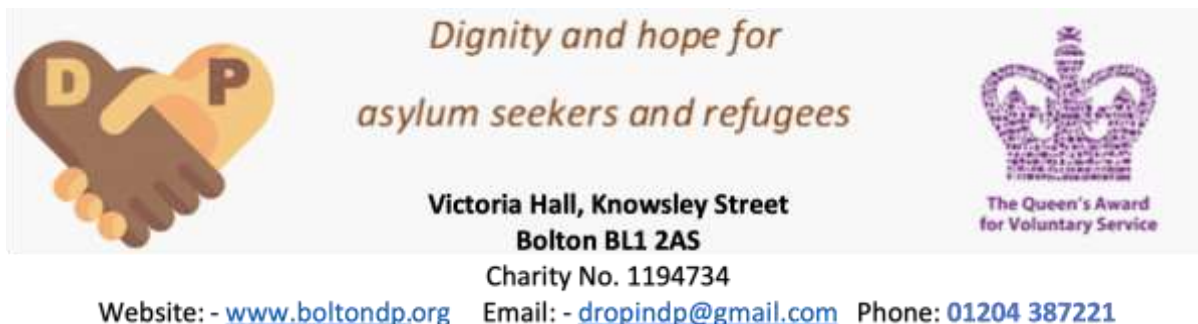




## Minutes of the Destitution Project (DP) Annual General Meeting

19<sup>th</sup> September, 2023, Walker Suite, Victoria Hall, Bolton

Ahead of the formal meeting, a display of service users' and area teams' work and refreshments were available from 12.30pm.

The AGM commenced at 1.00pm. Forty-nine people attended including the Mayor of Bolton - Councillor Mohammed Ayub; 20 DP team members, 12 DP service users and 16 supporters and representatives from various organisations, including: DP's former Chair - Paul Martin and former Trustee/DP Manager - David O'Keeffe; DP's former Drop-in Coordinator – Paul Barnes; representatives from OISC, City of Sanctuary, Bolton CVS, Bolton Council, Bolton College, Bolton Christian Community Cohesion and various faith and non faith-based organisations who regularly donate to DP.

**1. Welcome and housekeeping:** Trustee David Tomlinson welcomed all to the meeting, then went through some housekeeping pointers before directing the meeting to the Agenda which had been circulated previously.

**2. Apologies for absence:** These had been received from:

| Keith Talbot, Gay & Keith Talbot Trust  | Martine Royal, Bolton Library ESOL        |
|-----------------------------------------|-------------------------------------------|
| Fiona Adams, Mary Kinross Charity Trust | Peggy Arnell                              |
| Elaine Butt Bolton CVS                  | Mary Cropper                              |
| Helen Bolton, DP Safeguarding Advisor   | Janet Lythgoe DP team                     |
| Victor Williams                         | Yasmin Quereshi, MP                       |
| Andrew Haines, Charles Plater Trust     | Gareth Hatton, Serco Manager              |
| Diane Hawkins, Deputy Lieutenant GM     | Sr Christine Alderson                     |
| William Nonge, British Red Cross        | Suliman Ahmed, ex DP volunteer            |
| Graham Russell, Cranfield Trust         | Vicky Hutchison, Moffatts                 |
| Julia Savage, Asylum Matters            | Denis Madden – helped with DP newsletters |
| Geoff Webster                           | Faith Tavengwa - BHA                      |

**3. Minutes of the last AGM** (23<sup>rd</sup> May 2022) had been previously circulated and were unanimously accepted as a true and correct record.

#### **4. Reports for the 2022/23 financial year:**

**a. Trustees Report** – The report, contained within the document entitled '*The Destitution Project – Annual Report and Financial Statements for Year Ended 31 March 2023*', had been circulated previously via email/post to all who had confirmed their intention to attend the AGM. Printed copies were also available at the meeting. Vice Chair, David Tomlinson steered the meeting through highlights for the work during the year based on this report, supported by a slide presentation (see Appendix 1) and invited area leads to say a few words about their area of operation.

Kath Webster and Pam Green, co-leads for the **Food Provision**, pointed out that donations of non-perishable food and toiletries have been far lower since the pandemic as people and donor organisations struggle with the higher cost of living. Nonetheless, many churches and schools do still find the means to donate and whatever is given is very much appreciated by all the service users who benefit from food parcels. Largely to help support our service users during the cost of living crisis, DP has been making these food parcels available to more persons: now any asylum seeker who wants a food parcel can ask for one rather than previously where only asylum seekers or refugees identified as being destitute or in urgent need of food support received this sort of help. However, due to higher food prices in the past year and the fact that DP has to buy more items due to lower donations since the pandemic, we have had to reduce what is given in each food parcel. Many of the "nice to have" items are no longer included or are only given every other week. The value of the food parcel is now kept to just under £12 compared to £15 - 20 pre-pandemic. Slides showing the food provision are on pages 6 and 7 below.

