

**Charity registration number 1019964**

**Company registration number 02807273 (England and Wales)**

**WIRRAL MULTICULTURAL ORGANISATION  
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

# WIRRAL MULTICULTURAL ORGANISATION

## LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	Councillor Stuart Kelly Mr Dinh Ly Mr Somnath Saha Mr Van Tran Councillor Patrick Cleary Councillor Michael Collins
<b>Charity number</b>	1019964
<b>Company number</b>	02807273
<b>Registered office</b>	111 Conway Street Birkenhead Wirral Merseyside CH41 4AF
<b>Independent examiner</b>	Helen Furlong FCCA McLintocks (NW) Limited 46 Hamilton Square Birkenhead Wirral Merseyside CH41 5AR
<b>Bankers</b>	Barclays Bank Plc 2 Liscard Village Wallasey CH45 4JS
<b>Solicitors</b>	Weightmans LLP 100 Old Hall Street Liverpool L3 9QJ

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# WIRRAL MULTICULTURAL ORGANISATION

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# WIRRAL MULTICULTURAL ORGANISATION

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2023

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The trustees present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

#### **Objectives and activities**

The organisation was established in 1989 as a partnership of ethnic organisations in the Wirral for the purpose of presenting a united front in negotiations with the local authority in a unique project for the construction of our present multicultural centre in Birkenhead by the local authority and subsequently for dealing with the welfare, education and the interaction of the ethnic minorities within the Metropolitan Borough of Wirral. Wirral Multicultural Organisation was incorporated as a company limited by guarantee on 6 April 1993 and received charitable status on 16 April 1993.

#### **Our Vision**

For all people from ethnic minority communities to be free from discrimination and racial injustice and to have equal and fair access to universal services, to feel safe in their neighbourhoods and be able to fulfil their aspirations.

#### **Aims and Objectives**

- To promote multiculturalism through understanding, inclusion and celebration of the diverse communities residing in Wirral.
- To embrace and support the different cultures, beliefs and religions and to encourage communities to co-exist harmoniously for the good of the wider community and to actively challenge racism and oppression.
- To offer a range of professional and culturally sensitive services to improve the overall health and wellbeing of the local ethnic minority communities.
- To actively support more vulnerable members of the local ethnic minority communities by providing language support, advocacy, social support and activities and assistance to access health and social care services, including advice and education services.

#### **Our Values:**

##### **Respect**

- All people will be treated with equal respect, we celebrate diversity, difference and whilst encouraging inclusion and integration within the communities.
- We encourage staff and volunteer recruitment from within the communities we support and foster an environment where staff and volunteers feel valued and develop their skills.
- We will embed equality and diversity as an integral part of the ethos and culture of our organisation.

##### **Partnership**

- Placing individuals and communities at the centre of partnership, working with others to share knowledge and resources for the good of the wider community.
- Recognizing the value of collaboration with contribution of others to address some of the complex and long-standing problems experienced by the Ethnic Minority Backgrounds.
- Communicating supporting and enabling others to meet common goals.

##### **Quality**

- Demonstrating a real commitment to aspiring and providing the best possible service working to agree standards at all times.
- Being positively open to change and seeking improvements to self and services for others
- Embracing innovation whilst building on past evidence and maintaining safety at all times

##### **Caring**

- Act with kindness, compassion and empathy with all that we work with
- Offer a professional welcoming, approachable service to all those we are in contact with
- Be caring and considerate towards the needs of others ensuring confidentiality at all times.

# WIRRAL MULTICULTURAL ORGANISATION

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

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Activities are pursued primarily in the Multicultural Centre which is owned by the local authority and leased to the charity and in an adjacent property owned by the charity itself.

The user groups include the Wirral Chinese Cultural Association, Wirral Asian Association, Wirral Polish School, the Wirral Vietnamese Association, Tai Chi and the Punjabi Language School.

#### **Public benefit**

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit.

#### **Achievements and performance**

The 12 months to the end of March 2023 have seen a reduction in the impact of Covid on our communities but have brought new challenges as the need to support recent immigrants has increased considerably. We have adapted and expanded the services and support we provide to meet these challenges while continuing to provide high quality services to our existing service users.

