West London Welcome

REFUGEE & MIGRANT CENTRE

Annual Report & Financial Statement

for year ending 31 May, 2025

Registered Charity No. 1183261

After a long journey comes friendship

Cover Photo by Ernesto Hernandez

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When my daughter comes to West London Welcome - she's 12 years old - she says 'mama, mama, this is our second family!' Before, I only had myself, my children, and my husband. But now I feel like I have people in this country, like relatives, you know?

- Adel from Syria

Charity Details

Trustees
Joanna Farquharson (Chair)
Rupesh Chatwani (resigned Feb 2025)
Seema Alibhai
Mohammed Reza Beyad
Antonia Benfield
Efthymia Stathopoulou
Coco Campbell
Betul Piyade
Helen Pickering (appointed 13/02/2025)
John Clark (appointed 31/10/2025)

Executive Director
Joanne MacInnes

Deputy Executive Director
Leyla Williams

Registered Address
International House, 109-111 Fulham Palace Road,
London W6 8JA

Charity Number
1183261

Independent Examiner
Shruti Soni FCCA FCIE
Shruti Soni Limited
Chartered Certified Accountants
117A St. Johns Hill, Sevenoaks, TN13 3PE

Bankers
Metro Bank PLC

Report of the Trustees

for the Year Ending 31st May 2025

The Trustees of West London Welcome present their report and independently-examined financial statements for the year ending 31st May 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 of the accounts. They comply with the charity's governing document, the Charities Act 2011, and the Accounting and Reporting by Charities: Statement of Recommended Practice ("SORP"), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland.

Status and Organisational Structure

The charity's constitution is its governing document. The charity was registered on 7th May 2019 as a charitable incorporated organisation (CIO) and took over all assets, liabilities, and operations from the unincorporated association of the same name.

A trustee is appointed by the Board of Trustees, in consultation with existing trustees. The constitution requires the Foundation to have a minimum of three trustees each of which has one vote. New trustees are provided with information on trustee guidelines as prepared by the Charity Commission, and information on the charity as appropriate. Onboarding discussions are held with the current trustees. Trustees are requested annually to confirm any related party transactions.

Trustee positions are advertised in the public domain and voted in by the Board.

Charity's Objectives

West London Welcome is a daytime drop-in service based in Hammersmith for refugees, asylum seekers and migrants. The objectives of the charity are:

1. To advance education and relieve financial hardship amongst those seeking asylum, those granted refugee status and migrants particularly by the provision of legal and other advice.
2. To provide or assist with the provision of facilities for recreation or other leisure time activities for refugees, asylum seekers, migrants and their dependents in the interests of social welfare with the object of improving their conditions of life and assisting their inclusion into the wider community, in particular but not exclusively by the provision of a drop-in centre.

Public Benefit

The Trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

Vision, Mission, Values and Strategic Aims

Our *vision* is for all those from refugee and migrant communities to feel welcome and supported by local communities, live in dignity, and be free from injustice.

Our *mission* is to work together with local people to provide a safe, positive experience of community to reduce isolation, build inclusion and confidence, challenge injustice, and enable people to access the support, education, advice and advocacy they need. We take a holistic approach to support the needs of our members, from the practical and social to the emotional and playful.

Values

We are dedicated to the following values:

- Community, welcome and inclusion
- Collaboration with the local neighbourhood
- Building trust and sanctuary
- Migrant justice
- Anti-racism
- Gender equality

Long-term strategic aims

Based on West London Welcome's mission, vision, and values, the charity is committed to the following long-term strategic aims:

1. Build community:

- Through the maintenance and development of our community centre, providing a warm welcome, holistic support, creative and participatory activities, and education;
- Building inclusion;
- Developing relationships with local people and organisations.

2. Deliver advice:

- Advising and delivering casework on housing, benefits, asylum support, health, education, and other issues affecting our members;
- Collaborating with other advice organisations to meet need.

3. Advocate:

- Working with our members to understand and feel empowered to access their rights and entitlements;
- Working with our members for justice and change;
- Sharing our knowledge and expertise to improve the public narrative on migration through participating in local and national networks, training, and networking;
- Gathering evidence through our work to contribute to change locally and nationally.

4. Become sustainable: Becoming a sustainable organisation for the long-term, ensuring we have the funding, skills and support for staff to fulfill our mission and meet the needs of our members.

Annual Review of Activities, Achievements and Performance

We are proud to have made considerable progress with our long-term strategic aims this year of **building community, delivering advice, advocacy,** and becoming sustainable.

