association. This consortium was set up in response to the needs identified by the individual partner organisations and the Community Development Workers in Barnet, in close collaboration with NHS Barnet. The aim of this project is to improve the mental health of BMER communities in Barnet. We aim to do this by increasing their knowledge and confidence in accessing support, supporting BMER mental health services to provide support to others suffering mental distress in their community and by providing counselling services in a range of different community languages. The consortium approach enables us to bring a range of communities together that would not normally come into contact with each other to share learning together and as a first step into using mainstream services.

We are pleased to announce that this project is flourishing continuously. Following NHS Barnet one-off grant through Working for Wellness we managed to attract a 4 year funding from Big lottery Fund which is funding a full time Project Manager, a Mental Health Advocate, an Administrator as well as few sessional bilingual counsellors.

...there is a section of society whose vulnerability needs attention and BRS needs all the help it can get to expand this very vital role.

Case Study 4

Mohamed Haji
Volunteer Advisor



I have really enjoyed working with BRS as a volunteer advisor for the past one year. Over the years, I have met and helped people with all sort of problems, ranging from someone whose benefit was suspended to one who had no food or accommodation. BRS assists people whose energy supplier threatens service disruption as well as give advice and information on all sorts of services. Most of these problems arise either from a service provider misunderstanding and /or ignoring customers' needs or because of a client's limited English. When the development co-ordinator from BRS gave a speech at one of the universities about the work they do to assist vulnerable members of the society, I knew that is where I want to work. I was lucky to be offered a place at BRS. I joined a community of workers and volunteers who not only excelled in helping and advising refugees and asylum seekers but also helped interns and volunteers gain invaluable experience. The senior advisors try their best to create a welcoming atmosphere and are helpful, always looking for ways to enhance your experience and knowledge in the job. BRS goes the extra mile helping refugees and asylum seekers settle and blend into the communities in all sorts of ways. Volunteering at BRS has made me realise that there is a section of society whose vulnerability needs attention and BRS needs all the help it can get to expand this very vital role.

Director's Report

"Little Treasures" Mother and Toddler group"



"Little Treasures" is a weekly stay, play and learn group for Refugee and Asylum seeking mums with toddlers and babies under five which was initially a partnership project with JCORE.

The full responsibility was handed over to BRS from April 2011 and the group has been funded and managed by BRS since. The purpose of the group gives mums the opportunity to make friends and socialise, play with their little ones and improve their English while their children learn through free play, activities, messy play, singing, dancing, informal English teaching and interaction with each other. It is also a great opportunity to prepare children for Nursery and for the mothers to gain access to information relating to having young children. This group runs every Tuesday morning from 10 – 12noon during school term times at West Hendon Community Centre.

As result of consultation with the group members, they expressed that they need more structured ESOL lessons added to this program. This was amalgamated to the activities with the help of our volunteers. During the one hour ESOL lesson,

the mothers have the opportunity to learn English through writing, listening and speaking of a given weekly topic. They use a text book for guidance and given homework from it each week. The children stay in the big room for their snacks and play with the volunteers and each other through the various activities set up for them each week. During the past year series of health focused workshops were delivered to this group i.e. Healthy eating, Immunisation etc.



We feel we have had a successful year and our special thanks must go to our dedicated volunteers and especially to Madeleine Bines and Anne-Marcelle Tsomo for their devotion and coordinating this project perfectly.

Get into Reading Group



The BRS "Get into Reading Group" emerged out of collaboration with The Reader Organisation in October 2011. Three of our volunteers received training through The Reader Organisation to be able to start and run these specifically designed reading groups for adults. Currently the group is run by two BRS volunteers and has between five to eight regular participants. They meet every Monday morning at the Hyde School. The reading activity aims to improve the quality of life of its participants, providing social interaction on a regular basis, great reading material and mental stimulation. In the group they read aloud, slowly, taking time over each text, allowing thoughts, connections and understanding to emerge. Participants can choose to join in, or not, and at times the reading will stop to allow some talk about parts of the text, discussing what it might mean, or reflect on similar experiences of their own. The effects are subtle, and profound.