The Translation and Interpretation Service has seen a considerable increase in activity with 4960 face to face sessions and 651 phone sessions relating to primary care (the previous year's total was 3553) and 442 sessions in non-primary care contexts including schools, other voluntary sector organisations and the Good Shepherd Hospice in Chester. We support 49 languages.

The Little World Nursery has continued to provide children with excellent care and support in all their areas of development and also supports parents directly and indirectly (by signposting them to other services we provide or to our partners in the voluntary sector). The team delivered 255 days of nursery sessions and supported 198 families.

The Health Link service provided support in 9877 episodes, either through one to one support in accessing services or in providing advice on health matters. We continued to facilitate Covid vaccinations including providing language support and organised sessions on Diabetes and Healthy Hearts.

The service that in the previous year provided Covid-related support to people from ethnic minority groups was given wider objectives for this year as the impact of Covid receded and is now known as the Ethnic Minority Health and Wellbeing Service. The team now provides broader health and wellbeing support and 2191 people were supported against a target agreed with funders of 319. A particular focus for this team has been to organise GP registrations and access to health services for asylum seekers and other recent immigrants. 360 asylum seekers residing in 2 hotels, were registered with GPs and support was also provided in making and attending appointments for dental and optician services and in collecting prescriptions from pharmacies (including interpretation in most cases).

The Community Development Service continues to provide advice and support to people, largely in relation to non-health matters (though often in relation to matters that are fundamental to wellbeing). The team delivered 2304 episodes of support in the year.

The Little Lungs programme continued to provide information and translated materials about Respiratory Syncytial Virus and other respiratory diseases to parents and encouraged those parents to become champions in promoting understanding of these conditions. It ended in August 2023.

A new service – the Ethnic Minority Substance Misuse service - began in January 2023. Its purpose is to support people from ethnic minorities in relation to substance misuse and is part of a partnership with other voluntary sector organisations, the NHS and the Police. Although it started too late in the financial year to secure any significant deliverables in 2022-23, the service has subsequently (to October 2023) given information to 258 people, been approached by 70 people requesting support and has organised access to treatment for 9 people.

# WIRRAL MULTICULTURAL ORGANISATION

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2023**

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A further new service- the Ethnic Minority Hospital Advocacy Discharge service began in March 2023, too late to have any impact on this year's delivery but with great potential for 2023-24. This service provides support to people from ethnic minorities who are admitted to hospital and/or being discharged and its purpose is to ensure that appropriate support and care is available at home and that the person discharged and their family understand the need to take any medication prescribed and also the limitations on activity that might be necessary. This service was introduced in response to high rates of readmission following discharge. We are working in partnership with Age UK in delivering this service.

In addition to the services described above, we also organise community activities such as our Tuesday coffee mornings and events to mark significant cultural occasions and we also provide facilities for many community groups who use our centre for their activities.

### **Working with partners**

We work collaboratively with a number of other organisations in the voluntary sector as many of the services we provide are part of larger initiatives and we value their collaboration and support; without their collaboration, our delivery would not be as good. We also work closely (and are funded by) Wirral Borough Council and Cheshire and Merseyside Health and Care Partnership and we are grateful for their funding, support and in particular their flexibility in finding ways in which we can meet emerging needs.

### **Staff**

We have a team with high levels of skill both in their specialist areas and also in the languages they are able to use. These skills, combined with a commitment to help our service users and a willingness to explore innovative ways of providing support, make our workforce the foundation of our success.

### **Financial review**

Total income for the year amounted to £690,846 (2022 £615,076). Operating costs have increased from £581,744 to £651,439, leaving an operational surplus of £39,404 (2022 £33,332) for the year, to be added to reserves brought forward of £194,873. Unrestricted reserves carried forward are therefore £135,041. Restricted reserves carried forward are £99,239.

The trustees have a policy to maintain adequate reserves in the charity and current reserves levels represent just over 3 months' running costs.

### **Risk management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The policies of the organisation are being reviewed and updated.