This year we delivered on four short-term organisational goals within our broader aims:

1. Development of our Lived Experience Advisory Board to strengthen and amplify the voices and roles of our refugee, asylum-seeking and migrant community members.
2. Raising the level of IAA (Immigration Advice Authority) immigration and asylum advice we can give our community, and increasing the capacity of our advice team to provide casework support.
3. Development of our English language education strategy and classes to include everyday transactional communication skills of our community as a core part of our provision, enabling community members to better engage with GPs, the Home Office and its subcontractors, job centres and other services.
4. Working to secure multi-year funding so we can keep our charity running and support our community members into the future.

1. Building community

Activities at the centre

Life in our centre this year was full of joy, challenges and transformation. Many of our community members faced issues of isolation, trauma, poor living conditions, insecure immigration statuses, a ban on working for those seeking asylum, people facing homelessness once they are granted refugee status, and an ever-growing hostile political climate for those seeking asylum.
Our centre was open all day, four days a week. We typically receive around 200 visits each week from the community members we support. Over the course of the year, we support more than 500 individual people through a wide range of in-person classes, advice and services.

Photo by Farzana Wahidy

Photo by Farzana Wahidy

With 9730 individual meals served to our community, 100% of our members accessed hot meals and groceries at least once a week. Moreover, we had 42 days of creative and well-being classes, including yoga, fitness, knitting, book and writing club, and gardening.

We strived to make people feel welcome, experimented with new ways to increase the confidence of community members; increased our casework support to meet the need; advocated for change; strengthened our relationships with local supporters to ensure we can keep running our essential services into the long-term; highlighted refugee issues in the media; and celebrated our community members' achievements.

In the numbers:*

- More than **500** people were supported with a broad range of in-person classes, activities, advice and support, available at our centre 4 days a week.
- More than **130** (mainly local) regular volunteers, of which a fifth are refugees, people seeking asylum or migrants, supported the running of our activities every week.
- We ran **124** English classes.
- **41** Friday socials were run by people with lived experience of seeking refuge or of migration.
- **2,610** casework appointments were held for community members.
- We held **42** days of creative classes, including yoga, fitness, knitting, gardening, and a book and writing club.
- **9,730** individual meals were served to our community.
- We held **62** outings in and around London
- **132** foodbank sessions were provided in partnership with the Felix Project
- We provided **28** support sessions for mothers and babies at our centre.

**Based on data from our monitoring and evaluation exercise analysing 2024 data.*

English teaching development

This year our teachers, senior caseworker and other volunteers worked together to create a 'Fun with Finance' resource for use in WLW English classes, which enabled community members to learn transactional communication skills in English to deal with their everyday world of letters, bills, taxes, accommodation issues, banks and spotting scams.

The local students of Godolphin & Latymer school have been supporting our community members of all ages with their homework across all subjects in our new weekly homework club. Sixth formers have been helping our community members based on their needs, including Maths and English. Asylum-seeking children are often new to English and require this extra support for a variety of subjects.

We experimented with a 'teacher swap', in which our students took control. To celebrate our multi-lingual community - 45 languages are spoken at the centre - our refugee and asylum-seeking English students taught their fellow students and teachers some basic words and phrases in their first languages. This experimental classroom structure forms part of our ongoing efforts to run our space with our community members in ways that are less top-down.

Centering those with lived experience

Following our commitment last year to develop roles and responsibilities for people with lived experience of refuge or migration at all levels of the organisation, we took the following actions this year:

- Four of our nine staff members have lived experience of refuge or migration, and five of our nine Trustees (during the 24/25 financial year) have lived experience of refuge or migration. 130 volunteers support our activities, 20% of whom are community members with lived experience of refuge or migration.
- Our lived experience Advisory Board provides a powerful bridge between our Trustee Board and our community. Comprising 11 members, many of whom are currently in the asylum system, the group meets quarterly, two weeks before the Board, to provide strategic advisory support. This has been invaluable in providing perspectives and information on a range of issues, including direct experience of homelessness, delays in asylum decisions and racism. One of our Trustees, who we supported through the asylum process, sits on both Boards and acts as a bridge between the two. This year our Advisory Board continued to progress, providing strategic support to staff and Trustees to ensure that current issues and challenges are fully understood. The group's Terms of Reference were created, and the group developed a structure of quarterly meetings to align with Trustee meetings.
- Our Friday socials continue to be a 'community member takeover', in which our community members run the afternoon as they wish.
- Our LGBTQ+ refugee and asylum-seeking community members, staff and volunteers are self-organising and decide as a collective which regular outings they will go on around London to grow their confidence in exploring the city and to develop social bonds between group members.