Men's Breakfast Club

After the closure of the Emergency drop in on Monday mornings we saw that there was a need for refugee and asylum seeking men to have place where they can meet and socialise. The Breakfast Club is run by four very dedicated long time volunteers that provide a healthy breakfast and create a friendly and welcoming atmosphere at the West Hendon Community centre. At present BRS is not in the position to reimburse travel expenses. This means that many vulnerable men that would love to meet others, socialise and have a healthy breakfast can't participate as they don't have the financial means to come to the group. In the future we hope to be able to pay for the transport so more men in need will be able to attend the club.

Youth Activities



Our youth activities continue to flourish and grow. We continued to provide one to one advice, information, support, group work and activities for young refugees, asylum-seeking children and separated children in the Borough of Barnet and neighbouring boroughs. To address the needs and to sustain the projects we

have worked in a multi-disciplinary setting in partnership with statutory and non-statutory services such as Refugee Youth Project, Children Service, Paiwand Afghan Association, Health Service, Police, Drug and Alcohol Service.

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

Through group work we tried to inform the young people about their rights entitlement in the UK as well as to encourage participation and enhance their knowledge through different activities we helped the young people, to have fun, learn new skills, build a social network and self-confidence and encourage integration and participation within their community. Through targeted, intensive emotional and social support we encouraged our young people to get involved in making decisions about the services they use and even work as a volunteer.

Refugee Youth Support Project

The Refugee Youth Support Project (RYSP) provides psycho-social support and advocacy for young refugees. The RYSP aims to facilitate and improve an enabling, stable and secure environment for unaccompanied asylum seeking children and young refugees with mental health issues arising from

trauma, abuse and neglect. The RYSP focuses on building confidence and self-esteem, and opening up opportunities for the young people. More specifically, the RYSP supports young people to access education and training, advice and one-to-one emotional support. Importantly, the RYSP allows for young people to create their own spaces of fun and recreation.



North London Global Gathering

Our partnership project with Afghan Association Paiwand continues to be success. The number of young people attending doubled during the past year. Throughout the year the average number of young people attending the centre each week was 16 to 20, adding up to around 450 attendances across the year. For our new members who were newly arrived to the UK there was an urgent need for delivery of ESOL classes and additional one to one support in mathematics. In March 2012 we were able to recruit a sessional ESOL teacher delivering group and one to one lessons for two hours every Wednesday.

From May until late January 2012, the club was running its sessions with minimal recourses. In January we were able once more to secure the funding through the Positive Activities Grant and Help a Cap-

ital Child that enabled us to continue to offer in-house activities on Wednesday evenings. Throughout the year we have provided advice, one to one support and health promotion workshops from other agencies such as Tavistock Young People's Drug and Alcohol Service. Over a one-month period YPDS offered three sessions of raising awareness of drug and alcohol misuse. The sessions were interactive and delivered through board games and different activities. The officers from Colindale Police delivered workshops around keeping and staying safe as well as discussions around gang and knife crime. PCT was able to offer us a General Practitioner who successfully delivered a session covering different topics such as healthy eating, general health and keeping fit.

Throughout the year the young people also had an opportunity to take part in different activities such as football, basketball, Nintendo Wii games, table football, snooker, board games, drawing, T shirt painting and badminton. We have organised and run several sports and general knowledge quiz nights which the young people enjoyed immensely. They also showed a huge interest in cooking sessions and they were very eager to get involved (making pancakes, burgers, Japanese soup, pasta and salads).



Director's Report



Girls' Group

In partnership with Refugee Youth Project we managed to set up a new girls' project within London Academy School. This project is funded by Help a Capital Child. The sessions are supported by a two youth workers, member of staff from London Academy School and our new counsellor volunteer.