# WIRRAL MULTICULTURAL ORGANISATION

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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### Structure, governance and management

Wirral Multicultural Organisation was originally founded in 1989 and in 1993 was incorporated as a company limited by guarantee (as defined in the Companies Act 2006). It registered as a charity in 1993. The charity is controlled by its constitution, set out in its Articles of Association.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Councillor Stuart Kelly  
Mr Dinh Ly  
Mr Somnath Saha  
Mr Van Tran  
Councillor Patrick Cleary  
Councillor Michael Collins

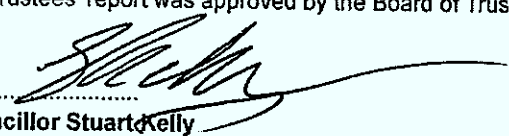
### Recruitment and appointment of trustees

Trustees are recruited primarily from ethnic minority communities in Wirral and from local authority councillors. The Chief Executive and Chair ensure that the trustees are kept up to date with all changes in legislation, guidance from the Charity Commission and any other regulatory frameworks which may be relevant to the charity.

### Organisation structure

The day-to-day business of the charity is under the control of the Chief Executive who reports to the Chair, the trustee board and the board's sub-committees.

The trustees' report was approved by the Board of Trustees.

  
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Councillor Stuart Kelly

Trustee

Dated: 5/12/23

# WIRRAL MULTICULTURAL ORGANISATION

## INDEPENDENT EXAMINER'S REPORT

### TO THE TRUSTEES OF WIRRAL MULTICULTURAL ORGANISATION

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I report to the trustees on my examination of the financial statements of Wirral Multicultural Organisation (the charity) for the year ended 31 March 2023.

#### **Responsibilities and basis of report**

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

#### **Independent examiner's statement**

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

  
**Helen Furlong FCCA**  
**McLintocks (NW) Limited**

46 Hamilton Square  
Birkenhead  
Wirral  
Merseyside  
CH41 5AR

Dated: 11.12.23

# WIRRAL MULTICULTURAL ORGANISATION

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
	Notes						
<b>Income from:</b>							
Donations and legacies	3	23,749	-	23,749	10,068	-	10,068
Charitable activities	4	574,085	92,810	666,895	512,150	92,810	604,960
Investments	5	202	-	202	48	-	48
<b>Total income</b>		<u>598,036</u>	<u>92,810</u>	<u>690,846</u>	<u>522,266</u>	<u>92,810</u>	<u>615,076</u>
Charitable activities	6	<u>575,808</u>	<u>75,630</u>	<u>651,438</u>	<u>507,314</u>	<u>74,430</u>	<u>581,744</u>
<b>Net income and movement in funds</b>		22,228	17,180	39,408	14,952	18,380	33,332
<b>Reconciliation of funds:</b>							
Fund balances at 1 April 2022		<u>101,696</u>	<u>93,176</u>	<u>194,872</u>	<u>86,744</u>	<u>74,796</u>	<u>161,540</u>
<b>Fund balances at 31 March 2023</b>		<u><u>123,924</u></u>	<u><u>110,356</u></u>	<u><u>234,280</u></u>	<u><u>101,696</u></u>	<u><u>93,176</u></u>	<u><u>194,872</u></u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

# WIRRAL MULTICULTURAL ORGANISATION

## BALANCE SHEET

AS AT 31 MARCH 2023

		2023		2022	
	Notes	£	£	£	£
<b>Fixed assets</b>					
Tangible assets	12		37,851		33,699
<b>Current assets</b>					
Debtors	13	93,051		38,542	
Cash at bank and in hand		161,948		168,394	
		<u>254,999</u>		<u>206,936</u>	
<b>Creditors: amounts falling due within one year</b>	14	58,570		45,763	
Net current assets			<u>196,429</u>		<u>161,173</u>
<b>Total assets less current liabilities</b>			<u>234,280</u>		<u>194,872</u>
<b>The funds of the charity</b>					
Restricted income funds	18	110,356		93,176	
Unrestricted funds		123,924		101,696	
		<u>234,280</u>		<u>194,872</u>	


The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the trustees on 5/12/23

  
Councillor Stuart Kelly  
Trustee

Company registration number 02807273 (England and Wales)