Trips and events

In the past year we have hosted and organised 62 events and outings, including community parties at our centre, workshops, drumming and comedy nights, Welcome Circle donor evenings and lunches, concerts, sightseeing tours, trips to the beach, theatres, Royal Albert Hall, Kew Gardens, football matches, museums, theatre and cinema.

2. Delivering advice

Expanding and developing our advice team

Our advice team remains dedicated to supporting people to regularise their immigration status, liaise with lawyers, access their rights and entitlements, find safe housing, avoid destitution, access healthcare and education, find employment, and start rebuilding their lives. In the past year, we carried out 124 weekly casework clinics and 2610 casework appointments. 45 community members received refugee status, and upon eviction from their asylum hotels were all housed through the work of our advice team. This year, 100% of people who moved into their first homes were given free household items and/or hardship payments.

Raising our level of immigration and asylum advice

Our Senior Caseworker Alison Curtis passed her IAA Level 2 Immigration exam this year, enabling West London Welcome to become accredited to give more complex immigration advice to our community members - a lifeline for those struggling to find lawyers in the midst of an ongoing legal aid crisis. 98% of community members said they felt more confident to cope with challenges after receiving advice and casework support.

Case Study: Samira's Story

"I am a refugee from Eritrea. My heart is still heavy with the trauma of having to flee my home country after my husband was arrested. One day, two men came to our house and told me he had escaped from prison. They turned our home upside down, searching for something, and took some important papers. They warned me that they were watching us and that if my husband tried to contact me, they would arrest me too.

My friends and family feared it was only a matter of time before they came for me as well, so I made the agonizing decision to leave everything behind and escape with my young son Hammoudi. We arrived in England in the summer of 2020 and claimed asylum, hopeful that we would finally find safety.

We were placed in a small room at an asylum hotel in West London, and we waited anxiously for our asylum application to be processed. It was a long and uncertain wait, especially during the Covid-19 pandemic, but at least we felt secure for the moment.

Then, in April 2021, my world was turned upside down once more. I discovered a hard lump in my breast that seemed to be growing larger every day. The GP couldn't see me due to pandemic restrictions, so someone at the hotel advised me to go to the Accident and Emergency department.

At Charing Cross Hospital, the doctors ran tests and delivered the devastating news: I had a very aggressive form of breast cancer. My tumor was already 9 centimeters in size and still growing rapidly.

The following months passed in a blur. I had the surgery. I had to have chemotherapy. I became so weak at this point and couldn't look after my son who was sharing my small room with me."

Alison, our West London Welcome Senior Caseworker who was helping Samira through this difficult time, explains:

"It was heartbreaking to see Samira. She had been coming to WLW for a few months before her diagnosis, but after her treatment started, her situation deteriorated. Samira's cancer was incredibly aggressive and her difficulties accessing medical care, due to the pandemic and living in a hotel, caused delays to her treatment. The chemotherapy caused Samira to become incredibly unwell. We were so worried about her and about Hammoudi, who was also being bullied at school about his Mum's cancer. Samira couldn't cope living in the asylum hotel, she couldn't eat the hotel food due to nausea, and had no privacy sharing a room with her teenage son. We worked with a law firm who challenged the Home Office to provide Samira and Hammoudi with self-contained accommodation, where she could eat chemo-friendly food and rest when she needed to. We also helped Hammoudi move schools, away from the bullying and into an environment where he could receive support.

During the peak of her treatment, Samira was awarded refugee status, so despite her poor health, she and her son had to move out of asylum accommodation. The council first placed them into a local hotel, where she had to choose between a room where she would share a double bed with her son or not having a fridge to safely store her medication. They were then placed into a flat in Enfield, 2.5 hours away from the hospital where Samira was receiving treatment and from the new school Hammoudi had just settled into. It was complete madness, we were tearing our hair out trying to find better housing for them.

Then, we had a stroke of luck. We were contacted by solicitors representing an older woman who had recently moved into a care home. She had very kindly stipulated that her flat should be offered at a fair rent to a refugee family. Samira was the perfect candidate. She and her son moved in at housing benefit rates and they are still there today. Samira is now in remission and slowly recovering from intense cancer treatment. Her son is now 17 and at college and we still see her every week at the centre where she comes for her English lessons. It's really a miraculous outcome for her and Hammoudi."

