West London Welcome

REFUGEE & MIGRANT CENTRE

Annual Report & Financial Statement

for year ending 31 May, 2024

Registered Charity No. 1183261

After a long journey
comes friendship

Contents

Charity Details	2
Report of the Trustees	4
Report of the Independent Examiner	20
Statement of Financial Activities	21
Balance Sheet	22
Notes to the Accounts	23

As an asylum-seeking doctor, trapped in a (hotel) room with so little to do, West London Welcome revitalises my spirit. It's a haven where everyone comes together, sharing experiences and hardships, reminding me of the profound impact of compassion and care.

- Zainab from Yemen

Charity Details

Trustees

Joanna Farquharson (Chair)
Rupesh Chatwani
Seema Alibhai
Mohammed Reza Beyad
Savraj Kaur Chopra
Antonia Benfield
Efthymia Stathopoulou
Coco Campbell
Betul Piyade (appointed 27/09/2023)

Executive Director

Joanne MacInnes

Deputy Executive Director

Leyla Williams

Registered Address

PO Box 78236, London, W14 4HQ

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 2024

The Trustees of West London Welcome present their report and independently-examined financial statements for the year ending 31st May 2024.

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.

The trustees are appointed by the Board of Trustees, in consultation with the 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. Briefing 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 activity 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 were also committed to meeting five short-term organisational goals within our broader aims:

- Developing community education and setting a positive narrative on refuge and migration with members with lived experience.
- Establishing and developing more routes to legal aid representation.
- Continue to progress development of data-capturing systems.
- Ensuring we had a sustainable premises option for the long-term.
- To support the psychological health and wellbeing of staff and community members in an increasingly hostile environment.

1. Building community

Activities at the centre

This year we again expanded the use of our community space with an increased number of activities run for and by beneficiaries with lived experience of seeking refuge and migration.

Building upon our existing wide range of weekly activities - English classes, casework, hot food, foodbank, knitting, yoga, fitness, book group, art, gardening, drumming, myriad practical support and trips - we introduced two new activities this year: a mother and baby group, and comedy workshops.

Run by an experienced West London Welcome volunteer and fellow mother, the mother and baby group meets weekly to offer peer support and friendship to mothers with babies and young children. The group has been highly successful at enabling the confidence of mothers at the

centre to grow, social connections to deepen, and isolation to be countered. Meanwhile, our new comedy workshops are also run by a local West London Welcome volunteer in partnership with the charity Counterpoint Arts, and have likewise facilitated new energy and confidence in the diverse group of West London Welcome beneficiaries attending the workshops.

Inclusion, community solidarity and collective power

Our community brings together local people from a diverse range of ethnic, economic, and cultural backgrounds, including local diaspora groups supporting newly-arriving people, businesspeople, politicians, schools, tenant associations, artists, chefs and healthcare workers. These locals are volunteering, teaching, mentoring, making donations, gathering together for community events, and helping to shape the direction of the charity. We give regular talks locally to educate people about the hostile immigration environment and the asylum system, and mentored another nearby refugee charity from its inception. We also work closely with other refugee groups across the UK, such as the Portland Friendship Group supporting asylum-seeking people on the Bibby Stockholm barge, in order that when those seeking asylum are moved to other parts of the country with little notice they are well-supported on the other side. This educational and networked approach enables people both within and connected to our community to be inspired to work positively for change and collectively challenge harmful narratives, laws and policies on immigration and asylum.

By the numbers:*

- **492** 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 **100** (mainly local) regular volunteers, of which a fifth are refugees, people seeking asylum or migrants, supported the running of our activities every week
- We opened for **349** in-person sessions
- We ran **186** English classes
- **2,500** casework appointments were held for community members
- We held **15** evening activities, including Senegalese drumming, storytelling and games nights
- We held **98** days of creative classes, including yoga, fitness, knitting, and a book and writing club
- **10,086** individual meals were served to our community
- We held **55** outings in and around London, including a seaside trip, Kew Gardens, museums, cinemas, West End shows and the Royal Albert Hall
- **43** Ukrainian socials, in partnership with Ukrainian Institute, were held at our centre
- **170** foodbank sessions were provided in partnership with the Felix Project
- We provided **129** days of childcare at the centre for parents taking our classes.