Sue Tibke, lead volunteer for the **Clothes Provision**, outlined the set up within DP's now well-established clothes provision: a clothes room with items of display given out based on level of need; 2 tables and 3 rails of clothing and household items out in the main hall where any service user can take up to 5 items; a well-stocked storeroom with space for sorting. All this is coordinated by a team of 2 volunteers with help from the wider team where possible. Mostly second-hand clothing and household goods are donated by organisations, individuals, DP volunteers and also service users who like to give something back. Some regular donations come from quite far away, for example a lady from Wilmslow who comes several times a year with a car-boot full of items they collected, sorted, washed. Another lady from Rhos on Sea who knits beautiful children's clothes she sends in regularly. Sorting and storing these items is quite labour intensive. The team aims to offer items in good condition, distributed in a fair and transparent way according to need. When new asylum seekers arrive, often with very few belongings, the team tries to kit them out with items of clothing, bedding and household items. Sue pointed out that after a few weeks they become less anxious as they accumulate some of the things they need. Both asylum seekers and refugees can ask us for a particular item they need and the team tries to help. Slides showing our work in clothes are shown on page 7 below.

Lead **English** teacher, Elsie Peel, began by commenting on the difficulty any of us would experience if plunged into a country where everything was in a different language. This is what many of DP's service users experience. She outlined the types of English classes on offer (most being a mixed ability provision, with more advanced classes and beginner classes on offer when possible). Slides shown are on page 7 below. The focus for classes is on various aspects of language including grammar. Elsie pointed out how popular the English classes are – 'They can't get enough; they usually go out laughing and smiling – not because the lesson has ended!' The small classroom is usually full (only holds up to 9). Also featured were the trips that the English group went on including to Smithills Hall and Library, which everyone enjoyed. To finish off, Elsie lead the meeting through a poem entitled *Refugees*, by Brian Bilston, which was well received.

David then gave an overview on: **Main Hall** activities and its team; the work of the **Main Reception** team; highlights from some **Key Events** held at DP or attended elsewhere; an outline of ways DP

**promoted and publicised** its work and the needs of those we serve plus our donation, volunteering needs. This latter aspect of work is supported via the DP website: [www.boltondp.org](http://www.boltondp.org), Quarterly Impact Reports, a biannual newsletter (completed with the help of Dennis Madden), and DP T-shirts for team members to wear when speaking to groups/attending events. David then mentioned the **ongoing organisational strategic review** being undertaken with help from the Cranfield Trust. It is aimed at determining how best DP can make its operations more sustainable and impactful moving forward. See slides related to all of these on pages 7 – 9 below.

David finished by thanking all the volunteers and team leads who work so hard to make the Drop-in such a welcoming and supportive space. You can access the full slide presentation at: <https://www.boltondp.org/downloads/agm-presentation-2023.pdf>.

**b. Senior Caseworker's Report** – David highlighted the work of DP's Casework team in providing specialised information and advice for asylum seekers and refugees living in Bolton, including those who are refused and often become destitute. He invited Senior Caseworker, Shaheda Mangerah, to deliver her report. Refer to Appendix 2 for Shaheda's full report. Slides showing details of the level of help provided during the 2022-23 financial year via appointments, walk-ins, remote working, emergency cash support, and access to food parcels, plus the numbers of service users supported by country. can be seen on pages 9-10 below. David thanked the casework team for their hard work and dedication which helps so many.

**c. Note the Closing Report of Drop-in Coordinator, Paul Barnes** – Trustee Mags Simpson introduced Paul Barnes who was in attendance and had served DP initially as a volunteer and then as Drop-in Coordinator up to end of February 2023 (see relevant section of Appendix 1 for pictures of his time at DP). She shared key elements of Paul's final report (made to a DP Team Meeting ahead of his departure) where Paul had highlighted his time at DP, noted areas of progress and thanked team members for their hard work and support over the 3 ½ years he held the post. The summary of Paul's report is given in Appendix 3 and slides related to this agenda item are on page 10. Both Mags and David thanked Paul for his past service and wished him all the best from the DP team.