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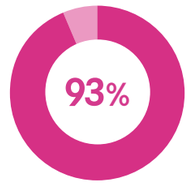
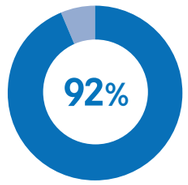
Our Impact

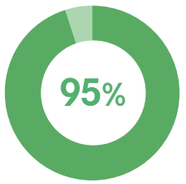
Since joining West London Welcome, our community members report the following*:



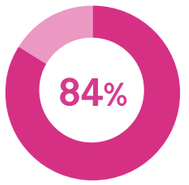
feel part of a community



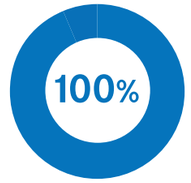
feel more confident navigating life in the UK



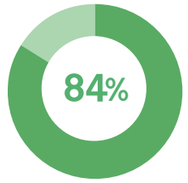
say their English language skills have improved



have developed or improved a skill

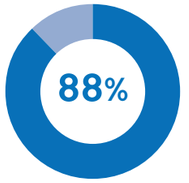


accessed hot meals and groceries at least once a week

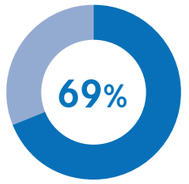


better understand their rights as a refugee, asylum-seeking person or migrant

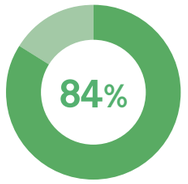
of people with first homes were given free household items and/or hardship payments



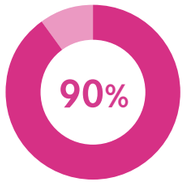
feel supported to access their healthcare rights



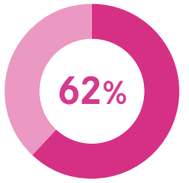
have engaged more with arts and culture in the city than before joining the centre



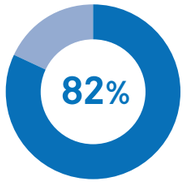
know their local area better



know who to ask for help at the centre about a problem and trust they'll be heard



now feel empowered to challenge the decisions of authorities they believe are wrong



feel safe to talk about difficult situations or emotions

*Based on responses in our 2024 survey that 'agreed' or 'strongly agreed' with survey questions. This survey was conducted by an independent evaluator.

3. Advocacy

Educating our community through 'know your rights' work and supporting people to advocate for themselves

We supported our community to understand their rights and entitlements through one-to-one casework and workshops, enabling participants to understand their rights and entitlements within immigration and asylum, housing, healthcare, education, benefits, and modern slavery protections.

Gathering evidence to challenge unjust systems

Behind the everyday frontline work at our centre, we're using the evidence and stories we hear each day and pushing for change in the policies and practices that affect refugee, asylum-seeking and migrant West Londoners. We continue to participate in weekly discussion, relationship-building, knowledge-sharing and strategy within the refugee sector, including on public forums and meetings. We became part of the Greater London Authority's Migration Sector Advisory Panel, an expert panel advising on the work of the London Strategic Migration Partnership (LSMP) and the GLA's Migration Team, and to inform other relevant GLA teams on issues related to migration, asylum and refugees. We assisted with evidence for a number of legal challenges and reports on issues from asylum accommodation to Home Office decision-making delays.

Our Deputy Director Leyla, with other refugee sector leaders, was consulted by the Mayor of London's team on his new strategy to end street homelessness by 2030. We were pleased to have our voices heard and see a focus on homelessness prevention approaches as many grassroots frontline organisations, including ours, had pushed for.

Setting a positive narrative on migration

- Media work: Our Ethiopian elite cyclist Trhas was profiled extensively by the BBC, Guardian and other outlets for her sporting triumphs, invitation to the World Championships and delayed asylum decision. Our asylum-seeking mothers and Deputy Director Leyla Williams were featured on the BBC discussing the toll on children living long-term in asylum hotels.
- Amplifying community voices: We found new ways to amplify the voices of refugees, asylum-seekers and migrants in our community. We continued to publish new stories from our Humans of West London Welcome series, which enables community members to tell their own stories, and we curated a short film called Celebrating our Community, which celebrates and gives a voice to four refugee and asylum-seeking members of our community. Shot at our centre by filmmaker Nicola Roper, it highlights the experiences of medical secretary Nastassia, window cleaner Vitali, elite cyclist Trhas, and chef Najeem here in West London, and their love of being part of our community.

Photo by Farzana Wahidy

4. Becoming sustainable

Fundraising

- Welcome Circle: In April over fifty guests gathered at West London Welcome together with our staff, volunteers and community members for our 'Friendraiser' dinner hosted by our Patrons Dame Harriet Walter and Phyllida Lloyd, where they heard about the Welcome Circle. Three other events were held during the year for Welcome Circle members, including networking and educational talks on the asylum system. The Welcome Circle now brings in a third of our total income and is an essential part of our funding strategy.
- Working with grant writer and strategist: In order to improve our funding sustainability over the long-term, in Spring 2024 we began working with an experienced grant writer on our funding strategy and bids. We anticipate this will enable us to access the repeat funding we require for our work to be sustainable into the future.

