



2016 Annual Report

Positive Action for Refugees and Asylum Seekers

registered charity: 1120950

2016 Drop-in stats:

5969 visits to the drop-in

3500 Food parcels

600 Toiletry packs

4000 Hot meals

6000 volunteer hours



PAFRAS staff and volunteer team with partners British Red Cross, Skyline, York Street Medical Practice and Touchstone ready to deliver the Drop-In at St. Aidan's Community Hall.

Chair's Report

The PAFRAS team has undergone significant changes in the last 12 months, the most significant of which was the Manager and Founder of the charity – Christine Majid – retiring in December 2015. The Board appointed a new Director in January 2016, Ruth Davany, who comes from Refugee Action and has over 15 years' experience of working with some of the most disadvantaged in society.

The PAFRAS Multi-Agency Drop-In continues to be very busy and is the key support service in Leeds for asylum seekers and refugees experiencing destitution. We're very proud of our partnership approach to this and the British Red Cross, BHI Skyline, York Street Medical Practice and Skyline work hard with us to deliver specialist health and advice services each week to reach out to over 100 people attending our drop-in. In the operational year there were 5969 visits to the drop-in and we delivered 1258 casework sessions, engaging with 191 new clients. As well as responding to emergency need it's so important for on-going advice and advocacy to happen to support our service-users to make sustained and lasting changes to their situation. As a result we have had 2718 contacts with external organisations and made 1174 referrals into specialist support services including legal advisers, anti-trafficking, schools and education providers and domestic violence support.

Moving into the next year, we continue to be very worried about the levels of destitution in Leeds and the increase in demand for our service. The Immigration Act is bringing changes to the eligibility criteria for asylum support which when introduced we believe will result in a greater number of people living in destitution including some care leavers from the age of 18 and families.

As ever the Trustees would like to pay tribute to our fantastic and committed team, led by our new Director Ruth. It would also be remiss of us not to mark the end of an era with the retirement of our founder – Christine Majid – a visionary and a change maker! Without Christine PAFRAS would not exist and thousands of destitute asylum seekers would not have had the hand of friendship in Leeds.

Alison Lowe, Chair PAFRAS

97% of service-users felt strongly that the drop-in is a welcoming and friendly space and that the team are helpful.

Service-user quote: “I would strongly recommend PAFRAS to people who need help. Every asylum seeker in Leeds should be introduced to PAFRAS”

2016 Casework stats:

454 individuals supported

191 new clients

1258 1:1 casework sessions delivered

2718 contacts with statutory and specialist services

1174 onward referrals

Destitution Casework

Our three talented Caseworkers complete holistic assessments to identify need and agree a support plan with service-users. Our service-users are often facing multiple and complex support needs which are a combination of emergency support such as referral into LASSN’s Grace Hosting Project and longer term advice and guidance to complete asylum support applications, refer into legal advice, access statutory support and ultimately move into a pathway out of destitution. The caseworkers are in high demand, they engage with service-users through the drop-in and deliver 1:1 follow-up appointments in the office through the rest of the week. We’re proud to work in partnership with the Red Cross and ASAP to deliver our destitution casework contracts. In 2016 PAFRAS also registered with the Office of Immigration Services Commission through the support of Refugee Action’s Front Line Immigration Project. The OISC accreditation professionalises the skilled advice the Caseworkers are delivering and enables us to look more closely at someone’s legal situation. Emma Brooksbank, Head of Immigration at Simpson Millar, joined our Board in 2016 and is supporting us to integrate this advice into our service.

Volunteers

PAFRAS has a team of over 40 volunteers who are committed and work so hard to help us prepare for and deliver the drop-in – they really are fantastic! It’s also a wonderfully diverse group of people which we feel very lucky to have as part of the team. We outsource our Volunteer recruitment, training and support to Touchstone who share PAFRAS’ vision of a volunteer model that empowers the community it serves and we’re proud that 60% of our volunteers have lived experience of the asylum system.