**Based on data from our monitoring and evaluation exercise analysing 2023 data.*

English teaching development

Our volunteer English teachers benefit from expert training and ongoing skills development. Our English class coordinator, who is ESOL qualified and works part-time at West London College, trains our 26 volunteer English teachers teaching 140 beneficiaries a week at different ability levels. Interwoven into English classes are our new 'transactional English' materials which have been developed by an experienced West London Welcome volunteer and former headteacher, enabling teachers to support students to develop their everyday English skills, for use with GPs, lawyers, the Home Office, Department for Work and Pensions, and so on. In addition, West London Welcome staff been supporting students to use a usually paid-for English learning app for free to continue their learning with uploaded resources even while not physically at the centre, which has been very well taken up.

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 action this year:

- In September 2023 we brought on our first Trustee who we successfully supported through the asylum system. Four of our seven staff members have lived experience of refuge or migration, and five of our nine Trustees have lived experience of refuge or migration.
- Our Lived Experience advisory group comprises 15 members of our community with lived experience and aims to foster community and connection; helps West London Welcome to respond better to members; and develops strategies on external advocacy.
- Our Friday socials continue to be a 'community member takeover', in which our beneficiaries run the afternoon as they wish.
- We ensure priority is given to members of our community with lived experience for volunteering opportunities at the centre. One fifth of our volunteers have lived experience of refuge or migration.

Trips and events

Introducing our newly-arrived friends from around the world to London's history and culture is one of the joys of running our community centre. In the two weeks in October alone we took 135 refugee, asylum-seeking people and migrants in our community on 8 different outings around the city. Over the course of the year we took people on 55 outings in total, paying their travel expenses each time, enabling them to really enjoy their new home in ways they would never usually be able to afford.

Our annual Refugee Day party in June was, as always, a festival of dancing, sports, food and joy. Our community reported how appreciated they felt during such difficult times in their lives.

2. Delivering advice

Expanding and developing our advice team

Our advice team has been supported over the year to grow successfully, both in size and skill. The team now comprises a full-time Advice Manager, part-time Casework and Development Coordinator, full-time Senior Caseworker, part-time Senior Caseworker, part-time Advice Support Worker, and two part-time Advice Volunteers. The advice team are generalists, working on matters of housing, immigration, asylum, benefits, health, education, debt, and other related issues.

Navigating the refugee homelessness crisis

At West London Welcome our advice team faced the most challenging casework crisis we have ever had - a refugee homelessness crisis, following the government's pledge in September 2023 to clear their backlog of unprocessed asylum decisions by the end of the year. Hundreds of people living in asylum accommodation in West London were granted refugee status at the same time. Our advice team ensured all 60 of our beneficiaries newly granted refugee status within the last four months of 2023 were housed through a range of solutions, from arranging local authorities to provide accommodation to finding them rooms in YMCAs, hosting, or landlords known to our community willing to help. They also drafted Assured Shorthold Tenancy agreements, got councils to pay deposits and rent in advance, arranged furniture, and organised utilities and other bills.

Becoming accredited to give immigration and asylum advice

In January we were thrilled to become accredited by the Office of the Immigration Services Commissioner (OISC) at Level 2 Asylum advice and Level 1 for Immigration advice. Our Senior Caseworker and Advice Volunteer passed challenging OISC exams to enable our accreditation and we are now able to give immigration and asylum advice to our beneficiaries as part of our casework service. A West London Welcome volunteer, who was experienced in the refugee sector already accredited at OISC Level 2, worked closely with our advice team in tandem with Refugee Action's OISC training programme to enable us to become accredited. Given the severe lack of legal aid lawyers locally and around the UK, being able to advise people on immigration and asylum matters has been key to meeting need.