Premises

In Spring 2024 West London Welcome executives successfully negotiated to renew our premises agreement, ensuring that our community has a secure space for years to come.

Development of monitoring, evaluation and data-capturing work

For the second year running we commissioned an independent evaluator to survey and listen to our community members using a range of methods, including a survey, focus group sessions and member data analysis. From this work emerged our second Impact Report, which evaluated how we have changed the lives of our community members throughout 2024.

We applied for and received grant funding to develop our work management programme and casework system Podio. Working with a developer, we listened to the needs of staff, and in particular caseworkers, to develop Podio into a far more flexible, intuitive casework system that allowed for more sophisticated data capture with better security.

Psychological health and wellbeing of staff and community members in an increasingly hostile environment

We are conscious that the work of frontline West London Welcome staff is increasingly busy and emotionally challenging in a politically hostile environment for those seeking asylum and migrants. To that end, we worked closely with three psychologists who provided therapeutic clinical supervision for five West London Welcome staff to support them with their boundary-making abilities, potential vicarious trauma, and personal issues that impact on their work. This clinical supervision is open to all staff who opt to take it up. Feedback from staff is that this support is needed and valued, and enabled staff to feel supported at work into the long-term.

Ariam
West London Welcome community member:

In West London, I found more than a centre. I found West London Welcome – a place that gently filled a space in my heart I thought would remain empty forever. A family that shared warm meals, coffee gatherings, laughter, and simple human presence.

A garden where I buried my pain in the soil and watched hope grow slowly through gardening activities.

West London Welcome is not just a place to meet. It is a place to heal.

People think the refugee struggle ends upon arrival in the UK.
But in truth, it begins inside us – in that huge inner emptiness we carry.

West London Welcome held my hand when I felt lost. It brought warmth to my isolation.

It reminded me that even after war, even after loss, even after exile – belonging is still possible.

And in that belonging, I am slowly finding my way back to myself.

Photo by Ernesto Hernandez

Financial review

Income and expenditure

Income during the period under review was £556,070 (2024: £359,836) of which £128,915 was restricted (2024: £43,566) and the remaining £427,155 (2024: £316.270) was unrestricted. Expenditure during the year was £471,767 (2024: £401,755). Of the total expenditure £92,351 (2024: £67,006) was from restricted grants and the remaining £379,416 (2024: £334,749) was unrestricted. The charity had a net surplus during the year of £84,303 (2024: deficit £41,919). This led to an increase in the total funds held at the year end to £406,270 (2024: £321,967) of which funds for restricted purposes were £46,069 (2024: £9,505) and general unrestricted funds were £360,201 (2024: £312,462).

Risk Assessment

The charity has conducted a risk assessment and has established a register, which will be updated annually. The register will have appropriate systems and procedures in place to mitigate the risks the charity faces. Such headings will be funding and risks, internal control risks, implementation procedures for transactions and projects, health and safety for staff, volunteers and clients.

Key risk factors include: Key staff turnover; Government policy; loss or damage to premises.

Reserves policy

The reserves policy is to maintain a cash balance of at least eight months of operating expenses. At this financial year end this equates to an amount of £314,511 (2024: £267,836) compared to the unrestricted reserves of £360,201 (2024: £312,462).

Plans for future periods and going concern status

In the Trustees' opinion the charity is a going concern and has sufficient funds to continue its current activities over the next 12-15 months.

Our Supporters and Principal Funding Sources

West London Welcome is most grateful for grants and donations received this year from charitable trusts, family trusts and other grant-giving organisations.

We are indebted to the huge generosity of our Welcome Circle members, who play a vital role sustaining our work and being such an energetic part of our community.
Finally, we would like to thank all those locally and around the world supporting us with regular donations, fundraisers, and efforts through their schools and workplaces. Your support is so valued.

The Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgments and accounting estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Trust will continue in operation.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the Trust's transactions and disclose with reasonable accuracy at any time the financial position of the Trust and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Trust and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

This report was approved by the Trustees on March 16th, 2026 and signed on their behalf by:

Joanna Farquharson,
Trustee

Photo by Ernesto Hernandez

Report of the Independent Examiner

Independent Examiner's Report to the Trustees of West London Welcome

I report on the financial statements of the charity for the year ended 31 May 2025 as set out on pages 21 - 33.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the Act. I confirm that I am qualified to undertake the examination because I a member of Association of Chartered Certified Accountant, which is one of the listed bodies

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Shruti Soni

Shruti Soni FCCA FCIE **Date:** 25/3/2026
Shruti Soni Ltd
Chartered Certified Accountants
117a St. John's Hill, Sevenoaks TN13 3PE

Statement of financial activities

(incorporating an income and expenditure account)

For the year ended 31 May 2025

				2025			2024
		Unrestricted	Restricted	**Total**	Unrestricted	Restricted	Total
Income from:	Note	£	£	**£**	£	£	£
Donations and grants	2	401,488	128,915	**530,403**	309,603	43,566	353,169
Trading activities	3	16,144	-	**16,144**	713	-	713
Investment Income		9,523	-	**9,523**	5,954	-	5,954
Total income		427,155	128,915	**556,070**	316,270	43,566	359,836
Expenditure on:							
Raising funds		25,856	-	**25,856**	5,325	-	5,325
Charitable activities - Hardship Support		353,560	92,351	**445,911**	329,424	67,006	396,430
Total expenditure	4	379,416	92,351	**471,767**	334,749	67,006	401,755
Net income / (expenditure) for the year		47,739	36,564	**84,303**	(18,479)	(23,440)	(41,919)
Transfers between funds		-	-	**-**	2,500	(2,500)	-
Net movement in funds		47,739	36,564	**84,303**	(15,979)	(25,940)	(41,919)
Reconciliation of funds:							
Total funds brought forward		312,462	9,505	**321,967**	328,441	35,445	363,886
Total funds carried forward	14	360,201	46,069	**406,270**	312,462	9,505	321,967

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 14 to the financial statements.

Balance sheet
as at 31 May 2025

			2025		2024
Fixed assets:	Note	**£**	**£**	£	£
Tangible assets	9		**16,653**		13,660
			16,653		13,660
Current assets:					
Debtors	10	**4,560**		6,800	
Cash at bank and in hand		**390,999**		304,214	
		395,559		311,014	
Liabilities:					
Creditors: amounts falling due within one year	11	**5,942**		2,707	
Net current assets / (liabilities)			**389,617**		308,307
Total assets less current liabilities			**406,270**		321,967
Total net assets / (liabilities)	12		**406,270**		321,967
The funds of the charity:	13				
Restricted income funds			**46,069**		9,505
Unrestricted income funds:					
General funds		**360,201**		312,462	
Total unrestricted funds			**360,201**		312,462
Total charity funds			**406,270**		321,967

These financial statements were approved by the Trustees on March 16th, 2026 and signed on their behalf by

Joanna Farquharson

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Joanna Farquharson, Trustee

Statement of cash flows
For the year ended 31 May 2025

			2025		2024
Cash flows from operating activities	Note	**£**	**£**	£	£
Net cash provided by / (used in) operating activities			**88,077**		(43,183)
Cash flows from investing activities:					
Dividends, interest and rents from investments		**9,523**		5,954	
Purchase of fixed assets		**(10,815)**		(2,499)	
Net cash provided by / (used in) investing activities			**(1,292)**		3,455
Change in cash and cash equivalents in the year			**86,785**		(39,728)
Cash and cash equivalents at the beginning of the year			**304,214**		343,942
Cash and cash equivalents at the end of the year			**390,999**		304,214

Photo by Farzana Wahidy

Notes to the financial statements

for the year ended 31 May 2025

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

There are no key judgements that the charitable company has made which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

e) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

1 Accounting policies (continued)

f) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of provision of space and services undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

h) Tangible fixed assets

Items of equipment are capitalised. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Leasehold improvements — Over lease period ending in July 2026
- Equipment — 33.33% SLM

i) Pensions

Employer contributions to employees defined contribution pension schemes are charged to Statement of Financial Activities during the year.

2 Income from donations and grants

	Unrestricted	Restricted	**2025 Total**	2024 Total
	£	£	**£**	£
Donations	303,803	17,586	**321,389**	181,918
Grants	68,800	107,329	**176,129**	154,367
Gift Aid	28,885	4,000	**32,885**	16,884
	401,488	128,915	**530,403**	353,169

Of the total income of £353,169 in 2024, £43,566 was restricted and £309,603 was unrestricted

3 Income from other trading activities

	Unrestricted	Restricted	**2025 Total**	2024 Total
	£	£	**£**	£
Income from fundraising activities - auction	14,534	-	14,534	-
Other Income	1,610	-	1,610	713
	16,144	-	16,144	713

