



THE
HARBOUR
PROJECT

The Harbour Project for Swindon Refugees & Asylum Seekers
(Registered Charity 1171368)

Annual Report
April 2017 – March 2018

THE
HARBOUR
PROJECT

Jen

Volunteer

THE
HARBOUR
PROJECT

Margaret

Volunteer

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ABOUT US

We are a unique charity in Swindon that accompanies asylum seekers and refugees through the UK asylum process, from day one in the town onward. We help them comply with statutory procedures, access legal, healthcare and other expertise, learn English, cope with day-to-day challenges and integrate into the town. We provide friendship and support through the ups and the downs.

We are an independent, non-political, non-religious organisation.

We are a Charitable Incorporated Organisation: our Charitable Objects are:

- To provide relief for asylum seekers and refugees and their dependants who are in conditions of hardship or distress;
- To preserve and protect the physical and mental health of such people;
- To provide facilities for such people for education, recreation and other leisure time occupations with the object of improving their condition of life and assisting their inclusion into the wider community, particularly but not exclusively by provision of a drop-in centre.



Claire Garrett, Vice Chair of Trustees 2017-2018;
CEO designate 2018

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CHAIR OF TRUSTEES REPORT

We have successfully delivered our Charitable Objects and continued to evolve. The year 2017-2018 was a watershed in our development: we decided to appoint a part-time Chief Executive Officer and to restructure; and we received a second award from the Big Lottery.

We were encouraged by the 2017 report of research commissioned by The British Academy into successful integration projects in the UK. Based on findings from academics and practitioners, “If you could do one thing: 10 local actions to promote social integration”, confirms that we are prioritising correctly – on English language skills, social mixing and tackling barriers to employment. Some conclusions from the BA research are cited in this Report. The back cover of this Report shows the breadth of our activities.

We have successfully managed unpredictable and fluctuating numbers of Visitors. We are pleased to report that Swindon Borough Council renewed their contract with us for the next 3 years with the option of a further 2-year extension.

We provided training and refined our processes to ensure that Staff and Volunteers remained up to date with changes in the Benefits system and immigration law, as they affect our Visitors.

We continued to benefit from, and are grateful for, significant public recognition and support (including a large anonymous donation in 2017-18), primarily but not exclusively from the Swindon area. We take our responsibility to the local community seriously. A hard to quantify outcome of our work is the time we devote to individuals who might otherwise turn to already stretched public services. Our provision of ‘free’ translation is an example.

We maintained close contact with our major funders; reviewed our relationships with Swindon City of Sanctuary and Citizen’s Advice to optimise synergies and avoid mission drift; and took part in Refugee Week 2017 events across the town.

The new Big Lottery funding for 2017-2022 will enable us to: extend practical help for people progressing through the UK Asylum Process;

support their psychological well-being and reduce isolation. It will also help us equip and enable eligible individuals to seek employment. This Report illustrates how we have already pump-primed work in these areas.

I am delighted we’ve been able to improve Terms and Conditions for our dedicated Staff. I record my gratitude to them, to my fellow Trustees, to our heart-warming team of Volunteers, to our Visitors who gives us their trust, and to all who support and help us in so many ways. We bade a fond farewell in June 2018 to Annie Vickers, our Administrator for five years and a dynamo whose commitment helped shape our development.

We started 2018-19 with a strong financial base and we will develop marketing and fundraising to maintain diverse income streams for long-term sustainability. Our on-going transition to digital recording is enabling us to devote more time to one-to-one Visitor engagement, an important measure of our ‘value-for-money’.

Finally, and most importantly, I am very pleased to record that after a national recruitment process, Claire Garrett, formerly Vice-Chair of the Trustees, was appointed part-time Chief Executive Officer with effect from June 2018. I am also delighted to record that The Rt Hon. Lord Wills has accepted an invitation to be our Patron from June 2018. I look forward very much to working with them both.



David Rowlands, Chair of Trustees, November 2018

Please note: In this Report we refer to asylum seekers and refugees whom we serve as our ‘Visitors’. We use the terms ‘The Harbour’ or ‘Harbour’ as abbreviations for our full name. Some lists and details are presented as at the date of publication, and clearly marked as such. We aim to produce the Report in line with the Charity Commission’s public benefit guidance.

INDICATIVE STATISTICS 2017-2018

Scale of Operation

*Total of Asylum Seekers and Refugees on our register	419 (c. 350 in 2016-2017)
*Cases of substantial help advice provided	3150 (2,200 in 2016-17)
Number of Volunteers (estimated total hours)	60 (4,333)
Number of Staff (see page 11)	5
Number of Trustees (see page 10)	10

English Tuition Teacher/Hours

e.g. 1.5hr per weekday, weekly Language Lounge	c. 1,000 (incl. 364 ESOL qualified)
Consultative visits from Migrant Help	22 (79 Visitors seen)
Consultative visits from immigration lawyer	11 (68 Visitors seen)
Successful appeals	35

**Finances (see page 15)

Total income	£332,284
Total expenditure	£169,129
Expenditure on fundraising	£1,846
Return per £ spent on fundraising	£5.77

Our Visitors

Our visitors come from many different countries: from Eastern Europe e.g. Albania/Kosovo, Africa, Asia, and the Middle and Far East. The countries of origin of the largest numbers of Visitors are: Sudan 60, Iran 50 and Eritrea 47, broadly in line with our data for 2016-17.