**5. A. Summary of Income and Expenditure** – DP's Finance Officer, Michael Isherwood of Elderberry Tax, delivered an overview of the financial situation for the year under review – Apr 2022 – Mar 2023. Micheal's full report is in Appendix 4A. David thanked Michael for the report and his work.

**B. Moffatts Chartered Accountants – Statement of Accounts for Apr 2022 to Mar 2023** – Sarah George, Trustee, referred to the report previously circulated (*The Destitution Project – Annual Report and Financial Statements for Year Ended 31 March 2023*) part of which contained the Financial Statement prepared by Moffatts. She asked everyone to also look at a short Summary prepared by Vicky Hutchison of Moffatts (see Appendix 4B), which had been handed out at the meeting. Sarah led the meeting through the main points in the summary. There being no questions or comments at this point, David then invited anyone with questions or comments about the accounts to make use of forms available at the reception desk and these can be sent into Trustees who will pass them on to Moffatts and include feedback in the AGM minutes. No questions or comments were subsequently received.

Slides related to the financial agenda item can be found on pages 11 and 12 below. The *Destitution Project – Annual Report and Financial Statements for Year Ended 31 March 2023* is accessible on the Charity Commission website at: <https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/5176145/accounts-and-annual-returns>.

**6. Performances by DP Service Users** - The meeting enjoyed a wonderful presentation by service users from DP English classes who each introduced themselves by name, said where they were from and spoke about something they love about their country. The group then sang a song, helped

along by teacher Elsie and accompanied on piano by Irina Avetisova who is a talented DP volunteer and asylum seeker.

## **7. Appointment of Charity Trustees –**

- a) Standing trustees – The meeting acknowledged that Trustees David Tomlinson, Sarah George, Bernard Pele and Mags Simpson all continue their 3-year term of office, as per the DP CIO Constitution.
- b) The meeting accepted and welcomed newly appointed trustees Ahmed Mohamed & Dave Batchelor. David mentioned that Ahmed has been a DP volunteer and is a refugee. David has extensive experience in the charity sector and works with the homeless.
- c) The meeting noted that former Chair of Trustees Paul Martin retired as of April 2023. All extended their deep thanks to Paul for the many years he capably steered and nurtured DP and its development.

**8. Q&A/Open Floor/AOB** – David welcomed the Mayor to the podium. Mayor Mohammed Ayub mentioned that although he hadn't planned to speak, he was so impressed hearing about the work of DP that he felt he needed to say a few words. The Mayor noted the vital role that immigrants play in the UK economy and society and shared that he had come to the UK at the age of 15. He commended DP and all those who help in its work for the important roles they play to benefit Bolton and its asylum seeker and refugee communities. He ended by saying that he hopes he can also support the future work of DP, knowing how difficult it is to get financial and other forms of assistance these days.

Paul Barnes mentioned the work that Denis Madden had helped with over the past years in generating DP's newsletter. David assured the meeting that DP appreciated the assistance Denis had given in this regard.

**9. Close of the Meeting:** David thanked everyone for attending despite the challenging weather. He then thanked the Mayor for speaking and for his encouraging words. He also thanked the DP team of volunteers and staff who put so much effort in planning for the AGM and making it a success. He finished by encouraging all present to have a look at the displays in the room, chat with team members and also enjoy the refreshments available before they head off.

The meeting closed at 2.25pm

**Appendix 1- Slides from the AGM – Please Note:** Actual presentation can be accessed at - [www.boltondp.org/destitution-project-annual-general-meeting-was-a-success](http://www.boltondp.org/destitution-project-annual-general-meeting-was-a-success)



**The Destitution Project (DP)**  
Registered Charity# 1194734

Seeking to provide a safe environment where Bolton's asylum seekers and refugees, including those who become destitute, can get practical help and information and enjoy a social space and activities each week.

**WELCOME TO OUR ANNUAL GENERAL MEETING**  
FOR APR 2022 – MAR 2023

**1. Welcome & Housekeeping**

**2. Apologies for Absence**

|                                         |                                           |
|-----------------------------------------|-------------------------------------------|
| Keith Talbot, Gay & Keith Talbot Trust  | Martine Royal, Bolton Library ES&L        |
| Fiona Adams, Mary Kinross Charity Trust | Peggy Arnell                              |
| Elaine Butt, Bolton CVS                 | Mary Cropper                              |
| Helen Bolton, DP Safeguarding Advisor   | Janet Lythgoe DP team                     |
| Victor Williams                         | Nazmin Quereishi, MP                      |
| Andrew Haines, Charles Plater Trust     | Gareth Hutton, Serco Manager              |
| Diane Hawkins, Deputy Lieutenant GM     | St Christine Alderson                     |
| William Nange, British Red Cross        | Sulman Ahmed, ex DP volunteer             |
| Graham Russell, Cranfield Trust         | Vicky Hutchison, Moffatts                 |
| Jula Savage, Asylum Matters             | Dennis Madden – helped with DP newsletter |
| Geoff Webster                           | Faith Tavengwa - BNA                      |

