

THE HARBOUR PROJECT

ANNUAL REPORT APRIL 2019 - MARCH 2020

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



SOME HEADLINE FACTS

548 Asylum Seekers and Refugees from **46** different countries made use of our Drop-in Centre to seek our help or attend a Harbour Project class or event in the last year. We welcomed **234** new Visitors, an increase of **15%** on the number of new arrivals in the previous year. The main countries of origin for new arrivals were Iran, Eritrea, Afghanistan, Sudan and Iraq. Attendance at our centre increased by **16%** over the year. Requests for help from our Visitors increased by **14%** when compared to 2018/19.

2019/2020 has also seen a substantial shift in the demographic mix of Asylum Seekers being dispersed to accommodation in Swindon. Since the beginning of the last reporting year the number of children registered with us has increased from 65 to **87**, and the number of family units has almost doubled from 35 to **62**.

Our classes have also grown in breadth and frequency, with ESOL classes 5 days a week as well as maths tuition in small groups. Other groups and activities such as football, Women's Group, the Homework Club, Cooking and Sewing have continued to meet regularly. There were **5,794** individual class attendances over the course of the year, **2.5** times more than last year.

We were supported by **6** members of Staff, **3** students completing Internships, **93** Volunteers alongside **19** Visitor Volunteers, and **11** Trustees. Volunteers gave **10,649** hours of their time, as well as **330** hours of translation provided by Visitor Volunteers.

"I've been to Harbour since April 2019, and my first thought was 'but I hate Swindon'. Then day by day, Harbour helped me, made me feel like home, helped me through my hard time." – Visitor



FROM THE CHAIRMAN

It is difficult to consider the year from April 2019 to March 2020 without seeing it all through the filter of Covid19 which has changed everyone's way of life so dramatically!

Nevertheless, over the year The Harbour Project grew in strength and capability. We supported growing numbers of asylum seekers and refugees (our Visitors), welcoming up to 80 a day towards the end of the year. We provided help by signposting to solicitors, liaising with housing providers, dealing with asylum support delays, GP registrations, and access to a whole programme of activities at Harbour. We continued to provide English and Maths classes, increasing the numbers and range of classes, and to offer a safe social space where Visitors came to meet one another, reducing isolation.

Our focus was, as always, on the on-going and changing needs of the Visitors. We developed our 'Visitor in the Lead' project which included an immensely successful Visitor-led "Extravaganza" event. The Harbour 'Steps2Work' programme continued, helping those granted Leave to Remain to access the job market and volunteering opportunities. To support the mental health and well-being of Visitors we set up one-to-one counselling sessions and arranged access to the monthly group sessions run by Lift Psychology. 2019-2020 also saw the arrival of more families many of whom became involved in the Women's Group, the Homework Club, the Sewing Group, the Cooking Group and much else.

Of course this could only be achieved because of the commitment and dedication of the Harbour Staff and the many Volunteers involved, and the vision and leadership of the Trustees and Chief Executive. This year we said goodbye to Yazmin Taylor and welcomed Sophie Boyce as our new Business Manager. We have also been privileged to have had the support of three people completing placements with us: Holly Grey; Mia O'Sullivan and Sidney Ndokera, all of whom brought different perspectives, new energy and passion to their work with us.

Very excitingly this year The Harbour was nominated for the Queen's Award for Voluntary Service, in recognition of the tremendous achievements of The Project and the ways in which the Volunteers (including many Visitors), Staff and Trustees work together. The new leadership and structure introduced in 2018-19 came into its own over the year, with much more being delivered from a similar income; the organisation developed greater resilience and flexibility, all of which meant it was well placed to respond to its greatest challenge: the Covid19 pandemic. In March The Harbour quickly changed its ways of operating: Staff started working from home, consultations with Visitors and support agencies were held by phone and email, and meetings moved on-line. Projects were put together to provide as many Visitors as possible with food parcels and access to Wi-Fi, in a new world which is still unfolding.

OBJECTIVES & PRIORITIES

The Harbour Project is a charity based in Swindon providing advice, support, practical help and friendship to Asylum Seekers and Refugees in the town. Our mission is to be a family for every individual who seeks asylum or is granted refugee status in Swindon.

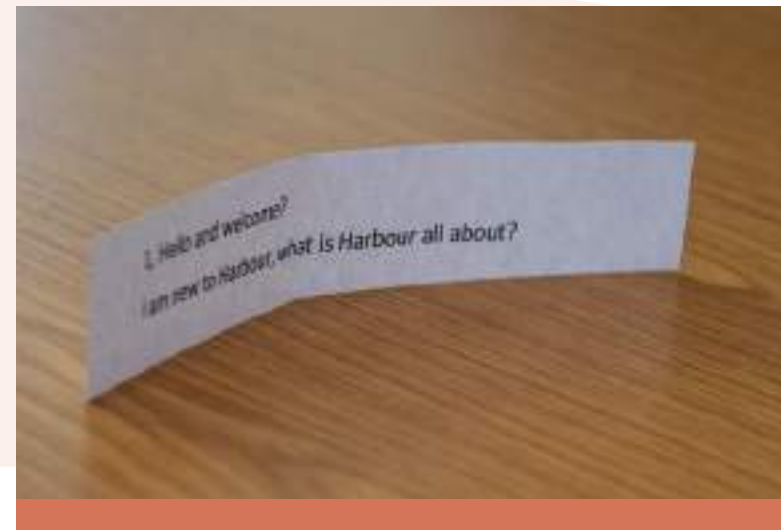
Our Charitable Objects are:

1. To provide relief for Asylum Seekers and Refugees and their dependents who are in conditions of hardship or distress
2. To preserve and protect the physical and mental health of Asylum Seekers and Refugees
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

Our strategic priorities for 2019-2020 were:

1. Continuing to meet the ongoing and changing **needs of Visitors** as international and national events and changes impact on their experience
2. Diversifying and building our **funding base** to ensure our ongoing stability and success well into the future
3. Ensuring that our **structure, staffing and operational processes** are fit for purpose for a growing organisation

4. Continuing to attract, retain and value **Volunteers**, ensuring that the experience that they have with us is fulfilling and makes best use of their skills and experience
5. Meeting **charitable governance** best practice as we grow and develop
6. Ensuring our **premises** meet the needs and wellbeing of our Visitors and Staff
7. **Deepening the capabilities and professionalism** of our organisation to better equip people for working life in the UK
8. Working actively and with other agencies and key influencers to **promote the value of our work** and how this benefits our Visitors, the town and the broader community



Our Values:

Visitor-focused: We prioritise the interests of our Visitors in the decisions that we make, and recognise the importance of their involvement in decisions that may affect them.

Inclusive and egalitarian: We are non-judgemental and accepting. We seek to provide equality of opportunity to allow Visitors to access the help and advice that they need, specific to their circumstances. We do not probe or ask detailed questions about the events leading up to someone making a claim for asylum unless the visitor chooses to share this with us.

We value our diverse Board of Trustees and Staff team, and welcome Volunteers from throughout the community, making use of their myriad skills. We work in partnership with other organisations wherever possible.

We actively engage with stakeholders in our management and planning to ensure that our provision remains relevant, valuable and appropriate.

Warm and welcoming: We are proud of our warm, family-like atmosphere. We are informal and friendly, and aim to provide a safe, comforting environment for our visitors to enable Visitors to integrate into Swindon life in ways that are beneficial for them and other residents in the town.

Underpinning the informality and friendship, we also pride ourselves on the professionalism, integrity, depth and breadth of the services and advice that we offer.



ABOUT US & WHAT WE DO

We are a unique charity in Swindon offering a warm welcome, practical help and advice and friendship to Asylum Seekers and Refugees in the town, whom we refer to as 'our Visitors.'

We enable our Visitors to comply with Home Office regulations and other statutory requirements as well as helping to cope with day-to-day challenges such as learning English and accessing healthcare and education.

We support and encourage our Visitors to integrate and contribute to the wider community.

Our three core areas of focus are to provide a safe social space for our Visitors as an anchor point for all other support and activities; to offer advice and guidance to help Visitors to navigate the complexities of the asylum process and life in the UK; and offer free English tuition. Beyond this we have a range of activities, all of which are rooted in the needs and interests of our Visitors. These include Maths tuition; football; tennis; a monthly Free Shop; mental health counselling; sewing; cooking; a homework club; a women's group; language lounge; provision of second hand bicycles; trip and days out; employability support; winter bus passes for those living furthest away; and cultural celebrations.

"I have a long journey to go but I would never forget Harbour Project, grateful that I made such a wonderful connection with them." – Visitor





As well as a shift towards more families and children this year, we also welcome an increasing number of UASC's (Unaccompanied Asylum Seeking Children) to our centre. UASC's are looked after by the County or Borough Council and are welcome to come into Harbour for social reasons, or to join in classes and group activities.

We also work with many other organisations to help our Visitors to access the right expertise at the right time. This includes close working with Swindon Borough Council; Readyhomes and Derwentio Housing; DWP; Citizens Advice; Lift Psychology; The Red Cross; Migrant Help; Swindon Childcare Services; The Home Office; SW Migration Partnership; schools; colleges; employment agencies; Solicitors, and many more.

We have an onsite crèche for 2 days a week, and welcome Migrant Help, Fountain Solicitors, The Red Cross, Swindon Borough Housing Options Team and Lift Psychology who all provide outreach services at our centre.