Since September we had over 30 young people who joined the girls' group and they have been very active in taking part in the meetings, making decisions among themselves and they feel the ownership of the group. The young people have enjoyed taking part in arts and crafts such as creating and decorating bags, creating greeting cards, clay work, knitting, nail painting, make up, drawing cooking and baking cakes. The young people feel happy and safe in the environment provided and feel free to have discussions covering different topics. They have formed a strong bond among themselves and feel ownership of the group.

Drumming and Percussion Dance

John Lyons Charitable Trust enabled us to run Drumming Sessions and Fun Activities for all our projects. In September 2011, in Partnership with Finchley Youth Theatre, we successfully ran Drumming and Dance Sessions from Finchley Youth Theatre. Our aim was to create a safe and therapeutic environment for young people, to enable them to express themselves and to develop their social and musical skills through music and dance. Drumming and Percussion Dance sessions were delivered by a doctor/Family therapist who specialises in working with children and young people with learning difficulties while Finchley Youth Centre was able to offer one of their most valuable and talented dance tutor. Finchley Youth Theatre were able to extend their resources by offering additional six sessions of dance and drumming and were able to cover the transport expenses for some of our young people living in the west side of the borough of Barnet.



Fun activities

In December and half term February 2012 we organised several outings for the young people. In partnership with Paiwand we organised several trips to the bowling at Hollywood Bowl in Finchley as well as cinema viewing and ice skating.

In partnership with JCORE over 20 unaccompanied minors also took part in the Ice Skating event at Alexander Palace.

In March, Barnet Football Club offered several free tickets to our youth group. Seven young people went along and thoroughly enjoyed watching Barnet FC win. Our activities increased the involvement of these vulnerable young people who commonly face barriers to participations. With all our activities we encouraged healthier life style, healthy eating, physical fitness and positive use of energy!

Director's Report

BRStarz

With the support of Awards For All grant we managed to set up a new football club called BRSTARZ, as an activity within our Refugee Youth Support Project (RYSP) which aims to facilitate and improve an enabling, stable and secure environment for unaccompanied asylum seeking children and young refugees with mental health issues. BRStarz was set up as a tool to gain greater confidence and experience being part of a community for interested individuals as part of their psycho-social support and activity. In summary, beneficiaries of BRStarz were referred for a very specific reason and assessed by specialised professionals to help them improve their mental health and ability to cope in their daily life as well as assist them in generally building confidence and self-esteem, opening up opportunities for them. We received several referrals from local schools and colleges, Social Services, CAMHS, local voluntary organisations, refugee groups etc. Our young people had training with a qualified football coach who helped them to develop their skills on weekly basis. The team joined the Barnet Sunday Football Team which helped them to integrate more and get involved with the local community.

Two of our players have been sent to be trained as football coaches through London Football Association. BRStarz players participated in other activities provided by RYSP including friendly matches through our social club, outing and other sport activities during school holidays. Some of the players also participated in our health promotion workshops to develop their physical, emotional wellbeing as well as healthy eating or how to stay healthy.

From the feedback we received from the young people or the referrers, this project improved the player's quality of life through promoting both their physical and mental health tackling isolation and encouraging integration. Our special thanks must go to Award For All for funding this project and our dedicated volunteers in particular, Hussain Nazari, for coordinating this project.



Case Study 5

Mrs X and her 12 year old son attended our outreach surgery at Edgware Community Hospital. The family had recently received refugee status. The client was traumatised by her experience of forced displacement, and was particularly vulnerable having been assaulted while living in accommodation provided by the UKBA during the asylum determination process. They were currently living in an unfurnished property and sleeping on the floor.

We referred the client to Farsophone Counselling Service for counselling in her native language. We assisted the client with accessing benefits, and funds to furnish their property. We referred the client to a legal representative to assist her with a family reunion application so that she could be reunited with her husband in the UK.

The client attends our weekly adult ESOL classes. Her son also attends our youth weekly social class where we provide English classes established specifically for children of our clients to assist them with English language learning, and provide support while they integrate into mainstream academia.