**3. Errors and Omissions/Matters arising - Minutes of the last AGM – May 23<sup>rd</sup>, 2022**

**A Bit of Background:**

DP's 2 main modes of operation:

- ✓ A Drop-In every Wednesday (10.00am - 3.00pm) at the Victoria Hall
- ✓ Casework Services - including for refused asylum seekers and those who have no recourse to public funds or become destitute.

*All we do is free of charge!*

**OUR TEAM**



**Our Wonderful Employees & Volunteers**

**Casework team**



Senior Caseworker  
Shaheda Mangerah



Casework Admin Assistant  
Fiona Lomax

**Drop In Coordinator**

Drop In Coordinator  
Paul Barnes, held the role to Feb 2023



Thank You!



## Our Volunteers



An average of 19 volunteers worked each Drop In session giving over 4350 hours to DP during the year



## 4. Reports for 2022-23 Financial Year:

- Trustees Report
- Senior Caseworker
- Note the Closing Report of Drop-In Coordinator Paul Barnes

## Key Achievements & Performance Apr 2022 – Mar 2023



## Trustee Report

## Service User Attendance at the DP Drop-in

- ☐ 2703 attendances by asylum seekers and refugees
- ☐ Average of 54 attending each Wednesday
- ☐ 69% increase compared to 2021-22
- ☐ Building back from Covid pandemic levels

## Our Food Provision: food parcels; hot meals

- ☐ fewer food donations this year – sometimes the storage shelves are empty and we have to buy more and more
- ☐ But ... a **BIG THANKS** to loyal supporters:
  - St John's Bromley Cross
  - Mount St Joseph
  - Ladybridge High School
  - St Michael's Primary
  - Many individual, churches & other supporters

for their food donations!

## DP has a busy **FOOD ROOM**



...where a team hands out food parcels. We have a storeroom for non-perishable food donations.



We now give food parcels to any asylum seeker who wants one – not just the destitute! £777 food parcels given out!



Donation coming in from St Michael's Primary School



Team sorting out a large donation from Mount St Joseph's School

## Greeting Card for DPI

Students of St Michael's Primary School also designed a lovely greeting card for DP



## Hot, vegetarian meal thanks to Bolton Mutual Aid!



A nutritious, vegetarian meal that meets halal requirements

It's prepared each Wednesday by Bolton Mutual Aid using the recently renovated kitchen in the Wesley Suite



Thank You!

## Our Clothes Provision

- ❑ A very well organised **Display Room**
- ❑ A separate **Stock and Sorting Room**
- ❑ Well stocked **Table and Nails** in the main hall
- ❑ Most items donated by many, many individuals, churches and organisations



Our Clothes Team give out pre-loved and new clothing and bedding to our service users and their families



## Our English Provision

- ❑ **Demand** for English classes is high
- ❑ **Class sizes limited** by space available (small size of our teaching room)
- ❑ Our teachers hold **four 1-hour classes each Wednesday**.
- ❑ **Organisations** like BHA (HIV guidance), Octagon Theatre and Bolton Libraries & Museum visit classes to explain/promote their services/activities

Classes take place each Wednesday for men and women



## Getting out and about in Bolton!



Visit to the Bolton Library and Museum



Day out at Smithills Hall

## Main Drop-in Reception



## Main Hall – the busy hub of the Drop In

Space for:

- tea and coffee
- hot meal
- social space
- games – table tennis, snooker
- Our wonderful barber Arshad!
- art table
- BHA - advice and HIV testing monthly



### Arshad at work – always in high demand!



### Fun and Games



### Tea & Coffee



### The Art Table is a popular space



### Special events held in the Main Hall



### Remembering Her Majesty

### Paul Martin retires as DP Chair



### Representing DP & Advocating for Asylum Seekers & Refugees



### Team Members attend the Bolton Town Hall event to welcome King Charles III and Queen Camilla

### Information & Publicity





DP gets  
a T-shirt!