"It's been a pleasure staying around you all. I'll never forget the nice opportunity to be helped and to give me the chance to help other." - Visitor

"Being a refugee in a sometimes hostile environment must be incredibly tough. I'm often ashamed by the way they are treated after periods of trauma during their travels." – Volunteer

PROVIDING HELP & ADVICE REMAINS AT THE CORE OF WHAT WE DO

Providing help and advice to our Visitors has remained an essential part of our service, with over 90% of our Visitors receiving advice and guidance in the last 12 months. 40% of the advice sessions were undertaken by Volunteers, underlining the huge value that Volunteers bring to our organisation. The majority of requests for help related to benefits, contacting solicitors, housing and accommodation, health queries and appointments, liaison with the Home Office and access to education.

Three of our members of staff, Giles Matthews, Mindy Sandhu and Ann Meeus, are dedicated to providing advice to Visitors in our Drop-in Centre supported by 45 different Volunteers. On a typical day in our Drop-in Centre we will have 3 to 4 volunteers helping our Visitors. All requests for help are triaged by our Drop-in Co-ordinator and recorded on our reporting system, Airtable.

We put all staff working in the Drop-in through OISC L1 (Asylum and Protection) training and registration, as well as extending this to other Staff, Volunteers and interns when relevant to their role.

Fountain Solicitors have provided an Outreach service on our premises with 146 face-to-face appointments over the year. Migrant Help have also provided 37 face-to-face onsite appointments.

As well as being the work-base for half of our team, our Drop-in Centre is also a safe social space for our Visitors to meet each other, share tea and coffee, and hear about other activities and classes offered by the Harbour. Last year we recorded 14,684 separate incidents of attendance by our Visitors.

At its peak in the last year, we had days where we welcomed 80 or more Visitors in one day to our centre. In addition, we have staff, volunteers and other organisations on site with us, all adding up to a very busy working environment.



"Thank you for helping me with everything and doing nice things to help me feel better". - Visitor



4661 INSTANCES OF HELP & ADVICE

96 INSTANCES OF OISC ADVICE

58 AVERAGE VISITORS A DAY TO OUR DROP-IN CENTRE



"Hill End Trip – It was very nice, peaceful and fun. The coach was nice. Useful for myself relaxed no stress. I learnt about trees children camp. Enjoyed making Pizza. Have a good time. Very good Memories." - Visitor

OUR FOCUS ON LEARNING ENGLISH AND MATHS

Our English provision has gone from strength to strength this year, made possible by the support of over 30 Volunteer teachers. Classes are free to our Visitors and they do not have to prove how long they have lived in the UK. Classes are also open to failed Asylum Seekers, who are typically not eligible to enrol in local Further Education Colleges.

Due to the high level of demand, our English classes are split into Beginner, Beginner Plus, Intermediary, and Advanced level learners. For such breadth of delivery, we have had to be imaginative in creating classrooms in different corners of the building. The Volunteer teachers work together to develop a curriculum of topics so that there is continuity between classes, even if the teacher changes each day. Some Visitors attend almost daily, whilst others may only come a couple of times in a month. Our English classes provide a solid foundation for Visitors, especially when they first arrive in Swindon and are waiting for college places to become available. Visitors can join a class on their first day with us which helps to prepare them for exam-structured courses in which they may later enrol.

Demand for our English classes has seen a four-fold increase on the previous year. There were times during the year when we had to turn people away from classes due to room capacity, something we hope to address in the future. Our experience tells us that Visitors vote with their feet: if they do not feel that a class or activity is useful or enjoyable, they simply won't go.

For Maths, we have learned that tuition works best in very small groups or on a one-to-one basis. The number of Maths teachers volunteering with us has increased to 3, meaning that we have been able to expand our provision. These sessions are tailored to the student, with at least 2 students working towards A Level Mathematics.

As well as day time English classes, we also hold a weekly evening 'youth club' in conjunction with Swindon New College. 'Language Lounge' combines the ability to learn English in a relaxed environment, meet other students from the college, and play games such as pool and table tennis.



4,029

**ENGLISH CLASS
ATTENDANCES**

283

MATH CLASS ATTENDANCES

355

**LANGUAGE LOUNGE
ATTENDANCES**



STEPS2WORK – BUILDING EMPLOYABILITY SKILLS

78

INDIVIDUALS ENGAGED

24

FEMALE

54

MALE



The Steps2Work project works with both Refugees and Asylum Seekers to prepare them for working in the UK. This year the project has grown substantially and worked with 78 individuals across 154 sessions. We employ Stella Mortazavi for one day a week to lead this project for us, which gives focus and continuity to the work. Stella has also been able to build relationships with local colleges, other training providers, employment agencies and local employers.

Support offered under Steps2Work covers a broad range of activities from how and where to search for learning, volunteering and employment opportunities; completing CVs and application forms; to building interview skills through discussion and practice. We have also developed our own 8 week 'Steps2Work' course where we cover topics such as routes to work and job search skills; preparing for an interview, punctuality and dress code. The course ends with practice interviews involving local employers.

Visitors involved with Steps2work receive one to one support which is tailored to their specific needs and abilities, and aims to help them build confidence in their approach to work.

Towards the end of the year, Covid 19 meant a change to the way Visitors engaged with Steps2work, but we were pleased to secure new funding to extend and broaden the programme going into 2020/2021.