4 Analysis of expenditure

	Cost of raising funds	Charitable activities - Hardship Support	Support costs	**2025 Total**	2024 Total
	£	£	£	**£**	£
Staff costs (Note 6)	7,301	292,112	56,567	**355,980**	320,595
Hot Lunches	-	13,274	-	**13,274**	6,440
Client Travel and events	-	9,851	-	**9,851**	10,247
Hardship Client Support	-	12,389	-	**12,389**	13,619
Study and training Client support	-	2,050	-	**2,050**	3,304
Fundraising	18,555	-	-	**18,555**	1,257
General running costs	-	-	19,166	**19,166**	10,144
Rent and Insurance	-	31,204	-	**31,204**	27,761
Depreciation	-	-	7,822	**7,822**	5,324
Group Expenses		-	-	**-**	1,630
Accounting, admin support and independent examination Fees	-	-	1,476	**1,476**	1,434
Total expenditure on charitable activities	25,856	360,880	85,031	**471,767**	401,755
Support costs	-	85,031	(85,031)	**-**	-
Total expenditure 2025	**25,856**	**445,911**	**-**	**471,767**	**401,755**
Total expenditure 2024	**5,325**	**396,430**	**-**	**401,755**	

Of the total expenditure, £379,416 was unrestricted (2024: £334,749) and £92,351 was restricted (2024: £67,006). Support costs are costs incurred to facilitate charitable activities of the charity.

5 Net incoming resources for the year

This is stated after charging / crediting:

	2025	2024
	£	£
Depreciation	**7,822**	5,324
Independent examination	**1,476**	1,434

6 Analysis of staff costs, Trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025	2024
	£	£
Salaries and wages	**269,557**	229,376
Social security costs	**21,319**	17,988
Employer's contribution to defined contribution pension schemes	**5,974**	5,428
Contractors - Wages	**55,804**	64,792
Therapeutic support staff	**3,326**	3,011
	355,980	320,595

No employee earned more than £60,000 during the year (2024: nil).
The total employee benefits including pension contributions of the key management personnel were £111,822 (2024: £118,464) Therapeutic support staff, recruitment and training costs include £246 for trustee safe-guard training (2024: £299 for trustee recruitment).

7 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2025	2024
	No.	No.
Fundraising	**0.2**	0.1
Charitable activities	**6.5**	5.9
Support	**1.1**	1.0
	7.8	7.0

8 Related party transactions

No trustees received any remuneration or any other payments for any services provided to the charity (2024: nil). No trustees were reimbursed any expenses incurred during their office as trustee during the year (2024: nil). Donations of £2,600 were received during the year from the trustee, Coco Campbell (2024: nil).

9 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

10 Tangible fixed assets

	Equipment	Leasehold Improvements	**Total**
		£	**£**
Cost or valuation			
At the start of the year	3,618	34,231	**37,849**
Additions in year	955	9,860	**10,815**
At the end of the year	4,573	44,091	**48,664**
Depreciation			
At the start of the year	535	23,654	**24,189**
Charge for the year	1,321	6,501	**7,822**
At the end of the year	1,856	30,155	**32,011**
Net book value			
At the end of the year	2,717	13,936	**16,653**
At the start of the year	3,083	10,577	**13,660**

All of the above assets are used for charitable purposes.

11 Debtors

	2025	2024
	£	£
Prepayments	**-**	150
Accrued income	**4,560**	6,650
	4,560	6,800

12 Creditors: amounts falling due within one year

	2025	2024
	£	£
Net Wages	**1,504**	-
Taxation and social security	**(20)**	-
Pension	**1,235**	1,087
Accruals	**3,223**	1,620
	5,942	2,707

13 Analysis of net assets between funds at the end of year

	General unrestricted	Designated	Restricted	**Total funds**
	£	£	£	**£**
Tangible fixed assets	16,653	-	-	**16,653**
Net current assets	343,548	-	46,069	**389,617**
Net assets at the end of the year	**360,201**	**-**	**46,069**	**406,270**

Analysis of net assets between funds at the start of year

	General unrestricted	Designated	Restricted	**Total funds**
	£	£	£	**£**
Tangible fixed assets	13,660	-	-	**13,660**
Net current assets	298,802	-	9,505	**308,307**
Net assets at the end of the year	**312,462**		**9,505**	**321,967**