Supporting beneficiaries at risk of the Rwanda plan

Throughout the year we practically and emotionally supported a number of our asylum-seeking community members after they received letters from the Home Office suggesting they could be removed to Rwanda to have their asylum claims considered there instead. The Rwanda plan caused huge anxiety amongst the people we support and put huge pressure on our caseworkers, volunteers and the legal aid lawyers we work closely with to navigate and support people through an uncertain legal situation. Our community was extremely relieved when the Rwanda plan eventually did not come to be put into practice.

Case Study: Chioma's Story

I work in the NHS at Charing Cross Hospital as a healthcare worker these days, looking after people. I'm training to be a nurse and can't wait to qualify. But it's been a very long journey to get to do what I love.

In 2019 I was forced to flee Nigeria for my life with my three young kids. I'd recently lost my husband and I was incredibly vulnerable as a young widow facing many very dangerous situations on my own. I was so worried for the safety of me and my kids that I eventually decided to come to London to seek asylum, since I had distant relatives here and I thought we would be safe.

Only a few months after we arrived in London to stay with our extended family, Covid struck. My relatives told us we had to leave the house and we found ourselves homeless. We called the Home Office, who sent us to an asylum hotel in Hammersmith.

It was so isolating. I didn't know what to do – I was very depressed and confused, and we barely left our small room. The kids didn't have enough to eat. I was thin, and sick with worry and stress. The asylum hotel manager was becoming more and more worried about me, but couldn't get me to leave my room

Then, one day in winter, Jo, the Director of West London Welcome, stopped by to visit some members of the charity who were also living at our hotel. The manager told her about me, and Jo thought she would try to see if she could help. She came up to my door and knocked.

It was a life-changing moment, when Jo invited me to come to WLW. The first thing she did was give me vouchers for food – she could see I was frail. At the hotel, it was chaos because of Covid and the kids were hungry. Then we started going to WLW, and that was when our journey really began.

Leyla, Deputy Director of WLW, found us a great legal aid lawyer to take on our asylum claim who started working with us. He was so supportive. Covid was an especially difficult time for us asylum-seeking people – the Home Office was in turmoil, with an extremely long backlog of asylum claims. I started volunteering at the centre, organising teas and coffees for others, and supporting other local Nigerians. Each week I got fresh groceries from the centre, casework support, and took advanced English classes.

Our claim took several years, during which time we were forced by the Home Office to move four times – shuttled between North London, Reading, Hounslow and Hammersmith. Worst of all, due to all the moves the kids often couldn't attend school. The WLW advice team are trying to change things for asylum-seeking people by contributing evidence for a legal challenge against the Home Office for their huge delays in making decisions on huge numbers of asylum claims across the country.

It was whilst I was in despair during Covid, thinking that our asylum claim would never be granted, that something incredible happened. I saw a job advertised as an NHS healthcare assistant at Charing Cross which I had all the right skills and experience for, and asked WLW's advice on how to get legal permission to work on the shortage occupation list so I could interview for it. WLW and my lawyer supported me to navigate the application process, and amazingly I got the job. Even though I was still seeking asylum, I was able to begin to work at the hospital.

One wonderful day a few months later, we were finally granted refugee status. But after we got refugee status we had to immediately leave our asylum housing and faced homelessness again. WLW's Senior Caseworker Alison worked really quickly and managed to find us a private landlord known to the community, who have rented us a flat right here in Hammersmith with a year-long tenancy, close to the kids' school.

Now I'm working three twelve-hour shifts a week and getting professional training through the NHS to become a nurse. But despite all my shifts I'm still a part of the community at WLW. I still volunteer and am part of the advanced English class. Every week it's like coming back to my core support system.

3. Advocacy

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

- Modern Slavery workshops: Building on our 'know your rights' workshops last year, this year we turned our focus to educating our community about the signs of modern slavery and trafficking, something a number of our beneficiaries have experienced. For Anti-Slavery Day and Hate Crime Awareness Week in October, we worked together with Hammersmith and Fulham Council's modern slavery and community safety teams, and the Latin American Women's Rights Service, to organise four workshops in a number of languages to enable our community to understand the signs of modern slavery, trafficking, and hate crime, and know their rights.