## Organisational Strategic Review



- ❑ Cranfield Trust helping DP do a strategic review to:
  - identify and respond to **key risks and opportunities**
  - better **support Service Users and our Team**
  - become more **operationally & financially sustainable**
- ❑ DP reaching out to other organisations to see how they work and how they are responding to current challenges – Rainbow Haven and Swap in GM visited so far
- ❑ Aim to finish **action plan** in coming months and then start **implementing**: operations, capacity, fund raising etc

Casework Services  
Through the Year  
Apr 2022 –  
Mar 2023



Report by  
Senior Caseworker  
Shaheda Mangerah

## Demand for casework support is high

- ❑ **Home Office** clearing backlog from pandemic
- ❑ **Many new Asylum Seekers** continued to arrive in Bolton
- ❑ **Translation & Interpretation funding** a huge help!
- ❑ **BIG THANKS** to our funders and all the organisations we are able to get assistance from and signpost our service users to

## Casework Support provided: Apr 2022/Mar 2023

| Remote Casework Sessions | Casework Appointment Sessions | Walk - Ins | Supermarket Vouchers £ | Cash Support £ | Number of Food Parcels | New Service Users Registered |
|--------------------------|-------------------------------|------------|------------------------|----------------|------------------------|------------------------------|
| 619                      | 143                           | 192        | 2050                   | 313            | 1777                   | 7                            |

| Case Files Closed | Total Active Case Files | Destitute Asylum Seekers |
|-------------------|-------------------------|--------------------------|
| 20                | 176                     | 220                      |

285 service users registered for Casework support since DP became a registered charity in 2015

|    | COUNTRY     | REMOTE WORKING | FACE 2 FACE (Appts & Walk in) | TOTAL |
|----|-------------|----------------|-------------------------------|-------|
| 1  | Iraq        | 186            | 65                            | 250   |
| 2  | Iran        | 82             | 40                            | 121   |
| 3  | Afghanistan | 73             | 41                            | 114   |
| 4  | Sudan       | 48             | 28                            | 76    |
| 5  | Syria       | 39             | 25                            | 64    |
| 6  | Pakistan    | 36             | 27                            | 63    |
| 7  | Nigeria     | 48             | 10                            | 58    |
| 8  | Palestine   | 46             | 2                             | 48    |
| 9  | Algeria     | 32             | 9                             | 40    |
| 10 | Albania     | 22             | 12                            | 34    |
| 11 | Eritrea     | 10             | 16                            | 26    |
| 12 | Mauritania  | 11             | 13                            | 24    |
| 13 | Ethiopia    | 15             | 9                             | 24    |
| 14 | Kuwait      | 12             | 11                            | 23    |
| 15 | Congo       | 11             | 6                             | 18    |
| 16 | Somalia     | 10             | 8                             | 17    |
| 17 | Sri Lanka   | 10             | 2                             | 12    |
| 18 | El Salvador | 10             | 1                             | 11    |
| 19 | S Sudan     | 8              | 2                             | 10    |

|    | COUNTRY  | REMOTE WORKING | FACE 2 FACE (Appts & Walk in) | TOTAL |
|----|----------|----------------|-------------------------------|-------|
| 20 | Russia   | 8              | 1                             | 9     |
| 21 | Angola   | 6              | 0                             | 6     |
| 22 | Gambia   | 0              | 3                             | 3     |
| 23 | Libya    | 0              | 3                             | 3     |
| 24 | Botswana | 1              | 1                             | 2     |
| 25 | Tunisia  | 1              | 1                             | 2     |
| 26 | Kenya    | 0              | 2                             | 2     |
| 27 | India    | 1              | 0                             | 1     |
| 28 | Oman     | 1              | 0                             | 1     |
| 29 | Chad     | 0              | 1                             | 1     |
| 30 | Egypt    | 0              | 1                             | 1     |
| 31 | Guinea   | 0              | 1                             | 1     |
| 32 | Jordan   | 0              | 1                             | 1     |
| 33 | Mali     | 0              | 1                             | 1     |
| 34 | Namibia  | 0              | 1                             | 1     |
| 35 | S Korea  | 0              | 1                             | 1     |
| 36 | Ukraine  | 0              | 1                             | 1     |
| 37 | Yemen    | 0              | 1                             | 1     |
| 38 | Zambia   | 0              | 1                             | 1     |