Two-thirds of our Visitors identify as either Black African (40%) or Asian Kurdish, Iranian (26%). Just over half our Visitors identify as Muslim.

*Care is needed so as not to over-interpret our statistics. Figures reflect an inherent year-on-year fluctuation in the number of people referred to Swindon by the Home Office. New arrivals and those with particular difficulties may come on a daily basis and/or with multiple issues. On the other hand, Visitors (especially Refugees) successfully integrating into the community may come relatively rarely, for example, to help or bring others, solely to socialise or to seek one-off specialist advice, e.g. on overseas travel. Similarly, while some issues may be resolved in a few minutes, others may take several hours. The figures also reflect that during this year we replaced paper recording of assistance given to our Visitors by electronic recording, with a finer level of description for different categories of assistance.

Our figures under-record assistance in its broadest sense, because we record only those activities that take significant Staff/Volunteer time. Volunteers often help individuals outside Drop-In sessions, e.g. helping learner drivers, or providing transport. We do not consider it a good use of resources to attempt to capture these instances of friendship, which are more properly regarded as 'outcomes'.

**Our Annual Accounts for 2017- 2018 are accessible at www.harbourproject.org.uk

ACTIVITIES & ACHIEVEMENT

Charitable Object 1: To provide relief for asylum seekers and refugees and their dependants who are in conditions of hardship or distress.

Our core activity, on which everything else depends, is welcoming and giving practical help and advice to asylum seekers and refugees so they can meet statutory obligations and begin to settle and adjust to their circumstances. This happens at our weekday Drop-In sessions. Staff and Volunteers help, for instance, by making phone calls or appointments on behalf of Visitors, advocating for them with third parties, explaining the content of letters and actions required, facilitating meetings with Home Office officials, solicitors and other agencies. We facilitated fortnightly consultations with Migrant Help, and monthly appointments with immigration lawyer, Lauren Franchina.

The Drop-In's laptops enabled refugees to track their DWP and Job Centre obligations. The Drop-In Manager has supported those appealing against refusals in understanding their options and next steps and in cases where the Home Office withdraw support.

The Drop-In staff also help individuals to access legal advice about Judicial Reviews where there is no right of appeal.

We provide basic foods and toiletries for those in need. We met an increased need to help those left without support, e.g. from delays in obtaining Universal Credit, or at the end of asylum appeals, by topping up our £400 pm Destitution Fund as required from our unrestricted income.

Importantly, the Drop-In simultaneously provides a friendly space for relaxing and making new friends. We have provided teas/coffees and biscuits and fruit each weekday, a weekly Lunch Club, a monthly lunch courtesy of Swindon Pulse, and a monthly 'Free shop' of clothes and household goods.

The lunches allow Visitors, Staff and Volunteers to mix informally, reflecting our ethos of mutual participation and sharing. With funding from Swindon New Town Parish we refurbished seating in the Drop-In.

We signposted all new arrivals to appropriate GP surgeries, 87% of whom registered. We helped 8 refugees find accommodation upon being granted Leave to Remain (when they must leave NASS accommodation) by referral to Swindon City of Sanctuary's Hosting Scheme.

"Starting a life in Britain for most asylum seekers and refugees is far from plain sailing. Many are desperate to integrate to the British society but lack the know-how or opportunity."

British Academy Report "If you could do one thing: 10 local actions to promote social integration", December 2017

On average three Volunteers supported each Drop-In session. Several Visitors act as translators for those with no or limited English. Over the year, we recorded provision of over 200 hours of such free translation, representing an estimated of over £6000 in translation costs which might otherwise have been incurred by outside agencies. To help reduce isolation around Christmas and the New Year, Volunteers opened the Drop-In for two days for socialising (and, as it turned out, some emergency help and advice); around twenty Visitors came. On another day Los Gatos restaurant in Old Town Swindon generously provided a traditional Christmas meal for Visitors.

Charitable Object 2: To preserve and protect the physical and mental health of asylum seekers and refugees.

We are steadily increasing the ways we help Visitors manage anxiety, overcome depression, deal with traumatic experiences and re-build self-esteem and confidence. Specifically, we hosted twelve sessions by Lift Psychology - psychology practitioners who work with groups to discuss generic issues of stress or problems such as insomnia.

Our women's group, set up to help address social isolation, has received a number of visits from Health Visitors and other professionals. We also arranged a women's 'pamper evening' to allow women to indulge in self-care and share skills such as threading and nail art.

Using a confidential Wellbeing Questionnaire, we have identified a need to extend our provision of one-to-one support, and we have developed plans to do so. This will complement our specialised trauma treatment clinic "Letting go of bad memories" which is offered by Trustee, Volunteer and professional psychotherapist Heather Redington.



Dr Claire Launchbury (left) relaxing with a Visitor in the Drop-In

In February 2018, Dr Claire Launchbury, studying for an MA in Refugee Care at the University of Essex and The Tavistock Clinic, started a placement with us to support this work.