End of Year Party 2011

End of Year Party 2011

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

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



Once again this year's party was organised in partnership and with the support of North Western Reform Synagogue (Alyth) and St Matthias Church. The party was held at St Matthias Community Centre, Colindale on Monday 19th December 2011.

Around 240 clients attended at least half of whom were children.

There was food, entertainment including a children's club as well as Santa Claus who handed out presents to the kids. There were gifts for adults as well. We were fortunate to have the help of over 20 volunteers without whose participation none of this would have been possible. The volunteers

worked very hard and effectively together to facilitate the smooth running of the party. The partnership between St Matthias, BRS and Alyth worked well with a great deal of input and collaboration from all three groups

Our special thanks go to the local schools, faith groups and individual donors who provided us with cash and gifts for Santa's Grotto and our Tombola. In particular we would like to thank North West Church for their kind donation of Xmas Shoe boxes containing toys and presents for the children. We would also like to thank the Playwrite Group who once again donated a generous number of different types of gifts which we gave as presents to the children.



Volunteering



Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in.

Marjorie Moore , 2004

Barnet Refugee Service (BRS) supports clients to develop personal skills that will help them towards full integration and independence. One of the ways in which we achieve this is to support them to become volunteers as a step towards further education and/or employment. With the support of Lloyds TSB this project is running successfully helping our client for a positive integration.

Volunteers are integral to our work and their commitment, skills, interests and life experiences are an enormous asset to us. The volunteers provide support in every aspect of the services we provide: Advice, ESOL, Mother and Toddler Group, Women's Arts Group, PC training for client volunteers, Girls Group, North London Global Gathering Youth Club, Football Team, Wellbeing Advocates, Reading Group, Men's Breakfast Club, outreach, interpreting and event organisation.

BRS recognises that there are special benefits to refugees from volunteering. They include overcoming isolation and increasing confidence and skills. Volunteering is an important pathway to employment for asylum seekers prevented from working. Our Volunteering Project supports clients to

develop personal skills through volunteering that will help them towards full integration and independence to be able to access further education and/or employment. Since the beginning of the project seven of our client volunteers found paid employment.

The relationships developed between UK volunteers and refugees when working alongside each other also help to promote mutual understanding between individuals and communities. There has been a number of training sessions taking place for our volunteers internally and externally. Volunteers from a variety of projects took part in a Working with Families training, Volunteer Induction and Refugee Awareness, individual PC training sessions as well as training on welfare benefits and housing.

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

During the past year, one of our Volunteer Advisers started a NVQ in Advice and Guidance which will be completed in summer 2012. This will qualify him to look for paid employment in this field and will fulfil his desire to help and support fellow refugees and people in similar circumstances as him few years ago.

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

BRS Volunteering Award Party 2011

BRS Annual Volunteer Party was organised in February to celebrate and thank the volunteers for all their hard work and commitment to BRS. It was an opportunity for volunteers from different projects to meet, enjoy some light refreshments and receive their certificate of appreciation. The highlight of this year's party was the first BRS Volunteer Trophy Quiz. So the volunteers could also learn some interesting facts about refugees and asylum seekers in the UK and beyond while they were celebrating their own contribution to creating new lives for refugees in London.

Volunteers don't get paid, not because they're worthless, but because they're priceless. Thanks to all our volunteers!



Our Volunteers

Web Design/Support

Vi Bang
Korosh Jabbari
Ali Sarshar

Publicity and Graphic Design

Kamela Amiry
Rana Aliakbar

Research

Nicholas Wood

General Volunteers

Simeon Galpert
Peter Salomon
Ponusamy Karunaharan
David Levey
Tirza Waisel
Anahied Hatamian
Tanya Novick
Roger Selby
Kamran Saedi
Shubhi Raymond