- Knowing rights during the Rwanda plan: Once the Rwanda plan was announced by the government and in the context of Rwanda-specific immigration raids, we delivered 'know your rights' translated information to our asylum-seeking and migrant beneficiaries and volunteers in groups in order that they could understand the law and do their best to protect themselves and their rights should they be detained. The community as a whole became highly educated on this issue, such was the high risk that a member of the community may be detained.

Challenging migrant injustice with lawyers and broader refugee sector

We continue to participate in weekly discussion, relationship-building, knowledge-sharing and strategy within the refugee sector, including on public forums and meetings such as the Asylum Support Appeals Network, Housing and Immigration Group, and Refugee Legal Group. We update Greater London Authority staff on refugee and asylum issues, and were closely involved in the organisation of a recent first conference for caseworkers within the sector. Ongoing is our work advising and giving evidence to legal aid lawyers for their legal challenges on issues affecting refugees, asylum-seeking people and vulnerable migrants, most commonly on asylum accommodation conditions.

Setting a positive narrative on migration

- Media work: This year West London Welcome staff and beneficiaries worked with the media on a range of stories highlighting the impact of the hostile immigration environment and the chaotic asylum system on our beneficiaries, as well as spotlighting positive work by our community. The BBC, Guardian, Inside Housing, Big Issue and Chiswick Calendar

all reported on our refugee homelessness prevention work. Meanwhile, the BBC, Guardian and Cycling Weekly published newspaper and television pieces on the cycling journey of Trhas, our asylum-seeking Ethiopian elite cyclist living in a local asylum hotel.

- Influence in Parliament: Our local MP for Hammersmith and Chiswick, Andy Slaughter, twice highlighted our work in the House of Commons this year, and we regularly liaise with him regarding issues facing our beneficiaries. He recently met with our Lived Experience Advisory Group in order to take their experiences of the asylum system back to the Commons.
- Meeting with King Charles's team: In February we were delighted to meet with King Charles's Deputy Private Secretary at Buckingham Palace, to bring the King and his team updates from our centre and issues affecting our beneficiaries. This was a welcome opportunity to continue our relationship with the King and highlight how small NGOs are supporting people through the hostile immigration environment.

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 with 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 the future.

Development of monitoring, evaluation and data-capturing work

This year we aimed to understand the overall impact of our work on our community in order to plan for the future, ensure that we meet the needs of our members, assess what works and what doesn't, and learn as we grow and evolve. With that in mind, we commissioned an evaluator, whose role it was to survey and listen to members of our community using a range of methods, including a survey, focus group sessions and member data analysis. From this work emerged our first Impact Report, which evaluated how we have changed the lives of our community members throughout 2023. Ongoing work includes the development of a Theory of Change.

In tandem with this new monitoring and evaluation work, we prioritised the development of our data-capturing system Podio, hiring a Podio expert to assist us in ensuring our registration and casework data-capturing methods were as good as they could be in order to effectively evaluate our outputs and impact.

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 work closely with three psychologists who provide therapeutic

clinical supervision to 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 enables staff to feel supported at work into the long-term.

Financial review

Income and expenditure

Income during the period under review was £359,836 (2023: £430,783) of which £43,566 was restricted (2023: £63,755) and the remaining £316,270 (2023: £367,028) was unrestricted. Expenditure during the year was £401,755 (2023: £336,355). Of the total expenditure £67,006 (2023: £47,578) was from restricted grants and remaining £334,749 (2023: £288,777) was unrestricted. The charity had a net deficit during the year of £41,919 (2023: surplus £94,428). This led to a decrease in the total funds held at the year end to £321,967 (2023: £363,886) of which funds for restricted purposes were £9,505 (2023: £35,445) and general unrestricted funds were £312,462 (2023: £328,441).