Volunteer and professional artist Rachel Pryor and Nicky Walker have run weekly creative art sessions, including drawing, painting and clay modelling. This group activity can be therapeutic for Visitors, giving them time and space to express their thoughts and feelings. It provides another opportunity for individuals to relax together and to increase their confidence in speaking English. Harbour's artists have been encouraged to exhibit their work at a variety of town locations as well as in the Drop-In.

We arranged 'keep fit' and Zumba, as well as Sunday football on the Astroturf at St Joseph's Catholic College; and, with our landlord's cooperation, we provided table tennis sessions at the Drop-In.

"Being fluent in English not only enhances employment prospects, evidence shows that it is also associated with better mental and physical health."

British Academy Report "If you could do one thing: 10 local actions to promote social integration", December 2017



Harbour have created a running group that have taken part in a number of races.

Charitable Object 3: To provide facilities for asylum seekers and refugees for education, recreation and other leisure time occupations with the object of improving their condition of life and assisting their inclusion into the wider community, particularly but not exclusively by provision of a drop-in centre.

Work under this Object underpins and develops all our work, most notably through our English classes, where we have expanded and diversified provision.

“Analysis of the Survey of New Refugees in the UK provides the first systematic quantitative evidence that levels of language proficiency and extent of access to new social networks are closely related to refugees’ self-reported health, employment and housing outcomes.”

British Academy Report “If you could do one thing: 10 local actions to promote social integration”, December 2017, citing: Cheung, S.Y. and Phillimore, J. (2014) ‘Refugees, Social Capital and Labour Market Integration in the UK’, *Sociology*, 48 (3): pp. 518-536. DOI: 10.1177/0038038513491467. & Cheung, S. & Phillimore, J. (2016) Gender and refugee integration: a quantitative analysis of integration and social policy outcomes. *Journal of Social Policy*.

Learning English

Our weekday 90-minute classes are overseen by Paul Beaumont and typically led by two or three other qualified teachers. The classes are structured to cover all stages from introductory to intermediate and higher levels. Each session was attended by an average of 10 students. We have developed plans for intensive sessions leading to a City and Guilds qualification, supported by Swindon Borough Council and provided through Adult Community Learning SBC.

Our classes are supported by a team of around fifteen Volunteers, including some who deliver monthly themed classes around British history and culture. Our weekly term-time ‘Language Lounge’ combines sports and conversation sessions and has attracted around twenty students per evening (in association with New College, Swindon).



Richard Hemingway leading a Drop-In class



Language Loungers

Other Classes:

Volunteers continued to provide regular Sewing classes (including how to make and alter clothing as well as decorative work).

We introduced new classes in Mathematics and put together plans for more one-to-one tuition; and we have launched weekly piano lessons.

In November 2017, Volunteer and professional teacher Claire Lee started a weekly term-time after-school Homework Club for 4-14 year olds. Supported by Staff member Mindy and Volunteers, children get resources and help with their work, as well as an opportunity to share a snack and relax with others. Typically, around 10 children and their parents attended each session.

GETTING OUT AND ABOUT

We continued to offer Visitors ways of relaxing away from their daily routine. Two 'Away Days' to Bournemouth, in July and August 2017, were enjoyed by a total of almost one hundred people, including six Volunteers. The trips were funded by The People's Health Trust.

"...I enjoyed making sand castles with my son. I feel more confident following this visit as I enjoyed it so much" reflected one Visitor.



Some traditional pastimes seem to be international.
Bournemouth 2017

Swindon Deanery Justice and Peace Group hosted its popular annual summer BBQ in Lydiard Park, Swindon, where over sixty Visitors enjoyed a meal and time socialising.

Volunteer Paul Turner launched 'Harbour on Tour' minibus outings, including visits to Avebury and Devizes in October 2017.

Other outings included "A Day on the Farm" at Lower Shaw Farm Swindon in July 2017, supported by Wiltshire Community Fund. Independent Speciality Coffee Shop Darkroom Espresso, in conjunction with Swindon City of Sanctuary, launched a weekly socialising event for Visitors. Swindon Quakers run monthly 'Refuteas' where visitors can meet and socialise over tea.



Enjoying the fresh air at Avebury

On Saturdays in the growing seasons several Visitors worked at the 'Harbour allotment', mentored by Volunteers, and in association with the Mechanics Institute Swindon, Swindon Central Community Centre.



The J&P barbecue

As recognised in the British Academy Report "If you could do one thing: 10 local actions to promote social integration", supportive friendships may develop between volunteers and beneficiaries outside formal 'refugee centres' and these can help in forming new social networks. Some of our Volunteers meet Visitors socially for coffee, for informal conversation or shopping, or support with specific activities such as learning to drive.

ENABLING PARTICIPATION

Being able to study or join in social activities (and even to fulfil basic obligations as an asylum seeker or refugee) is a lot easier with access to effective communications and transport.

We gratefully received a donation of seventeen laptop computers from Intel. We have distributed these to those Visitors most able to benefit from them.