51

SESSIONS FOR CV SUPPORT

45

SESSIONS FOR JOB SEARCH
SUPPORT

20

SESSIONS HELPING TO
SECURE VOLUNTEERING



"I want to say a big thanks for all the staff and the volunteers. They have treated me very nice and they did not make me feel I'm different or a stranger. They were my family and my friends."
– Visitor

UNDERSTANDING THE NEEDS OF WOMEN & FAMILIES

We are seeing more Asylum Seeking families being dispersed to Swindon, which brings new challenges for us. Families need help with topics such as school admissions and nursery placements, free school meals, school transport, GP registrations, antenatal care, requests for second-hand baby equipment such as pushchairs, as well as increased contact with Health Visitors, Social Workers and other community wellbeing groups. We now have almost twice as many Asylum Seeking families in Swindon as we did at the beginning of last year and had 87 children registered with us at the end of March 2020. 37% of new arrivals in the year were part of family units.

Our Women's Group, which was established at the end of 2018/19, has gone from strength to strength this year. Led by a group of volunteers, the women developed a programme of activities that they wanted to do. Some activities have been incredibly popular – working with clay, flower arranging and making dream catchers. A monthly visit from a Zumba teacher went down really well. What has been most important was to make the group a safe space where people aren't made to feel uncomfortable in any way and the women can join in as much or as little as they want to.

Using funds from Royal London and National Lottery Community Fund, we have been able to provide two on-site crèches each week. These are provided by Swindon Child Carers Ltd. One crèche coincides with the Sewing Group, allowing mums to get

some well-needed time to concentrate on their own interests, and also ensure that small children are not in the sewing room along with scissors, pins and electrical cables. The other crèche coincides with our English class on a Friday, again making it easier for parents with small children to attend.



Our homework club was set up in response to concerns expressed by some of our parents about being able to support their children with homework and also asking for help with letters from school and understanding the British education system. Around 10 different volunteers organise their own rota to deliver the homework club.

Our Sewing group, whilst not exclusively set up for women, is mostly attended by female Visitors. Indeed, this group is now led by one of our very talented Visitor-Volunteers. The sewing group have also started to make cushions and other items for us to sell.

In the summer of 2019 we received money from the Quakers which was specifically to benefit children and families during the school holidays. This money funded trips to Butterfly World and Bowood House and provided transport to an indoor picnic with the Bible Society.



47 MEETINGS OF THE WOMENS GROUP

69 DIFFERENT WOMEN ATTENDED

32 HOMEWORK CLUB SESSIONS

21 CHILDREN ATTENDED

32 SEWING GROUP MEETINGS

34 WOMEN ATTENDED

FOCUS ON MENTAL HEALTH SUPPORT

With a grant secured from Swan Mountain in February 2019, we have been able to expand our mental health support for our Visitors by providing a confidential and accessible counselling service. We have learned that flexibility and experience of working with Asylum Seekers is the most effective approach.

We have been able to employ Lisa Blaine (Therapeutic Counsellor and Member of BACP) for one day a week. Lisa can hold up to 4 sessions in one day. The content of all discussions remains confidential.

By definition our Visitors are escaping war or persecution with many experiencing Post Traumatic Stress Disorder type symptoms - flashbacks, nightmares, phobic behaviours. There can also be psychosomatic problems e.g. headaches, back pain, IBS type symptoms which may indicate bodily held trauma.

Some of our people are victims of trafficking and are in the National Referral Mechanism; we have women escaping domestic violence and others bear the physical and mental scars from being tortured. Further, the majority of our people are single, without friends or family in the UK, and with little prospect of seeing their families again.

We have found trauma-focused counselling approaches to be very effective with a range of issues and know that counselling at The Harbour makes a real difference to our people -

their ability to process what has happened and develop coping mechanisms to help them to rebuild their mental resilience.

As well as one-to-one sessions with Lisa, one of our Trustees, Heather Redington, is a trained psychotherapist and is also able to provide counselling to some of our Visitors. Lift Psychology also deliver a group session called Healthy Minds specifically for Harbour Visitors at our Centre.

A female client recently said *'I talked about things I could not even tell my husband. It made me feel better'*.

21 PEOPLE BENEFITED FROM
INDIVIDUAL COUNSELLING SESSIONS IN

78 SEPARATE SESSIONS

19 PEOPLE ATTENDED HEALTHY MINDS
COURSE WITH LIFT PSYCHOLOGY

OUR WIDER PROGRAMME OF ACTIVITIES IN 2019/20

Remaining relevant to our Visitors is at the heart of what we do. As the demographic mix of our Visitors changes, demand and interest in our classes and activities also evolves.

Cooking and eating together has always been a core part of who we are at The Harbour. Many Visitors view us as their UK family, and eating at The Harbour is often their only chance to eat with others. A small team of Volunteers help to coordinate the cooking, with different Visitors taking the lead, providing the recipes and organising the kitchen.