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; cash flow.

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 £267,836 (2023: 6 months £168,178) compared to the unrestricted reserves of £312,462 (2023: £328,441).

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 this year from the following:

- Michael & Betty Little Trust
- London Churches Refugee Fund
- HF Giving
- Choose Love
- Huguenot Church
- Daisy Trust

We are indebted to the huge generosity of our 46 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 required under the constitution of the charity to prepare financial statements for each financial year to reflect the state of affairs of the charity and of its results for that period.

In preparing those financial statements the Trustees are required to:
a) select suitable accounting policies and apply them consistently.
b) make judgments and estimates that are reasonable and prudent; and
c) prepare the financial statement on a going concern basis unless it is inappropriate to assume that the charity will continue in business.
The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity. They are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Trustees on 27 September 2024 and signed on their behalf by:

Joanna Farquharson,
Trustee

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 2024 as set out on pages 21 to 31.

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:** 27/09/24
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 2024

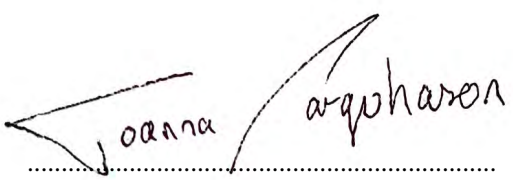
				2024			2023
		Unrestricted	Restricted	**Total**	Unrestricted	Restricted	Total
Income from:	Note	£	£	**£**	£	£	£
Donations and grants	2	309,603	43,566	**353,169**	365,972	63,755	429,727
Trading activities		713	-	**713**	-	-	-
Investment Income		5,954	-	**5,954**	1,056	-	1,056
Total income		316,270	43,566	**359,836**	367,028	63,755	430,783
Expenditure on:							
Raising funds		5,325	-	**5,325**	5,241	-	5,241
Charitable activities - Hardship Support		329,424	67,006	**396,430**	283,536	47,578	331,114
Total expenditure	3	334,749	67,006	**401,755**	288,777	47,578	336,355
Net income / (expenditure) for the year		(18,479)	(23,440)	**(41,919)**	78,251	16,177	94,428
Transfers between funds		2,500	(2,500)	**-**	4,566	(4,566)	-
Net movement in funds		(15,979)	(25,940)	**(41,919)**	82,817	11,611	94,428
Reconciliation of funds:							
Total funds brought forward		328,441	35,445	**363,886**	245,624	23,834	269,458
Total funds carried forward	13	312,462	9,505	**321,967**	328,441	35,445	363,886

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 13 to the financial statements.

Balance sheet
as at 31 May 2024

			2024		2023
Fixed assets:	Note	**£**	**£**	£	£
Tangible assets	9		**13,660**		16,485
			13,660		16,485
Current assets:					
Debtors	10	**6,800**		17,021	
Cash at bank and in hand		**304,214**		343,942	
		311,014		360,963	
Liabilities:					
Creditors: amounts falling due within one year	11	**2,707**		13,562	
Net current assets / (liabilities)			**308,307**		347,401
Total assets less current liabilities			**321,967**		363,886
Total net assets / (liabilities)	12		**321,967**		363,886
The funds of the charity:	13				
Restricted income funds			**9,505**		35,445
Unrestricted income funds:					
General funds		**312,462**		328,441	
Total unrestricted funds			**312,462**		328,441
Total charity funds			**321,967**		363,886

These financial statements were approved by the Trustees on 27 September 2024 and signed on their behalf by



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Joanna Farquharson, Trustee

Notes to the financial statements
for the year ended 31 May 2024

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

			2024	2023
	Unrestricted	Restricted	**Total**	Total
	£	£	**£**	£
Donations	169,219	12,699	**181,918**	252,495
Grants	123,500	30,867	**154,367**	160,071
Gift Aid	16,884	-	**16,884**	17,161
	309,603	43,566	**353,169**	429,727

Of the total income of £429,727 in 2023, £63,755 was restricted and £365,972 was unrestricted.