Similarly, we have continued to provide bicycles to those most in need e.g. new asylum seekers housed on the outskirts of Swindon who must attend regular meetings with immigration officials - and need help at the Drop-In; and to refugees who need transport to get to work.

We have been able to do this because of generous donations (over 250 bikes in recent years) including many from Cathy and from Richard both of whom live outside Swindon, and because of back-up repair, maintenance and support led by Volunteer Phil Dorning.

“I am really happy. With the bike my life is very much easier, I can do shopping and ride around the area.”

“Instead of taking 35-40 minutes to walk to the Harbour, it takes just 10 minutes or so by bike. It’s easy to go everywhere, visiting friends, shopping and ‘chilling’.”

Steps2Work

This comprehensive programme aims to help Visitors achieve their ambitions of contributing to the community by equipping and enabling them to volunteer and, if they are eligible, to find employment.

Translation of qualifications, upskilling and opening up opportunities for internships or apprenticeships are just a few of the areas covered. However, the programme begins with the basics and is being linked to our English classes. It also addresses UK employment culture e.g. how to prepare CVs and make job applications, as well as how to prepare for interviews.



Celebrating success in developing effective ‘elevator pitches’ to potential employers

It is planned to build a team of Volunteers to accompany and mentor Visitors through the job seeking process. This will not be a one-way street: Steps2Work has already started to engage with the local business community to explore mutual interests and identify opportunities for working together.

GOVERNANCE, MANAGEMENT & OPERATIONS

The Trustees are responsible for the strategy and conduct of the Harbour Project. New Trustees are appointed by The Trustee & Management Board against a template of required skills and experience, and after receipt of application, interview, DBS checks and induction. Over the period of this Report, the Project Manager led day-to-day operations, line managed other Staff and reported to the Chair of Trustees.

The Trustees have implemented recommendations of the Independent Health Check of Harbour's governance by Consultant Felicia Willow, which reported in February 2017. This has included: reviewing job descriptions, salaries, and succession planning; separating Trustee and management activities previously led by the Chair of Trustees; continued development of Safeguarding and Risk Management with updates at each Trustee meeting; and continued refinement of Financial and other Policies. Future improvements are planned around Trustee induction, training and tenure. The Board of Trustees has agreed that accountability for Safeguarding should always rest with the Chair of Trustees, currently David Rowlands.

Trustees and their main areas of focus as at October 2018

David Rowlands: Chair, Strategic Planning & Accountability, Safeguarding

Juliana Ali: Premises, Risk Management

Chris Carlton: Data Protection

Basil Isleem: (appointed May 2018)

Kirsty Johnson: Remuneration/Skills Audit, Volunteer Policies, External Communications

Hadiza Mahuta: Operational Procedures, Legal Oversight

Monica Potter: External Communications, Annual Report

Heather Redington: Psychological Health, Visitor Wellbeing

Ian Robertson: Treasurer, Financial Policy, Oversight of income & expenditure

During 2017-18: Richard Cox served until February 2018 with oversight of Communications. Claire Garrett was Vice Chair (Oct 2017- June 2018) focusing on Staff Skills Audit & Remuneration, and Fundraising.

The Trustees met 5 times, plus 1 Strategy Away Day and 1 Training Day. We formalised a Code of Conduct for Trustees, reviewed their principal areas of interest, including a new responsibility on Safeguarding, and increased transparency around their role. We instigated an annual review of Volunteers' attitudes, following our first survey in 2016.

The Trustees did not receive any complaints about any aspect of the Harbour Project during the year.

The Trustees give high priority to identifying and implementing effective arrangements to manage risk. A Risk Register has been established and approved by the Board of Trustees. It is kept under continual review by the Trustees and any changes of risk are reviewed at each Trustees meeting. Financial risks associated with reducing income streams are mitigated by an Income Generation Strategy that allows for diversification of funding and activities. Systems or procedures have been put in place to diminish risk, and these are periodically reviewed to ensure their timeliness and appropriateness.

Claire Garrett, Vice Chair of Trustees, took part in a meeting of the All Party Parliamentary Group for Social Integration at Westminster in December 2017, chaired by Chuka Umunna MP.

We conducted a Performance Management Review and are addressing 'gaps' which were identified. We instigated a review of documentation around Volunteer recruitment, induction & training, and management. We published a revised Safeguarding Policy on Vulnerable Adults.

Trustees attended training on Strategic Planning, Roles and Responsibilities; and Diversity including commitment to an Action Plan (Jan. 2018); and Fundraising & the Law (Feb 2018).

A Remuneration Group reviewed Staff pay against national norms, resulting in higher pay for all Staff from 1 April 2018. This will be reviewed annually. Work place pensions were offered to all Staff.

Volunteer Mari Williams was appointed Secretary to the Trustees' meetings in March 2018. Treasurer Ian Robertson will represent the Harbour Project as a Trustee of Swindon City of Sanctuary, with effect from April 2018.

STAFF

We continued to benefit from the dedication and expertise of our Staff who set the tone for The Harbour, helping vulnerable and often traumatised people with an empathy and friendship that is frequently commented upon by those working with us or visiting.