Mental Health and Destitution

Asylum seekers and refugees experiencing destitution are living in high levels of uncertainty, fear of detention and enforced removal and often in insecure and physically and emotionally unsafe environments. Together with previous trauma from their migration journey, war and torture it’s essential to consider mental health support needs alongside practical support and on-going 1:1 specialist advice to enable someone to take meaningful steps towards moving out of destitution. Our Mental Health Assessment Worker builds trust and rapport with service-users, carries out mental health assessments and makes onward referrals to services and activities. We developed group work to compliment the 1:1 assessment activities, delivering 2 peer support groups funded by Mind for 37 beneficiaries and set up a well-being group using therapeutic community principles for destitute asylum seeking women living in St.Monica’s project.

2016 Mental Health Assessment Worker stats:

131 mental health assessments completed

334 referrals made to mental health and well-being services

93% of referrals successful

16 crisis situations handled

Director’s Report

2016 has been a really positive year for PAFRAS and one where we have seen the organisation grow and change which included an office and food room move in August 2016. We’ve enjoyed developing our partnerships taking over as Chair of the Leeds Multi-Agency Meeting with Ali Magoub from Leeds Refugee Forum, entering into a new partnership with Asylum Support Appeals Project to deliver specialist destitution advice in West Yorkshire and establishing PAFRAS as a member of a number of networks in the city including Leeds Migration Partnership and Refugee & Asylum Mental Health Network. In 2016 we delivered 26 talks, presentations and discussion groups reaching out to over 350 individuals and this is an area of work we particularly enjoy. We also developed service-user feedback tools and as a result 20% of our beneficiaries told us they feel strongly that they wait too long to see a caseworker in the drop-in and would like to see a different system, and we agree and are looking forward to remodelling our service in 2017 to ensure the drop-in is not only a welcoming space but that it continues to be a productive one too.

Finance Report, 2015/16

Income for the year was £167,024 (2015 - £155,639). Expenditure amounted to £155,194 (2015 - £170,604). This resulted in a surplus for the year of £11,830 (2015 - £14,964 deficit). Fund balances at the year-end were £51,918 (2015 - £40,068) of which £39,518 (2015 £33,027) was unrestricted and available for general use.

Expenditure, 2015/16

Wages and sessional work, £71262	Postage and stationery, £1612
Food and toiletries (in kind), £50000	Transport, £1594
Rent and rates, £9537	Support costs, £1262
Staff and volunteer expenses, £5952	Light and heat, £1023
Other, £4500	Client payments, £900
Security, £4498	Governance, £225
Telephone, £2402	Publications and subscriptions, £63

Our Supporters and Donors, 2015/16



Kitchen volunteers preparing breakfast in the drop-in with help from Yorkshire St. Pauli's Kitchen Fund

£50,000 donated in kind to PAFRAS in the form of food and toiletries. Items include rice, chickpeas, kidney beans, tinned fish, tinned vegetables and coffee as well as fresh fruit, salads, shampoo, shower gel and prepared hot meals which are donated each week.

PAFRAS has an incredible supporter base making regular donations of food, toiletries and clothing as well as significant and generous financial contributions. We're very grateful to our supporters who not only help us with the day to day necessities but also offer friendship and support in a challenging and often hostile environment. There are too many to list, and we're very aware and grateful of that, but to give an indication of the level of support the faith and community sector are providing (as well as individual supporters) here is a snapshot: Holy Rosary, Thomas Moore & John Fisher, Wharfedale Refugee Response, St. Augustine's, Leeds Grand Mosque, Sinai Synagogue, Quaker Meeting Houses of Leeds, Give a Gift, St. Matthews, Yorkshire St. Pauli, Sisters for Causes, Leeds Bread Co-Op, Islamic Community Centre, Leeds Goth Festival and St. Chad's.

We would like to include a special thank you to St. Aidan's who have provided a safe and welcoming space for us to deliver our drop-in in their Community Hall for ten years now, thank you!



Leeds Grand Mosque My Sadaqa Day food donations, March 2016

Our Funders, 2015/16



A B Charitable Trust



The Siller Trust