# WIRRAL MULTICULTURAL ORGANISATION

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

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	Notes	2023 £	£	2022 £	£
<b>Cash flows from operating activities</b>					
Cash generated from operations	20		5,205		57,568
<b>Investing activities</b>					
Purchase of tangible fixed assets		(11,853)		(1,621)	
Investment income received		202		48	
<b>Net cash used in investing activities</b>			(11,651)		(1,573)
<b>Net cash used in financing activities</b>			-		-
<b>Net (decrease)/increase in cash and cash equivalents</b>			(6,446)		55,995
Cash and cash equivalents at beginning of year			168,394		112,399
<b>Cash and cash equivalents at end of year</b>			<u>161,948</u>		<u>168,394</u>

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# WIRRAL MULTICULTURAL ORGANISATION

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

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### 1 Accounting policies

#### Charity information

Wirral Multicultural Organisation is a private company limited by guarantee incorporated in England and Wales. The registered office is 111 Conway Street, Birkenhead, Wirral, Merseyside, CH41 4AF.

#### 1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

#### 1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### 1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

#### 1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for services provided in the normal course of activity.

# WIRRAL MULTICULTURAL ORGANISATION

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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### 1 Accounting policies

(Continued)

#### 1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	2.5% on cost
Fixtures and fittings	20% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

#### 1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

#### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

#### 1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

# WIRRAL MULTICULTURAL ORGANISATION

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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### 1 Accounting policies

(Continued)

#### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

#### **Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

#### **Derecognition of financial liabilities**

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

#### **1.10 Employee benefits**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### **1.11 Retirement benefits**

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

### 2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

# WIRRAL MULTICULTURAL ORGANISATION

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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### 3 Income from donations and legacies

	<b>Unrestricted funds 2023 £</b>	<b>Unrestricted funds 2022 £</b>
Donations and gifts	-	30
Grants received	23,749	10,038
	<u>23,749</u>	<u>10,068</u>
	<u><u>23,749</u></u>	<u><u>10,068</u></u>

# WIRRAL MULTICULTURAL ORGANISATION

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

4 Income from charitable activities	Translation		Nursery		Health link		Main Centre		Other projects		Total 2023
	2023	£	2023	£	2023	£	2023	£	2023	£	
Income received	161,243		208,491		-		11,030		27,408		408,172
Performance related grants	-		-		92,810		-		165,913		258,723
	<u>161,243</u>		<u>208,491</u>		<u>92,810</u>		<u>11,030</u>		<u>193,321</u>		<u>666,895</u>
Analysis by fund	161,243		208,491		-		11,030		193,321		574,085
Unrestricted funds	-		-		92,810		-		-		92,810
Restricted funds	<u>161,243</u>		<u>208,491</u>		<u>92,810</u>		<u>11,030</u>		<u>193,321</u>		<u>666,895</u>

**WIRRAL MULTICULTURAL ORGANISATION**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

4 Income from charitable activities	(Continued)						
For the year ended 31 March 2022	Translation	Nursery	Health link	Main Centre	Other projects	Total 2022	£
	£	£	£	£	£	£	£
Income received	134,194	206,896	-	13,315	55,745	410,150	
Performance related grants	-	92,810	-	-	102,000	194,810	
	<u>134,194</u>	<u>206,896</u>	<u>92,810</u>	<u>13,315</u>	<u>157,745</u>	<u>604,960</u>	
Analysis by fund	134,194	206,896	-	13,315	157,745	512,150	
Unrestricted funds	-	92,810	-	-	-	92,810	
Restricted funds	<u>134,194</u>	<u>206,896</u>	<u>92,810</u>	<u>13,315</u>	<u>157,745</u>	<u>604,960</u>	

# WIRRAL MULTICULTURAL ORGANISATION

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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5 Income from investments

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Interest receivable	202	48

# WIRRAL MULTICULTURAL ORGANISATION

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 6 Expenditure from charitable activities