## Casework Sessions held

619 remote  
335 face-2-face  
954 in total  
38 countries

38

Paul Barnes time  
at DP as Drop-in  
Coordinator  
Sep 2019 –  
Feb 2023



Note the Closing Report of  
Drop-In Coordinator Paul  
Barnes



## Money Matters



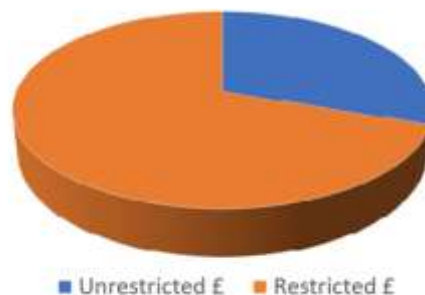
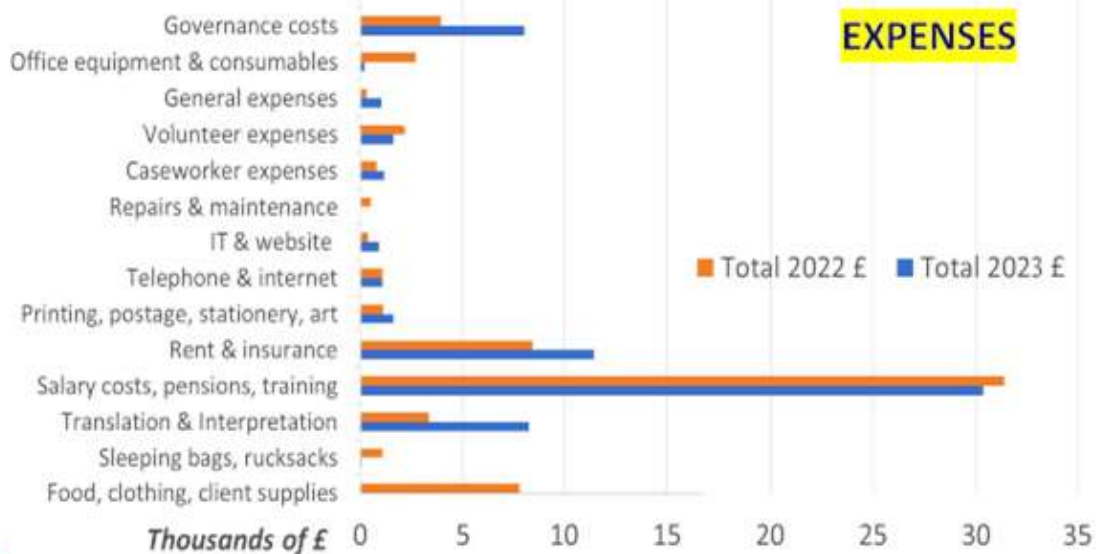
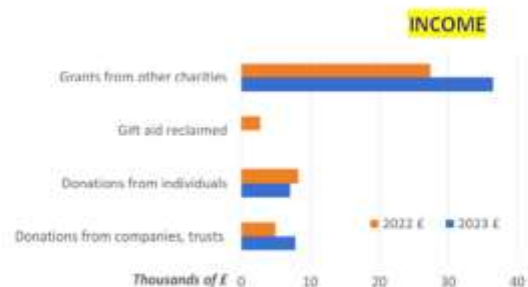
### 5. Financial reports:

- Finance Officer – summary income and expenditure
- Moffatts Chartered Accountants – Statement of Accounts for Apr 2022 – Mar 2023



### Summary by DP Finance Officer, Michael Isherwood

- 2022/23 Income: **£51,977** (2021/22: £43,393)
- 2022/23 Expenditure: **£82,778** (2021/22: £65,102)
- We have now used up any surplus funding from 2019/20 and 2020/21 financial years (covid emergency funds etc)
- Our funding comes from **Grants & Individual donations**
- BIG THANKS** to all our funders!



## Financial Statements ending 31 Mar 2023 Moffatts Chartered Accountants

- ❑ **Financial Statements for Year ending 31 March 2023:** were emailed/posted out previously
- ❑ **Summary report by Vicky Hutchinson of Moffatts:** please refer to summary sheet handed out here
- ❑ Any comments or questions?



## Performances



## Appointment of Charity Trustees

7. Appointment of Charity Trustees -
  - a) Standing trustees - term continues for another year for: David Tomlinson, Sarah George, Bernard Pele, Mags Simpson
  - b) Newly appointed trustees – Ahmed Mohamed & Dave Batchelor
  - c) Retiring trustee – Paul Martin



8. Q&A/Open Floor
9. Any Other Business
10. Closing



**The Destitution Project (DP)**  
Registered Charity # 1194734

Thank You  
for Attending

**ANNUAL GENERAL MEETING**

APR 2022 – MAR 2023



## **Appendix 2 – DP Casework Report by Shaheda Mangerah, Senior Caseworker**

### **AGM CASEWORK REPORT - APRIL 2022 – MARCH 2023**

Casework is from Mondays to Fridays and face to face appointments take place only on Wednesday and Friday.