“The Harbour really is an agency that stands as a beacon in the welcome and support it offers. The Drop-In is a glorious multi-lingual soundscape and testament to the amazing learning that can take place when people listen, support and advocate for each other.”

Dr Claire Launchbury, MA placement student. See page 6

As we report elsewhere, we have reviewed and modified our structure. Staff as at October 2018.

Chief Executive Officer (part-time)	Claire Garrett	From June 2018
Project Manager (incl. Volunteer Management)	Nan Bains	
Drop-In Manager	Giles Matthews	
Business Manager (incl. budgetary monitoring & data protection, communications)	Yazmin Taylor	From June 2018 (Previously Drop-In Coordinator)
Deputy Drop-in Manager	Mindy Sandhu	
Drop-In Coordinator	Nicky Ann Walker	To Nov 2018
Book Keeper (part-time contractor)	Rachael Taylor	From June 2018

During 2017-2018, Annie Vickers was Harbour Project Administrator/Business Manager.

The Staff provide crucial continuity in Visitor support, especially in complex cases and crises which require daily monitoring and action. The Drop-In Manager and Deputy Manager lead on cases requiring multi-agency liaison, including for example, with Visitors' legal advisers, where contact must be maintained outside the Drop-In hours covered by Volunteers.

The Project Manager directs many of the activities funded by specific grant awards and reports to the awarding bodies.

Staff training:

Training needs are reviewed by the Project Manager. Specifically, the Drop-In Manager and Deputy participated in several webinars arranged by Asylum Support for Advisers (Asylum Appeals Support Project). They cascade information to the Drop-In staff and Volunteers as appropriate.

We have decided to build on the extensive experience, and enhance the role, of the Drop-In Manager, who in 2018 will work for the Offices of the Immigration Services Commissioner (OISC) Level 1 qualification on “basic immigration advice within the Immigration Rules”.

Communications

We reviewed our External Communications and the complementarity of on-line, print and presentation media for our diverse Stakeholders. We relaunched an on-line Newsletter in early 2018, updated our introductory information pamphlet, and have begun to plan refreshment of the website in 2018 to complement our Facebook and our other social media communications.

We continued to attract positive local media coverage.

We have taken steps to implement GDPR during 2018 and this has led to an increased rigour across all our data handling and management procedures.

Yazmin Taylor has responsibility for day-to-day communications, especially on-line. Monica Potter and Kirsty Johnson have Trustee oversight.

VOLUNTEERS

There is some natural turnover in our team of Volunteers, but the total number remains around 60. Volunteers work in many roles: supporting Staff in the Drop-In; helping in the English and other classes; running off-site activities; and fundraising. We recruit by interview, written application, references and DBS check. This year we appointed and trained 23 new Volunteers, including some coming to work exclusively on specific aspects, e.g. English classes or Steps2Work. We had a waiting list throughout the year.

We met our target of a minimum of two Volunteers per Drop-In session. Many activities outside core Drop-In work or specific Strategic Plan objectives, are instigated and led by Volunteers. Examples include The Homework Club and bicycle repair and provision.

Our Volunteers reflect a wide range of ages, backgrounds and skills. Thirty-five responded to a Survey in June 2017, about their perceptions of The Harbour Project.

"I think the support available (and in fact the general reaction) to refugees and asylum seekers has been appalling. The Harbour helps me feel a bit more hopeful that there are good people out there helping as much as they can, and I am very glad that I have been able to get involved."

"I needed to do something that helped even just a little as I couldn't bear seeing dead bodies on beaches and just standing by!"

Answers to question about motivation to be a Volunteer, Respondent to Volunteer Survey June 17

While over 90% of respondents said that The Harbour had fully or mainly met their expectations (with three adding additional comments that it had

exceeded expectations) there were a few specific requests for improvement, for example on training on Drop-In operations and on communication between Volunteers and Staff. We have acted to address these, for example we updated, and now regularly review, our Volunteer Induction Pack, and have improved information handouts for Volunteers at Drop-In sessions. A one-day training workshop for Volunteers on the Leave to Remain process was held in February 2018. It focused largely on information from Citizens Advice on: Universal Credit; education and eligibility; and healthcare access; as well as information about the work of Swindon City of Sanctuary. A Volunteer represented The Harbour Project at training sessions organised by Swindon Borough Council on FGM and Forced Marriages.

Fundraising

We have implemented the new regulations covering charity fundraising.

Fundraising events included: Apple Day Stall; Quiz Night (both October 2017); Curry Night (December 2017) and the Christmas Appeal. On-line donations also made a large contribution.



The 2017 Christmas card was a joint production by Visitor Hassan Noparvar and Volunteer Rachel Pryor. Sales raised £398.

(Picture courtesy of the Swindon Advertiser)

We have decided to re-establish a Fundraising Group to develop and implement a strategy for sustainability.

VISITOR FEEDBACK

In July 2017, Trustees Monica Potter and Claire Garrett led an informal 'Focus Group' at a Harbour lunch with around fifteen Visitors. The format was deliberately different from the pre-announced, formal, and self-selecting style used in 2015 and 2016. The questions, however, covered similar topics: how people heard about The Harbour; how long they had attended; their thoughts on what is good/bad, surprising or disappointing; and about fairness of treatment. Reflecting the informal format, Visitors were asked to describe what The Harbour means to them in a single word. No staff were present at the 45-minute meeting.