A grant secured from Haydon Wick funded our **winter bus pass scheme** for those Visitors living in the parish, topped up with additional money from Unrestricted Funds to extend the reach to people living furthest from our Centre. 74 bus passes were given to Visitors.

Paul Turner, one of our Volunteers, developed a programme called **'Harbour on Tour'**

where, with a minibus and ideas from our Visitors, small groups visited local attractions and places of interest. This year Harbour on Tour went on 7 trips. With each trip including 8 to 19 visitors.

Our **football** team continued to meet each Sunday, with around 20 people a week going along.



17 BIRTHDAY CAKES

1375 PACKETS OF BISCUITS
PER YEAR

12480 TEABAGS
PER YEAR

With interest from a group of Visitors, we were able to secure membership at a local **tennis** club, sourcing second hand rackets from our Volunteers.

Bikes remain a sought-after commodity for our Visitors and we manage demand on a priority basis. We have a group of Volunteers able to access a seemingly endless supply of second hand bikes, recondition them, and bring them into the Harbour.

Working with '**Free Cakes for Kids**' we were able to supply 17 birthday cakes for our children.

The hugely popular **Free Shop** continued under the excellent management of Sarah and Phil, helping to supply household items and kitchen equipment.

This is especially popular with those Visitors who have recently been granted Leave to Remain and are moving into their new homes.

Two Visitors who were training as barbers were able to meet demand from other Visitors by offering **Free Haircuts**. These began as barbering only, but following requests from our female Visitors our barbers quickly obliged in offering free haircuts to all of our Visitors.

The highlight of our summer was, yet again, our **trips to Bournemouth** beach. Due to its popularity we went twice, taking 91 Visitors in total.

1750 LITRES OF MILK
PER YEAR



19

TRIPS AND DAYS OUT FOR

318

PEOPLE



"From volunteering you feel a part of something that is incredibly positive and gives hope to people." – Volunteer



18

FOOTBALL TRAINING SESSIONS
ATTENDED

235

TIMES

74

BUS PASSES

HARBOUR IN THE COMMUNITY

Facilitating integration into UK life, and encouraging independence and self-reliance remain key aspects of our work. This year has been notable for the number of community events organised by or participated in by Visitors.

In April, we worked with Junab Ali, Mayor of the town, to complete a marathon around the streets of Swindon. In September 2019, Omer Homer, a Refugee from Iran, ran a half-marathon to raise money for The Harbour; and in February a number of our Visitors volunteered at the first Swindon Science Festival. We also organised a Litter Pick of the local area in February, supported by High Sheriff, David Scott.

One of the highlights of the year was the Community Extravaganza, the brain-child of Moses, a Visitor from Uganda. The Extravaganza combined international food, art, music, dance, singing and a fashion show, all created and performed by Harbour Visitors.



It really was the most uplifting and joy-filled event that showcased The Harbour at its very best.

In addition, our Trustees and Staff team have been out-and-about talking to many schools and faith groups, and also continue to welcome community leaders to our premises, underlining that we remain independent, non-political and non-religious in everything that we do.

"My grandparents were all refugees. It's a way of giving something back." – Volunteer

HOW WE ACHIEVE OUR AIMS

In the words of one of our Volunteers ‘there never seems to be a hierarchy at Harbour: everyone contributes and can use their skills. Volunteers have the opportunity to get to know Visitors and develop rewarding friendships’.

These words really sum up the ethos of how we work: always being focussed on our Visitors and ensuring that they are involved in decisions that may affect them; being inclusive and egalitarian, non-judgemental and accepting; and being warm and welcoming with professionalism at our core.

In practice this means that our Trustees, Staff team, Volunteers and Visitors work together, as a very large and extended family, where everyone’s voice can be heard and everyone has a role to play.



Visitors

Our Visitors are at the heart of everything that we do. All of the activities that we offer are rooted in the needs and interests of our Visitors. We have learned that formal surveys and questionnaires don’t work especially well with our beneficiaries so instead we take a blended approach to gathering feedback and ensuring that Visitors are involved in the design (and wherever possible the delivery) of our Projects.

‘Visitors in the Lead’ has been a really successful initiative where staff and Visitors meet informally after Drop-in hours, usually with some pizzas to share. This is our opportunity to listen to ideas and feedback, and shape new and existing activities. Ideas from ‘Visitors in The Lead’ have helped us to tweak the delivery of English lessons, position mental health counselling and was also the starting point for our ‘Community Extravaganza’ event in October 2019.

Over and above ‘Visitors in the Lead’, we engage with all Visitors in the Drop-in Centre: formally when they first arrive and later, through one-to-one conversations with staff and volunteers. The basis of all of these conversations is ‘what can we do at Harbour to help you to rebuild your life, your independence, and your integration into the community?’