	Translation		Nursery		Health link		Main Centre		Other projects		Total	
	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2022
	£	£	£	£	£	£	£	£	£	£	£	£
Staff costs	64,025	135,161	49,746	-	-	-	7,701	73,506	322,438	324,089	322,438	324,089
Depreciation and impairment	-	-	-	-	-	-	7,701	-	7,701	9,144	7,701	9,144
Direct costs	94,849	23,111	-	-	-	-	-	6,549	124,509	86,161	124,509	86,161
Property costs	5,475	11,558	4,254	-	-	-	11,488	6,286	39,061	25,785	39,061	25,785
Overhead costs	403	594	161	-	-	-	8,641	286	10,085	9,048	10,085	9,048
	<u>164,752</u>	<u>170,424</u>	<u>54,161</u>	<u>27,830</u>	<u>86,627</u>	<u>503,794</u>	<u>143,124</u>	<u>4,788</u>	<u>581,744</u>	<u>581,744</u>	<u>581,744</u>	<u>581,744</u>
Share of support costs (see note 9)	28,625	60,112	21,469	-	-	-	4,520	32,918	143,124	122,729	143,124	122,729
Share of governance costs (see note 9)	-	-	-	-	-	-	-	-	4,520	4,788	4,520	4,788
	<u>193,377</u>	<u>230,536</u>	<u>75,630</u>	<u>32,350</u>	<u>119,545</u>	<u>651,438</u>	<u>651,438</u>	<u>651,438</u>	<u>651,438</u>	<u>651,438</u>	<u>651,438</u>	<u>651,438</u>
<b>Analysis by fund</b>												
Unrestricted funds	193,377	230,536	-	32,350	119,545	575,808	507,314	575,808	575,808	507,314	575,808	507,314
Restricted funds	-	-	75,630	-	-	75,630	74,430	-	75,630	74,430	75,630	74,430
	<u>193,377</u>	<u>230,536</u>	<u>75,630</u>	<u>32,350</u>	<u>119,545</u>	<u>651,438</u>	<u>651,438</u>	<u>651,438</u>	<u>651,438</u>	<u>651,438</u>	<u>651,438</u>	<u>651,438</u>

**WIRRAL MULTICULTURAL ORGANISATION**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

6 Expenditure from charitable activities	(Continued)						
	For the year ended 31 March 2022						
	Translation	Nursery	Health link	Main Centre	Other projects	Total 2022	
	£	£	£	£	£	£	£
Staff costs	62,609	145,536	51,476	-	64,468	324,089	
Depreciation and impairment	-	-	-	9,144	-	9,144	
Direct costs	57,057	14,854	-	-	14,250	86,161	
Property costs	3,731	8,673	3,068	6,471	3,842	25,785	
Overhead costs	363	597	249	7,839	-	9,048	
	<u>123,760</u>	<u>169,660</u>	<u>54,793</u>	<u>23,454</u>	<u>82,560</u>	<u>454,227</u>	
Share of support costs (see note 9)	23,318	55,228	19,637	-	24,546	122,729	
Share of governance costs (see note 9)	-	-	-	4,788	-	4,788	
	<u>147,078</u>	<u>224,888</u>	<u>74,430</u>	<u>28,242</u>	<u>107,106</u>	<u>581,744</u>	
<b>Analysis by fund</b>							
Unrestricted funds	147,078	224,888	-	28,242	107,106	507,314	
Restricted funds	-	-	74,430	-	-	74,430	
	<u>147,078</u>	<u>224,888</u>	<u>74,430</u>	<u>28,242</u>	<u>107,106</u>	<u>581,744</u>	

# WIRRAL MULTICULTURAL ORGANISATION

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

### 9 Support costs

	Support costs	Governance costs	2023 Support costs	Governance costs	2022
	£	£	£	£	£
Staff costs	134,348	-	134,348	108,578	108,578
Administration costs	7,489	-	7,489	12,536	12,536
Accountancy fees	1,287	-	1,287	1,615	1,615
Independent examination fees	-	2,700	2,700	-	2,700
Legal and professional	-	1,820	1,820	-	1,800
Governance costs heading 2	-	-	-	-	288
	<u>143,124</u>	<u>4,520</u>	<u>147,644</u>	<u>122,729</u>	<u>127,517</u>
Analysed between Charitable activities	<u>143,124</u>	<u>4,520</u>	<u>147,644</u>	<u>122,729</u>	<u>127,517</u>

### 10 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Welfare and support	23	21
Nursery	7	8
Total	<u>30</u>	<u>29</u>
<b>Employment costs</b>	<b>2023 £</b>	<b>2022 £</b>
Wages and salaries	428,739	408,434
Social security costs	21,401	18,684
Other pension costs	6,646	5,549
	<u>456,786</u>	<u>432,667</u>

Remuneration for key management personnel amounted to £62,221 (2022 £62,773)

There were no employees whose annual remuneration was more than £60,000.