Responses showed that The Harbour is important in people's lives and greatly valued. Even when specifically invited to suggest criticisms or identify what is 'bad', no complaints or negative comments were made (other than a desire for longer opening hours, and essentially 'more of the same'). When probed, several participants said they would welcome more opportunities for one-to-one conversation in English, and for general social interactions. We have acted to address both points. The 'Top of mind' words evoked by The Harbour were: happy; (my) heart; family; help; lovely (2); good; welcome; like (2); emotional; lovely group; mentor.

The Trustees have approved a new formal methodology for Qualitative Assessment in 2018-2019.



Focus Group Word map

The Medaille Trust provides safe houses for victims of trafficking. Some are eligible to seek asylum and arrive at The Harbour via a different route from that of most of our Visitors. Medaille Staff have reported that these Visitors feel very positive about The Harbour and are happily integrated into it.

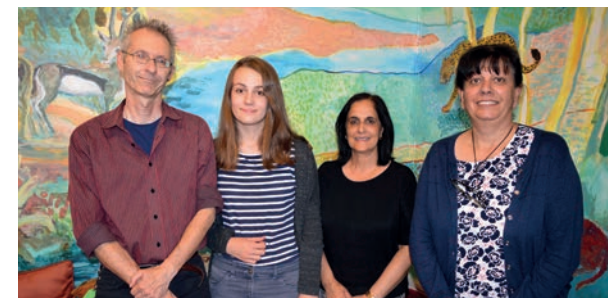
Engaging young people

Trustees have considered ways to engage with local teenagers interested in our work. We welcomed our first work experience students in July 2017.

During a week at The Harbour, Juliette was mentored by Trustees Monica Potter and Claire Garrett. As well as learning about the UK asylum process, international refugee situation and the rules governing UK charities, Juliette helped Staff and Volunteers by collecting data on Visitor GP registrations. She also observed and analysed responses in the Focus Group.

Aqsa also successfully completed a Work Experience week, learning about the work of the Harbour and using her three Asian languages to engage with and help Visitors.

We have arranged with St Joseph's Catholic College to develop a scheme for senior students to work with The Harbour, with a view to becoming unofficial 'Harbour Ambassadors' among their social networks. We plan to instigate this in summer 2018.



Juliette, second left with Drop-In Staff Giles, Nan and Mindy

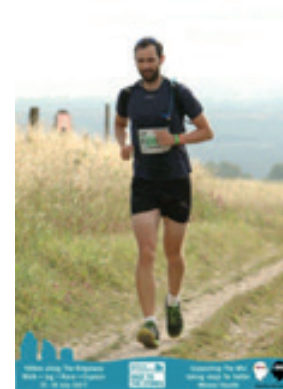
PARTNERS & SUPPORTERS

We gratefully record financial donations, donations in kind and support in various ways from the following:

Avebury Community Shop	St Andrew's Methodist Church
Clifton Diocese	St Joseph's Catholic College Swindon
Darkroom Espresso	St Mary's Cricklade
Free Cakes for Kids Swindon	St Mary's Lydiard Tregoze
Greggs Bakery	St Thomas of Canterbury, Fairford
Highworth Methodist Church	Sumner Wilson Trust
Highworth URC	Swindon Catholic Deanery Justice & Peace Group
Intel	Swindon Evangelical Church
Jewel in the Crown restaurant	Swindon Foodbank
Kingshill Trust	Swindon New College
Lower Shaw Farm	Swindon Night Shelter
Marlborough Society of Friends	Swindon Society of Friends (Quakers)
Moravian Women's Association	Wroughton Choral Society
Parish of Swindon New Town	

"I have been in a lot of places in the UK, but The Harbour is the exceptional for me. I tried to find a word to describe the Harbour Project, but I could not find any. I can say The Harbour is my second home, also the helpers are helping us just like their children. Thank You Harbour."

Note in Visitors' Comments Book



Trustee Richard Cox raised over £1,000 from his sponsored Race to The Stones in July 2017

We continued to enjoy and benefit from mutual interactions with related agencies, including:

Swindon Multiagency Forum for Refugees, South West Asylum Forum, Swindon City of Sanctuary, The Medaille Trust, Migrant Help, Citizens Advice, The British Red Cross, Refugee Council, Volunteer Action Swindon, Swindon Central Community Centre, New College Swindon, St Joseph's Catholic College Swindon, Broadgreen Community Centre, NCVO, Intogreat, The Salvation Army, Swindon Health Centre, Swindon Job Centre Plus, Wiltshire Police, Swindon Pulse.

We have maintained good working relationships with, and appreciate support from, Swindon's Members of Parliament and the Members and Cabinet of Swindon Borough Council.

We gratefully acknowledge support from our Landlord, St Luke's Church, Broad Street Swindon. We are particularly grateful for being allowed to use additional space on the premises. This has increased privacy for sensitive discussions and enabled us to expand our range of services.