3 Analysis of expenditure

	Cost of raising funds	Charitable activities - Hardship Support	Support costs	**2024 Total**	2023 Total
	£	£	£	**£**	£
Staff costs (Note 5)	4,068	269,602	46,925	**320,595**	232,428
Hot Lunches	-	6,440	-	**6,440**	8,110
Client Travel costs	-	10,247	-	**10,247**	12,066
Hardship Client Support	-	13,619	-	**13,619**	15,233
Study and training Client support	-	3,304	-	**3,304**	5,935
Fundraising Costs	1,257	-	-	**1,257**	1,471
General running costs	-	-	10,144	**10,144**	11,332
Rent and Insurance	-	27,761	-	**27,761**	26,079
Depreciation	-	-	5,324	**5,324**	13,344
Group Expenses		1,630	-	**1,630**	8,948
Accounting, admin support and independent examination Fees	-	-	1,434	**1,434**	1,410
Total expenditure on charitable activities	5,325	332,603	63,827	**401,755**	336,355
Support costs	-	63,827	(63,827)	**-**	-
Total expenditure 2024	**5,325**	**396,430**	**-**	**401,755**	**336,355**
Total expenditure 2023	**5,241**	**331,114**	**-**	**336,355**	

Of the total expenditure, £334,749 was unrestricted (2023: £288,777) and £67,006 was restricted (2023: £47,578). Support costs are costs incurred to facilitate charitable activities of the charity.

4 Net incoming resources for the year

This is stated after charging / crediting:

	2024	2023
	£	£
Depreciation	**5,324**	13,344
Independent examination	**1,434**	1,380

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

Staff costs were as follows:

	2024	2023
	£	£
Salaries and wages	**229,376**	176,457
Social security costs	**17,988**	11,543
Employer's contribution to defined contribution pension schemes	**5,428**	4,246
Contractors - Wages	**64,792**	39,104
Therapeutic support staff	**3,011**	1,078
	320,595	232,428

No employee earned more than £60,000 during the year (2023: nil).
The total employee benefits including pension contributions of the key management personnel were £118,464 (2023: £107,704)
Therapeutic support staff, recruitment and training costs include £299 for trustee recruitment

6 Staff numbers

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

	2024	2023
	No.	No.
Fundraising	**0.1**	0.1
Charitable activities	**5.9**	5.0
Support	**1.0**	0.9
	7.0	6.0

7 Related party transactions

No trustees received any remuneration or any other payments for any services provided to the charity (2023: nil). No trustees were reimbursed any expenses incurred during their office as trustee during the year (2023: nil). No donation have been received from trustees whether of restricted or general purposes (2023: Aggregate unrestricted donation of £2,000 was received from one trustee).

8 Taxation

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

9 Tangible fixed assets

	Equipment	Leasehold Improvements	**Total**
		£	**£**
Cost or valuation			
At the start of the year	1,119	34,231	**35,350**
Additions in year	2,499	-	**2,499**
At the end of the year	3,618	34,231	**37,849**
Depreciation			
At the start of the year	93	18,772	**18,865**
Charge for the year	442	4,882	**5,324**
At the end of the year	535	23,654	**24,189**
Net book value			
At the end of the year	3,083	10,577	**13,660**
At the start of the year	1,026	15,459	**16,485**

All of the above assets are used for charitable purposes.

10 Debtors

	2024	2023
	£	£
Prepayments	**150**	-
Accrued income	**6,650**	17,021
	6,800	17,021

11 Creditors: amounts falling due within one year

	2024	2023
	£	£
Taxation and social security	**-**	3,565
Pension	**1,087**	1,132
Accruals	**1,620**	8,865
	2,707	13,562

12 Analysis of net assets between funds at the end 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**

Analysis of net assets between funds at the start of year

	General unrestricted	Designated	Restricted	**Total funds**
	£	£	£	**£**
Tangible fixed assets	16,485	-	-	**16,485**
Net current assets	311,956	-	35,445	**347,401**
Net assets at the end of the year	**328,441**		**35,445**	**363,886**