The year has been of several challenges due the new boarder's bill, Rwanda flights, and other immigration bill coming into force. We continue to see new arrivals in Bolton who were placed in the hotels due to covid lockdown. We have seen new families and single people being placed in Bolton by the home office.

This has meant that casework demand increased but I was unable to take on the high demand in new cases which meant I work proved advice/information and often sign post them to other organisations.

Where the was capacity to take on a new case I took on some new asylum cases which are complex and need urgent assistants.

Previously registered cases have been nonstop as many have now submitted a fresh asylum case, pending a decision, some have had a refusal and waiting for a court appeal, and some have received a positive decision to move on to a refugee status. Recently five of our asylum seekers have received leave to remain in the UK.

I have good links with some immigration solicitors in Bolton/greater Manchester and other immigration solicitors up and down the country.

Since last April 2022, I have attended meetings, conferences, ongoing training and have linked with other organisations. Just to mention a few:

- Bolton Multi Agency Meetings
- NACCOM National and regional conference and meetings
- Project 17, Migrant Help
- Red Cross
- Greater Manchester Homeless Action Network
- Refugee Action.

Casework is registered under the OISC (Office of the Immigration Services Commissioner), and today we have Alexnder the advisor from the OISC Northwest Region. We will answer any questions anyone has.

Thank you to Fiona for all the admin, Sarah as my line manager, Mags as our safeguarding officer and Bernard who has also sat in casework sessions.

Thank you.

**SHAHEDA MANGERAH**  
**Senior Caseworker for Asylum Seekers & Refugees.**  
**Destitution Project, Bolton.**  
**OISC LEVEL 1 – Asylum and Protection.**

### **Appendix 3 – Extracts from Closing Report Of Drop-In Coordinator Paul Barnes, delivered by Mags Simpson, his former Line Manager**

When Paul resigned from his role as Drop-in Coordinator for DP at the beginning of this year he prepared a report of his time with us and the key events. He wrote it for the DP Team Meeting but it embraced the last 4 to 5 years so well we felt it was appropriate to share here, at the AGM.

*"I firstly spent several months as a volunteer having been informed about DP by my friend and our newsletter writer, Denis Madden, hence my slogan "ask a friend". I was delighted to be offered the new position of DP Drop in Coordinator in 2018 at a time when DP had high numbers attending on a Wednesday. I have seen a lot of changes during that time, not least being the legal status of DP.*

*I joined post- BRASS at a time when we were still adapting to the changed circumstances. Sarah was my first Line Manager I was helped a lot by David O'Keefe in those early days.*

*I would just like to draw attention to some aspects of the last 5 years.*

- 1. TRAINING: I have been given the opportunity do Emergency First Aid at Work, Health and Safety at Work Course, Food Hygiene and an IT Course at Bolton College, to name some.*
- 2. COVID: as an organisation we did well to cope with the Covid Pandemic, maintaining a presence as far as possible.*
- 3. REORGANISATION OF ROOMS: the current allocation of rooms is working so well thanks to a lot of serious thought that went into it.*
- 4. FOOD ROOM: the reorganisation of the food room has made it easier to serve our needy service users.*
- 5. CLOTHES ROOM: the new layout is brilliant with extra storage available behind the stage.*
- 6. FOOD INSPECTION: we passed the test and took on board some suggestions hence the relocation of the beverage provision and the serving of the lunches.*
- 7. MUSIC BACKGROUND: we now have gentle music in the Wesley Hall which helps to create a welcoming atmosphere.*
- 8. QUIET ROOM: this is an excellent facility apart from storage it can be used for one- to -one meetings.*
- 9. ENGLISH CLASSES: we have now evolved a well organised popular provision with both men and women benefitting.*

*I am sure there are other things that you could add to this list, but it shows how as a team under the guidance of our Trustees we have adapted to changing circumstances and moved with the times. More recently our Reception Team are working very closely with Shaheda and her team to cope not just with the expected but also with the unexpected.*

*We can look back on the joy we had celebrating Refugee Week with the group of musicians from Thornleigh College, my (Paul's) old school leading to various national dances from our service users. We had the recognition of Queen Elizabeth's passing and the participation of the service users again in painting her picture. I will never forget my virtual Grandad Walk from Bolton to Hemel Hempstead which, with your help, raised £1,000 for DP funds.*

*It really has been a wonderful experience which I will always remember and be grateful for but just to say that finally I feel the time is right given my personal circumstances So, thanks to you all for your support and hope you will continue to do the good work you are all doing.*

*Finally, a word of thanks to Mags my line Manager who has always been there for me, particularly at my six- monthly appraisals. As regards Paul, our Chairman, he has helped. His comments on my appraisals have been particularly helpful. I wish him well in his retirement."*

**Paul Barnes, DP Drop in Coordinator**

Then Paul was asked to stand and he received a round of applause from the AGM.