FINANCIAL OVERVIEW 2017 -2018

Full Accounts are at: www.harbourproject.org/about

	INCOME (£)	EXPENDITURE (£)
2016-2017	155,186	142,837
2017-2018	332,284	169,129

We gratefully acknowledge the following funding and support:

Major funders	2017-2018	2016-2017
Big Lottery Fund	60,450	35,155
Swindon Borough Council	33,000	31,000

GRANTS AND AWARDS
AB Charitable Trust
Allen Lane Foundation
British Red Cross
Hilden Charitable Fund
Lloyds Foundation
Lush Foundation
National Zakat Foundation
People's Health Trust
Police Commissioner's Fund
Wiltshire Community Foundation
Zurich Community Trust

Income Generation Strategy

We have followed our Income Generation Strategy 2016-2020 in identifying opportunities to maintain our sustainability.

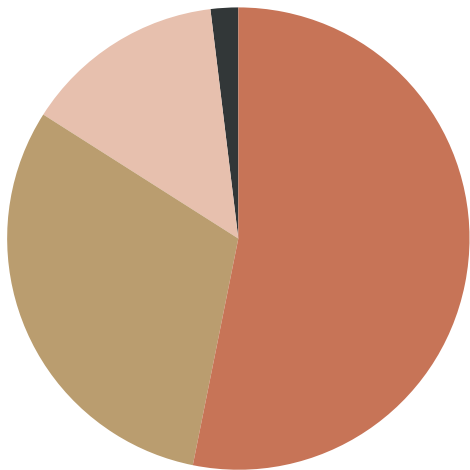
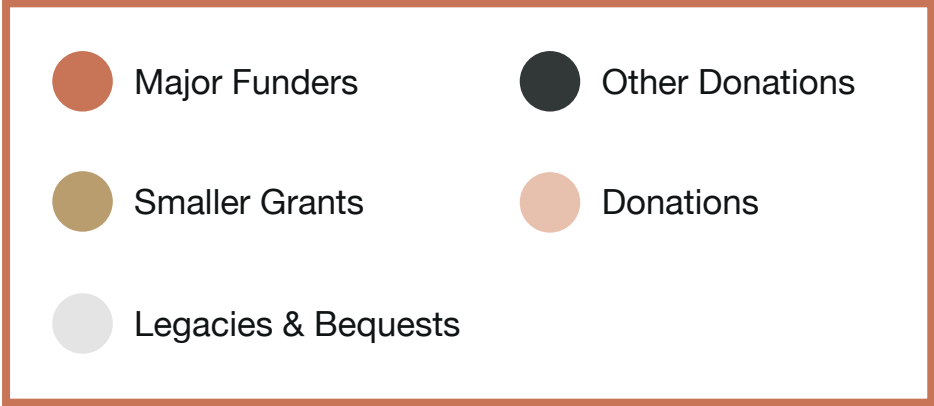
Reserves Policy

We have reviewed our Policy and determined that it is to hold reserves at an appropriate level to continue core activities for a minimum of six months and a maximum of 12, to allow time for seeking new grant funding for staff posts and redundancy costs arising in the event of funding not being renewed. We have been able to increase our reserves and these were substantially boosted by a one-off anonymous donation of £100,000. The Trustees have resolved that these monies should be 'Designated Reserves' to be set aside for future expenditure.

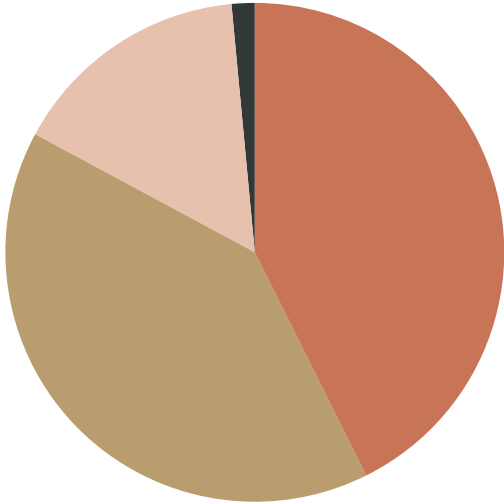
The Trustees are grateful to Ian Robertson and Independent Examiner Robert Raynes for preparing and examining the Accounts respectively.
Back cover

Alongside People in the asylum Process (a timeline showing where we help)

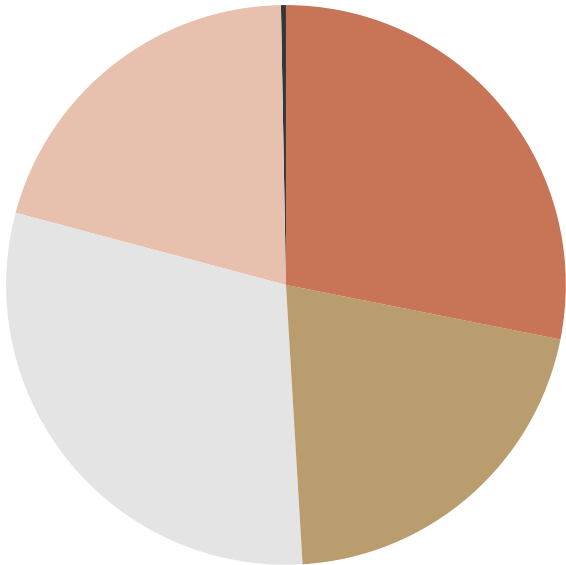
SOURCES OF INCOME	15/16	16/17	17/18
Major Funders	71153	66155	93450
Smaller Grants	41308	62413	69552
Legacies & Bequests	0	0	100000
Donations	18820	24300	68331
Other Donations	2581	2318	951
	133862	155186	332284