13 Movements in funds

During the year	At the start of the year £	Income & gains £	Expenditure & Losses £	Transfers £	**At the end of the year £**
Restricted funds:					
London Community Response Fund	5,000	-	(5,000)	-	**-**
Daisy Trust	-	2,500	-	(2,500)	**-**
Hammersmith United	2,691	-	(2,691)	-	**-**
Hardship Fund	12,808	-	(10,113)	-	**2,695**
Big Give Christmas Appeal	4,946	-	(4,946)	-	**-**
Choose Love	10,000	-	(10,000)	-	**-**
HF Winter Support Fund	-	15,717	(15,717)	-	**-**
SMART	-	1,500	(1,500)	-	**-**
Friends of Brook Green	-	1,300	-	-	**1,300**
Enthuse - Mark Norton fundraiser	-	2,953	(1,835)	-	**1,118**
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**
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**

13 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:					
London Community Response Fund	-	10,000	(5,000)	-	**5,000**
Daisy Trust	-	3,500	(3,500)	-	**-**
Hammersmith United	-	10,000	(7,309)	-	**2,691**
United Summer Household Fund	-	4,997	(4,997)	-	**-**
London Community Church Fund	-	850	(850)	-	**-**
Hardship Fund	17,374	-	-	(4,566)	**12,808**
United Ukrainian Fund	-	7,724	(7,724)	-	**-**
Big Give Chrsitmas Appeal	-	16,684	(11,738)	-	**4,946**
Choose Love	-	10,000	-	-	**10,000**
Hammersmith and Fulham Giving	6,460	-	(6,460)	-	**-**
Total restricted funds	23,834	63,755	(47,578)	(4,566)	**35,445**
Unrestricted funds					
General funds	245,624	367,028	(288,777)	4,566	**328,441**
Total unrestricted funds	245,624	367,028	(288,777)	4,566	**328,441**
Total funds	269,458	430,783	(336,355)	-	**363,886**

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.

13 Movements in funds (continued)

Purposes of restricted funds

London Community Response Fund	Rent
Hammersmith United	Caseworker costs
London Churches Refugee Fund	Client travel
Choose Love	Caseworker costs
Daisy Trust	In 2023 for English classes, in 2024 for an oven
London Community Church Fund	Client travel
United Summer Household Fund	Client travel and lunches
United Ukrainian Fund	Caseworker costs for Ukrainian clients
Big Give Christmas Appeal	Hardship
HF Giving	Caseworker costs
Hardship Fund	Hardship
HF Giving Winter Support Fund	Caseworker costs
SMART	Refugee Day party 2023
Friends of Brook Green	Refugee Day party 2024
Enthuse – Mark Norton fundraiser	School shoes for clients' children
Huguenot	Hardship
LBHF	Salaries
LocalGiving	Trhas cycling racing costs

14 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	
	2024	2023
	£	£
Less than one year	**29,334**	26,000
One to two years	**30,000**	4,333
Two to five years	**5,000**	-
	64,334	30,333

They were with me all the day... on the phone for me all the day... They say we are with you, don't worry, and they didn't leave me alone until they got me somewhere to stay...

- Ali from Afghanistan

Running the knitting group as a volunteer has helped with my confidence and mental health, and being useful makes me happy and gives me hope. It's also improved my English. When I put my head on my pillow at night I think about our day at the centre and what I and we've achieved together.

- Sedigeh from Iran

When I got my eviction letter I had bad nightmares about being homeless, on the streets, I was crying. I came to West London Welcome. They said, we won't let you be homeless. They helped me carry my bags. They found me a hosting family. It was everything!

- Muna from Syria

If you saw me then you wouldn't see the person sitting here right now. When I started to come to West London Welcome, I found someone to talk to. It gave me hope that life is going to get better

- Maria from El Salvador

West London Welcome

REFUGEE & MIGRANT CENTRE

www.westlondonwelcome.com

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