“If I have a suggestion I sure the Harbour will consider about that.” - Visitor

Volunteers

By the end of 2019/20, we were supported by 93 different Volunteers alongside 19 Visitor-volunteers. The largest group of Volunteers were in the Drop-in Centre, offering help with understanding letters and documentation, befriending and helping people feel welcome and informing them of activities that they can access within and outside The Harbour. Other roles include helping with interpreting, teaching English and Maths, leading groups such as the Homework Club, Cooking, Sewing and the Women's Group. We also have Volunteers who provide less visible, but equally vital roles such as minibus driving, bike repair and IT support. We have been able to offer such a wide range of activities because Volunteers are prepared to take on lead roles where they coordinate other volunteer support and plan activities from week to week. Many of our Visitors have also taken on lead Volunteering roles such as providing free haircuts, teaching sewing skills, and cooking hot lunches for everyone to eat together.

We run training sessions for Volunteers twice a year – typically in early autumn and spring. These training sessions provide an overview of the UK Asylum System within the context of global and European trends, along with guidance on Harbour working processes. Unfortunately, the second training event of 2019/20 was planned to take place in March and had to be cancelled due to Coronavirus. Feedback from our Volunteers is that the training increases their knowledge and confidence to support Visitors.

We undertook a survey of our Volunteers in November 2019, to which we received 27 responses. The survey invited Volunteers to tell us about their experiences when Volunteering at The Harbour Project and how we can make their time with us even more fulfilling.

As a result of the survey we committed to a 'you said, we did' charter, which was published in the Drop-in Centre. This included requests for more technical training, improvements to the daily briefing session, and requests to learn more about the work of the trustees and meet other Volunteers.

A development as a result of the Survey was to establish a monthly Volunteer Get-Together – an informal meeting at the beginning of the working day, where Volunteers can meet other Volunteers and we talk about topics such as funding and finances, our plans for our premises, and changes to the mix of Asylum Seekers in Swindon.

47 NEW VOLUNTEER APPLICATIONS

23 DBS CHECKS COMPLETED

10,649 HOURS OF VOLUNTEERING TIME

ENSURING OUR PREMISES MEET THE NEEDS OF OUR VISITORS

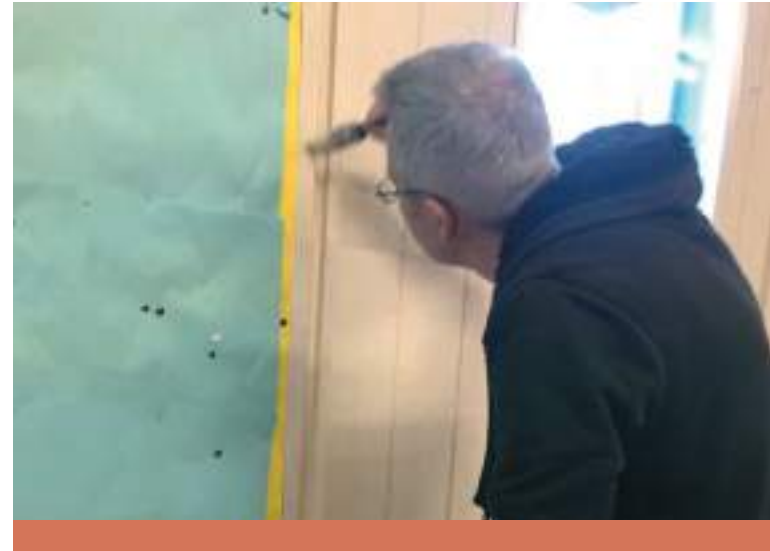
The Harbour has been based in the same building since the Charity started 20 years ago. St Luke's has definitely become part of our history and fabric and we want to remain in the same part of town in the same premises. The volume of Visitors, Volunteers and Staff, as well as the breadth of activities is beyond anything that any of us could have imagined 20 years ago.

As well as installation of CCTV to the exterior of the building in April 2019, we were also delighted when a team from UKRI's Arts and Humanities Research Council joined us in January 2020 to help repaint the Drop-in Centre.

This year we have been working with our Landlord, St Luke's Church, to develop detailed plans for the redevelopment of the site. Subject to various permissions and approvals, this will substantially increase the space available to us, offering much needed one-to-one space, additional classrooms, and new offices.

At the time when the Coronavirus struck the UK in Spring 2020, an architect had been commissioned and we were at the point of seeking planning permission and making plans for the transition. We remain optimistic that the work will continue, albeit at a time later than anticipated.

"The warmth and support that the project gives to both visitors and volunteers – it really does feel like a big family – especially on cold wet November days." – Volunteer



FINANCIAL OVERVIEW 2019-20

| | Income (£) | Expenditure (£) |
|------------------|------------|-----------------|
| 2018-2019 | £209,234 | £216,789 |
| 2019-2020 | £209,584 | £206,216 |

Through careful management of expenditure, we have been able to reduce our cost base whilst responding to increased demand for our services. This has been possible by efficiencies in areas such as telephony and room rental and consolidation of all Visitor and Volunteer data into a single reporting tool. Professionalism, breadth and relevance of the support and activities for our Visitors remains the primary focus of our fundraising and financial strategies.