Volunteer Advisers / Trainee Advisers

Florence Okregwa
Tirza Waisel
Mohamed Haji

Admin and Office Support

Raziah Noromand
Rahela Amiry
Elisabeth Mulugeta
Daniel Moukoury

Football

Hussein Nazari
Ali Salehi

Women's Group

Tanya Novick
Elsa Shamash

ESOL

Kathryn Salomon
Sandra Green
Elizabeth Perrot
Ros Staines
Deena Joy Kestenbaum
Rosemary Biseo
Vivian Chapman
Penny Rae
Barbara Goldstein
Yasmin Khan
Louise Morris
Susan Stewart

Finance and Bookkeeping

Fahimeh Afshinrad
Daniel Moukoury
Josephine Durosini-Etti

Fundraising

Alex Gordon

Mother and Toddler Group

Madeleine Bines
Anne-Marcelle Tsomo
Ann Fergusson
Patricia Peiris
Alison Stein
Kerrin Raulefs
Nilza Bento

Elizabeth Bate

Volunteer Interpreters

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

Youth Work Volunteers

Gil Gomes
Kamran Saedi
Sherzad Pourabdullah
Kerrin Raulefs
Ilirjana Muhaxheri

Multilingual Wellbeing Services

Yasmin Khan
Nasrin Mosamen
Sarah Celaire
Willem Kwo-Kay Cheng

Outreach

Alison Stein
Viola Brisolin

Volunteer PC trainers

Johanna Svanelind
Viola Brisolin

Reading Group Volunteers

Sandra Green
Katja Goldberg

Men's Group volunteers

Abdulwahab Moghrabi
Vijah Depala
Alpha Jalloh
Shakib Murshed

Volunteer PC trainers

Johanna Svanelind
Viola Brisolin

Trustees

Peter Salomon
Ponusamy Karunaharan
David Levey
Tirza Waisel
Anahied Hatamian
Tanya Novick
Roger Selby
Kamran Saedi
Shubhi Raymond
Simeon Galpert

Financial Information

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2012

	2012 Unrestricted Funds £	2012 Restricted Funds £	2012 Total £	2011 Total £
Income resources				
Incoming resources from generated funds				
Voluntary Income	8,373	6,600	14,973	15,623
Grants	-	74,384	74,384	80,037
Interest receivable	71	-	71	163
Incoming resources from charitable activities	-	87,776	87,776	74,392
Total incoming resources	8,444	168,750	177,194	170,215
Cost of charitable activities	7,414	166,297	173,711	166,158
Governance costs	-	2,270	2,270	3,213
Total resources expended	7,414	168,567	175,981	169,371
Net incoming/ (outgoing) resources - before transfers between funds	1,030	183	1,213	844
Gross transfers between funds	(1,250)	1,250	0	0
Net movement in funds	(220)	1,433	1,213	844
Total funds at 1 April 2011	25,000	26,137	51,137	50,293
Total funds at 31 March 2012	24,780	27,570	52,350	51,137

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 06/06/2012 . The full report will be submitted to the Charities Commission and to Companies House in due course. If copies of full report are required they may be obtained from the Director of Barnet Refugee Service.

Simeon Galpert
Chair

Partnership Organisations

Advice/ support agencies

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

Employment, Training and Education

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

Health

23. Freedom From Torture
24. Barnet Primary Care Trust
25. Health Improvement
26. Voluntary and Interpreting Services
27. Mental Health Commissioner
28. Community Mental Health Teams
29. GP practices
30. TB Unit
31. Walk in Centre/ Refugee Clinic

32. Cherry Lodge Cancer Care
33. Medact
34. Multilingual Wellbeing Service
35. Farsophone Counselling Service
36. Mapesbury Clinic
37. UAAF
38. Community Mental Health Development

Refugee Organisations

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

Umbrella bodies/ 2nd tier organisations

51. Advice UK
52. Community Barnet
53. Evelyn Oldfield Unit
54. Mentoring and Befriending Foundation
55. OISC
56. Refugee Council

Volunteering

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

Partnerships

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

Young People

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

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



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].