## **Appendix 4 – DP Finance Reports - Apr 2022 – Mar 2023**

### **A. Report of Finance Officer Michael Isherwood - Destitution Project AGM 19 Sep 2023**

1. Introduction: For those who don't know me, I'm Michael Isherwood. I'm the Financial Administrator for DP, and a long-standing member of the church family here at the Victoria Hall. I also own an accountancy firm, Elderberry Tax, based here at the Victoria Hall which does work for Bolton Methodist Mission, and also Bolton Symphony Orchestra. I also work for a local firm of accountants in their tax department.
2. The financial year for DP runs to the end of March each year and the figures presented today cover the period between April 2022 through to March 2023.
3. As regards Income, I wish to thank our regular donors and other organisations providing funding to support our activities, it's very much appreciated. Income during the past financial year has been made up from:
  - a) Individual donations of just over £7000, some of which were made under the Giftaid scheme which boosts donations even further.
  - b) Donations from Trusts/Companies amounted to almost £8000, and
  - c) Grants amounted to over £36000.
4. In total together with a small amount of bank interest this amounts to almost £52000.
5. Expenditure can be broken down into a long list of items but falls mainly into three areas
  - a) Caseworker activities – Including salaries, translation services and minor expenses
  - b) Drop-in activities – Food, Clothing, Equipment, Art
  - c) Overheads – Rent of the rooms, Website, Postage, Telephone, Accountancy fees etc.
6. In total Expenditure totalled nearly £83000
7. Resulting in a net deficit of nearly £31000.
8. Thankfully the majority of this deficit is covered from grants or donations received in previous years, and we are continually looking for new funding opportunities, whether they are restricted to specific activities or general expenditure. In fact, following the year end, grants of almost £24000 have been received and will help support our activities in the current and forthcoming years.
9. If anyone has any questions regarding the accounts or details about donating, please see me after and I will try to answer them.

### **B. Summary Report by Moffatts Chartered Accounts (Vicky Hutchison) - DP AGM 19 Sept 2023**

#### **The Destitution Project Report**

Incoming resources for the year in total amounted to £51,977 compared to £43,393 in 2022 an increase of £8,584.

Although there was an increase in income overall donations from individuals decreased, down from £8,270 in 2022 to £7,099 in 2023.

Given the current economic climate a decrease would be expected as people incur higher living costs.

Donations from other charities and trusts have increased during the year. Applications for funding have been successful and received during the year. 2023 saw income received of £44,333 compared to £32,350 in 2022.

Further grants have been requested and received since the year end.

Expenditure for the year totalled £82,778 compared to £65,102 in 2022, an increase of £17,676.

The main areas of increase have been the provision of food, clothing and other client supplies and translation costs.

The provision of food and supplies has increased due to the increased costs of living as well as the increased demand for services.

Likewise, translation costs have increased with demand, but specific funding has been received to supply these services.

Staffing costs remained consistent last year.

There were changes to staff just before the year end with the drop in Coordinator resigning at the end of February. There have been increases across other expenses for general running costs and supplies which are in line with increased service provision.

Funding has been received during the year to be spent on specific purposes. This income and expenditure is reflected in the restricted fund columns of the accounts.

The overall results for the year are a deficit of £30,801 compared to a deficit of £21,709 in 2022.

The total reserves of the charity at 31 March 2023 are £113,547 compared to £144,348 at the end of 2022.

The unrestricted reserves, which are reserves that can be used for any charitable purpose are £74,704 at the end of 2023 compared to £85,378 at the end of 2022.

The restricted reserves, income and grants received for specific purposes are £38,843 at the end of 2023 compared to £58,970 at the end of 2022.

The current reserves policy is to hold reserves to meet at least 9 months expenditure which is currently estimated at around £60,000. The unrestricted general reserves are in excess of this at the year end to the value of £74,704 and satisfy the reserves policy.

**Note:** The full Annual Report and Financial Statements for 2023-23 Financial Year can be obtained at: <https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/5176145/accounts-and-annual-returns>.