We gratefully acknowledge the following funding and support:

| Major funders | 2019-2020 | 2018-2019 |
|--|-----------|-----------|
| National Lottery Community Fund | £59,460 | £59,930 |
| Swindon Borough Council | £33,000 | £33,000 |
| Lloyds Bank Foundation | £32,251 | £18,152 |

| Grants & Awards |
|---|
| People's Health Trust |
| Royal London |
| National Zakat Foundation |
| Swan Mountain |
| British Red Cross |
| Yorkshire Building Society |
| Fulmer Charitable Trust |
| Haydon Wick Fund |
| Wiltshire High Sheriff Award |
| Haine & Smith |
| Wiltshire Council |
| Waitrose Community Matters |
| Swindon Rotary |
| Swindon Charity Ball |
| Swindon Haydon Wick Asda Community Fund |
| The Quakers (Marlborough & Swindon) |

Income generation strategy

Our funding strategy is to maintain a mixed economy by seeking substantial grant awards for core activities and programmes, while seeking smaller grants and sponsorships for specific activities. In 2019/20 we were delighted to secure a 3 year grant from Lloyds Bank Foundation which makes a substantial contribution to our core costs and helps to reduce our dependency on NLCF and Swindon Borough Council. This has been complemented by our own fundraising events, encouragement of community-led fundraising and regular donors. In 2019/20 we have been able to raise £18,829 through fundraising activities, almost three times more than we did in 2018/19.

Partners and supporters

Recognising that the needs, hopes and ambitions of our Visitors cannot be truly fulfilled by The Harbour as a stand-alone entity, we work closely with other national and local agencies to provide the best-possible help and guidance to our Visitors. We gratefully receive financial help, donations-in-kind, and support in other ways from many organisations, schools and faith groups.

The Trustees are grateful to Ian Robertson and Rachael Taylor, and Independent Examiner Robert Raynes for preparing and examining the Accounts respectively.

We gratefully acknowledge help and support from our Landlord, St Luke's Church, Broad Street, Swindon.

| | 19/20 | 18/19 |
|------------------------------------|--------|--------|
| Staff Costs | 131468 | 121440 |
| Premises & Rent | 15734 | 16493 |
| IT & Telephony | 8029 | 9215 |
| Overheads | 6072 | 4170 |
| Visitor classes & activities | 21105 | 25644 |
| Destitution & Visitor Travel | 8736 | 12879 |
| Food & Cleaning | 4355 | 3903 |
| Accountancy & Consultancy | 4705 | 13157 |
| Travel, Training & volunteer costs | 2940 | 5238 |
| Fundraising & Publicity | 3072 | 4650 |

"To begin with because it was something to do when I moved to Swindon and knew no one. Now I volunteer because I love it"
- Volunteer

"Volunteering at The Harbour positively impacts your own wellbeing."
- Volunteer

| | 19/20 | 18/19 |
|--------------------|--------|-------|
| Major Funders | 124711 | 92930 |
| Gifts & Donations | 46975 | 59733 |
| Smaller Grants | 9445 | 41736 |
| Gift Aid Donations | 8939 | 7365 |
| Events | 18829 | 6950 |
| Other Income | 685 | 520 |

| | | | |
|-----------------|--------------------|--------------------------|---------------------------|
| Patrons | Lord Michael Wills | | |
| | Nicky Alberry DL | | Appointed October 2019 |
| Trustees | David Rowlands | Chair of Trustees | |
| | Ian Robertson | | |
| | Monica Potter | | |
| | Heather Redington | | |
| | Kirsty Johnson | | |
| | Chris Carlton | | Resigned January 2020 |
| | Hadiza Mahuta | | |
| | Juliana Ali | | Resigned October 2019 |
| | Basel Esleem | | |
| | Faisal Nawaf Mayed | | Appointed May 2019 |
| | Holly Grey | | Appointed May 2019 |
| | Mari Williams | Secretary to Trustess | |