14 Movements in funds

	At the start of the year	Income & gains	Expenditure & Losses	Transfers	**At the end of the year**
During the year	£	£	£	£	**£**
Restricted funds:					
Alnur Dhani - Fundraising	-	20,000	(9,622)	-	**10,378**
Alnur Dhani - Refugee Housing	-	5,000	(1,300)	-	**3,700**
Choose Love	-	29,956	(29,956)	-	**-**
Disrupt Foundation	-	9,888	(5,618)	-	**4,270**
Earles Court Community Fund	-	7,323	(7,323)	-	**-**
Enthuse - Mark Norton fundraiser	1,118	-	(1,000)	-	**118**
Friends of Brook Green	1,300	-	(1,300)	-	**-**
Hammersmith United	-	14,999	(14,999)	-	**-**
Hardship Fund	2,695	-	(2,695)	-	**-**
LocalGiving	3,642	1,586	(3,434)	-	**1,794**
LocalGiving - Hardship Fund	-	2,163	(1,354)	-	**809**
London Churches Refugee Fund	750	1,000	(1,750)	-	**-**
London Community Fund	-	25,000	-	-	**25,000**
Orange Tree Trust	-	10,000	(10,000)	-	**-**
UK Harvest	-	2,000	(2,000)	-	**-**
Total restricted funds	9,505	128,915	(92,351)	-	**46,069**
Unrestricted funds:					
General funds	312,462	427,155	(379,416)	-	**360,201**
Total unrestricted funds	312,462	427,155	(379,416)	-	**360,201**
Total funds	321,967	556,070	(471,767)	-	**406,270**

14 Movements in funds (continued)

	At the start of the year	Income & gains	Expenditure & Losses	Transfers	**At the end of the year**
During previous year	£	£	£	£	**£**
Restricted funds:					
Big Give Christmas Appeal	4,946	-	(4,946)	-	**-**
Choose Love	10,000	-	(10,000)	-	**-**
Daisy Trust	-	2,500	-	(2,500)	**-**
Enthuse - Mark Norton fundraiser	-	2,953	(1,835)	-	**1,118**
Friends of Brook Green	-	1,300	-	-	**1,300**
Hammersmith United	2,691	-	(2,691)	-	**-**
Hardship Fund	12,808	-	(10,113)	-	**2,695**
HF Winter Support Fund	-	15,717	(15,717)	-	**-**
Huguenot	-	6,000	(6,000)	-	**-**
LBHF	-	5,000	(5,000)	-	**-**
LocalGiving	-	6,946	(3,304)	-	**3,642**
London Churches Refugee Fund	-	1,650	(900)	-	**750**
London Community Response Fund	5,000	-	(5,000)	-	**-**
SMART	-	1,500	(1,500)	-	**-**
Total restricted funds	35,445	43,566	(67,006)	(2,500)	**9,505**
Unrestricted funds					
General funds	328,441	316,270	(334,749)	2,500	**312,462**
Total unrestricted funds	328,441	316,270	(334,749)	2,500	**312,462**
Total funds	363,886	359,836	(401,755)	-	**321,967**

Transfers

Transfers from Daisy Trust to General Funds is for purchase of oven which has been capitalised as fixed asset. In 2023 transfer from Hardship Fund to general funds is the cost for Hardship Fund initially paid from general funds.

14 Movements in funds (continued)

Purposes of restricted funds

Alnur Dhani - Fundraising	Costs of writing grant applications
Alnur Dhani - Refugee Housing	Housing costs
Choose Love	Case Worker salary
Disrupt Foundation	IT projects
Earls Court Community Fund	Meals and gardening
Enthuse - Mark Norton fundraiser	School shoes for clients' children
Friends of Brook Green	Refugee Day party 2024
Hammersmith United	Rent
Hardship Fund	Hardship
LocalGiving	Trhas cycling racing costs
LocalGiving -	Hardship Fund Hardship
London Churches Refugee Fund	Hardship - transport
London Community fund	Salary
Orange Tree Trust	Hot lunches & salaries
UK Harvest	Hot meals

15 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property	
	2025	2024
	£	£
Less than one year	**30,000**	29,334
One to two years	**5,000**	30,000
Two to five years	**-**	5,000
	35,000	64,334

I had the opportunity to meet new people and they are lovely. I enjoy my classes because my teacher is very nice and does her best for us.

- Ali from Afghanistan

I found West London Welcome was like...a turning point in my life because I was in a situation where it was difficult for me to navigate, get my way through...When I just entered the place, the first time, I see a lot of people happy in the place, then I feel like. I just feel like home.

- Ibrahim from Sudan

I love all the activities that I have experienced with WLW. I spent good time during all the group trips. Those trips helped me to change my mood and get away from the routine days.

- Sedigeh from Iran

We all miss our family, all of us, our country, our life being passed. But if we can share good feeling together. When I'm volunteering I feel better...I feel confident and I'm useful and helpful."

- Mia from Iran

Photo by Ernesto Hernandez

West London Welcome

REFUGEE & MIGRANT CENTRE

www.westlondonwelcome.com

Registered Charity No. 1183261