15/16

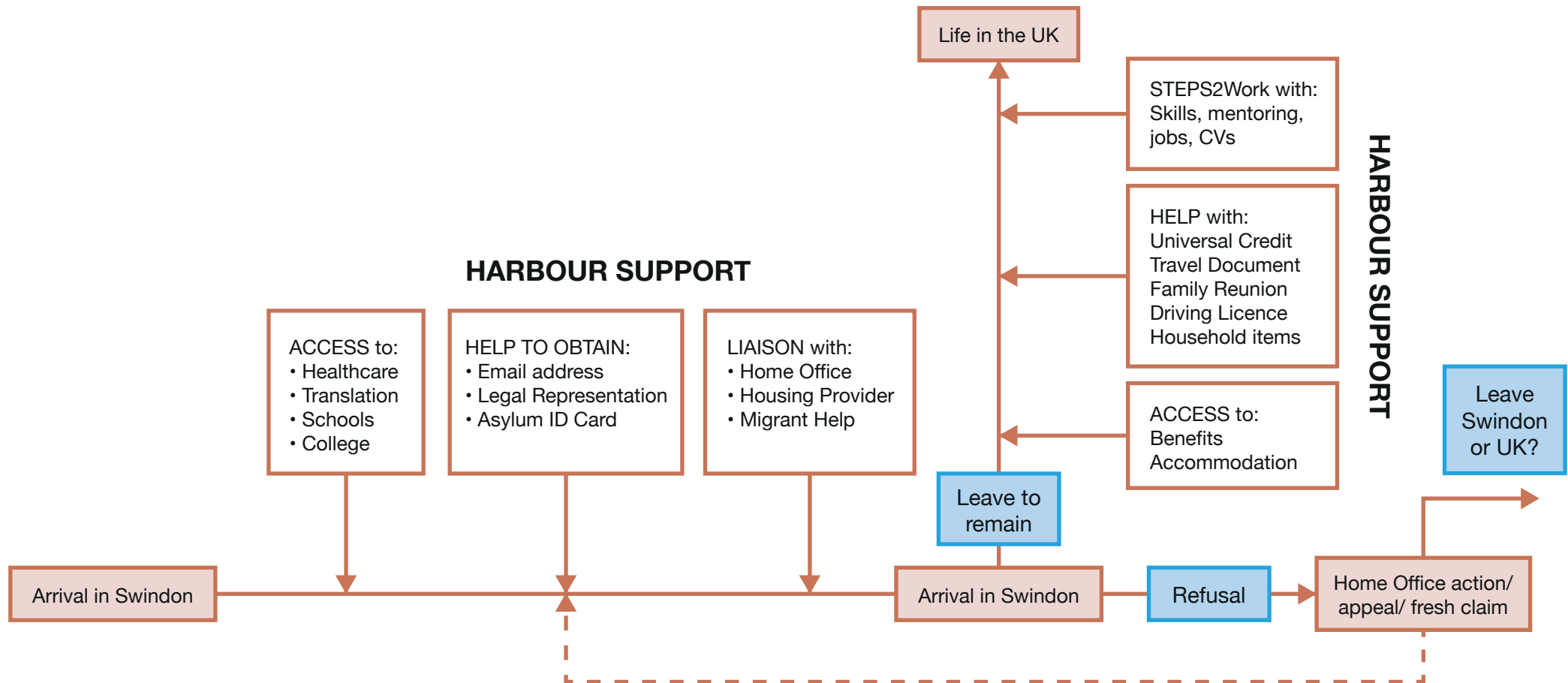


16/17



17/18

LIFE CYCLE OF HARBOUR SUPPORT THROUGH THE ASYLUM AND REFUGEE PROCESSES



From start to finish: Harbour Support

- English & Other classes
- Freeshop
- Psychological Support
- Destitution Fund
- Bicycles
- Football
- Friendship
- Lunch Club
- Homework Club
- Space to Relax
- Social Events
- Sewing
- Emergency Food
- Art/ Music Therapy
- Trips




**KEEP
CALM**
AND
**LEARN
ENGLISH**

4TH SEPT
12PM

**ENROLMENT
AFTERNOON AT**

*All visitors who are interested to bring
ID - Graduates of the Cambridge class
previous course are already guaranteed
a place*

THE HARBOUR PROJECT

St Luke's Hall, Broad Street, Swindon, SN1 2DS

(Office Hours: Mon–Fri 9:30am to 5pm)

Tel: 01793 611682

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f The Harbour Project

🐦 @swindonharbour