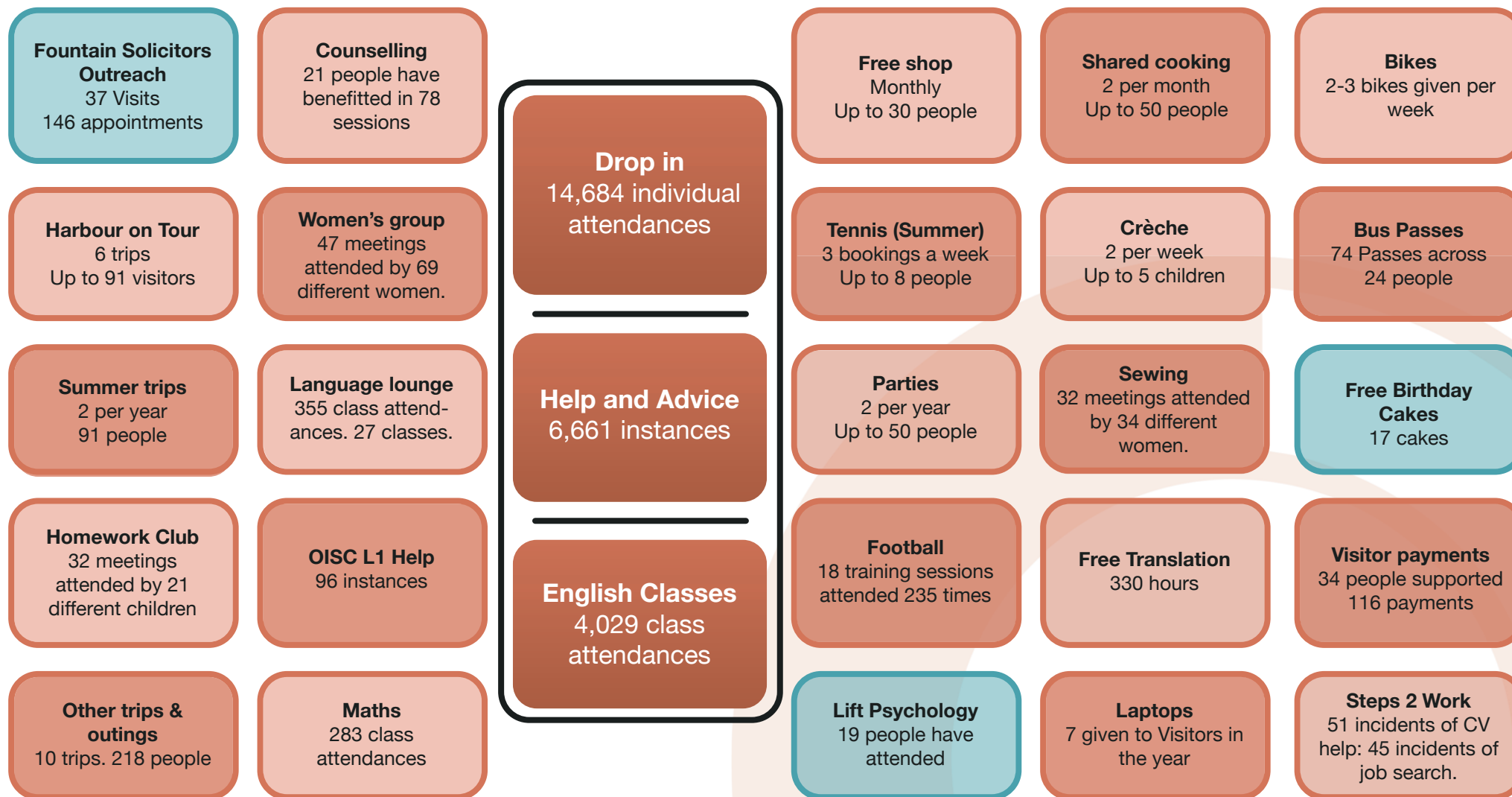


OUR PEOPLE

Our Trustees met 6 times during the year. At each meeting Trustees must declare any personal 'interests' on agenda items. In addition to specific topics, each meeting includes an update on the Harbour's financial position, and risk register. Throughout the year the Trustees have reviewed and updated a number of policies on a rolling cycle. This has included, among other things, a focus on Safeguarding, Volunteer recruitment and Trustee responsibilities.

| | | | |
|--|------------------|--|-----------------------------|
| Staff | Claire Garrett | Chief Executive Officer | |
| | Nan Bains | Project Manager | |
| | Yazmin Taylor | Business Manager | Resigned July 2019 |
| | Sophie Boyce | Business Manager | Appointed July 2019 |
| | Giles Matthews | Drop In Centre Manager | |
| | Mindy Sandhu | Deputy Drop In Centre Manager | |
| | Ann Meeus | Drop In Coordinator | |
| Non-Salaried Internships & Placements | Holly Grey | Undergraduate Reading University | December 2018 to May 2020 |
| | Mia O'Sullivan | Graduate University of Bath | July 2019 to September 2019 |
| | Sidney Ndokera | Social Work Student University of Gloucester | January 2020 to May 2020 |
| Freelance Support | Lisa Blaine | Mental Health Counsellor | Commenced September 2019 |
| | Stella Mortazavi | Steps2Work Lead | |
| | Rachael Taylor | Bookkeeper | |

BREADTH OF VISITOR ACTIVITIES AT THE HARBOUR PROJECT IN 2019/20



*Boxes in orange – provided and managed by The Harbour Project
Boxes in blue – provided and managed by external organisations.



THE HARBOUR PROJECT

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Office hours: Mon-Fri 9am to 3pm
Drop-in hours: Mon-Fri 11am to 2pm

Tel: 01793 611682

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🌐 www.harbourproject.org.uk

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