# WIRRAL MULTICULTURAL ORGANISATION

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

### 10 Employees

(Continued)

#### Remuneration of key management personnel

The remuneration of key management personnel is as follows.

### 11 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

### 12 Tangible fixed assets

	Freehold land and buildings	Fixtures and fittings	Total
	£	£	£
<b>Cost</b>			
At 1 April 2022	40,000	96,969	136,969
Additions	-	11,852	11,852
At 31 March 2023	40,000	108,821	148,821
<b>Depreciation and impairment</b>			
At 1 April 2022	18,000	85,270	103,270
Depreciation charged in the year	1,000	6,700	7,700
At 31 March 2023	19,000	91,970	110,970
<b>Carrying amount</b>			
At 31 March 2023	21,000	16,851	37,851
At 31 March 2022	22,000	11,699	33,699

### 13 Debtors

	2023	2022
	£	£
<b>Amounts falling due within one year:</b>		
Trade debtors	91,245	36,026
Prepayments and accrued income	1,806	2,516
	93,051	38,542

### 14 Creditors: amounts falling due within one year

	2023	2022
	£	£
Other taxation and social security	12,137	11,386
Trade creditors	14,918	11,831
Other creditors	4,220	3,920
Accruals and deferred income	27,295	18,626
	58,570	45,763

# WIRRAL MULTICULTURAL ORGANISATION

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 15 Retirement benefit schemes

##### Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £6,646 (2022 - £5,549).

#### 16 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2022 £	Incoming resources £	Resources expended £	At 31 March 2023 £
General funds	101,696	598,036	(575,808)	123,924

Previous year:	At 1 April 2021 £	Incoming resources £	Resources expended £	At 31 March 2022 £
General funds	86,744	522,266	(507,314)	101,696

#### 17 Analysis of net assets between funds

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
<b>Fund balances at 31 March 2023 are represented by:</b>			
Tangible assets	37,851	-	37,851
Current assets/(liabilities)	86,073	110,356	196,429
	<u>123,924</u>	<u>110,356</u>	<u>234,280</u>

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
<b>Fund balances at 31 March 2022 are represented by:</b>			
Tangible assets	33,699	-	33,699
Current assets/(liabilities)	67,997	93,176	161,173
	<u>101,696</u>	<u>93,176</u>	<u>194,872</u>

# WIRRAL MULTICULTURAL ORGANISATION

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 18 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	Movement in funds			Movement in funds			
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
Wirral CCG	-	92,810	(74,430)	18,380	92,810	(75,630)	35,560
Legacy for the benefit of the Chinese Community	74,796	-	-	74,796	-	-	74,796
	<u>74,796</u>	<u>92,810</u>	<u>(74,430)</u>	<u>93,176</u>	<u>92,810</u>	<u>(75,630)</u>	<u>110,356</u>

#### 19 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

20 Cash generated from operations	2023 £	2022 £
Surplus for the year	39,408	33,332
Adjustments for:		
Investment income recognised in statement of financial activities	(202)	(48)
Depreciation and impairment of tangible fixed assets	7,701	9,144
Movements in working capital:		
(Increase)/decrease in debtors	(54,509)	10,482
Increase in creditors	12,807	4,658
<b>Cash generated from operations</b>	<u>5,205</u>	<u>57,568</u>

# **IMPACT REPORT 2022-2023**

**PLURALISM  
RESPECT  
DIVERSITY  
DEMOCRACY  
MULTICULTURAL  
BRITISH VALUES  
CARING  
SOLIDARITY  
TOGETHERNESS**



**CONNECTIVITY  
PASSION  
PARTNERSHIP  
SUPPORT  
HEALTH  
& WELLBEING  
HUMAN  
RIGHTS  
INTEGRATION**

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### Message from our CEO

**W**irral Multicultural Organisation supports people from Ethnic Minority Backgrounds, who require support with accessing and effectively using mainstream services.

The pandemic highlighted the health inequalities and low health literacy amongst people from Ethnic Minority Backgrounds. As we emerged from the pandemic, we saw an increase in numbers of people needing support, and with this, the demand for language support, not only in the volume of interpretations, but also in the number of different languages spoken. service users' needs are often complex and we regularly provide support where there is food and white goods requests where these are important for wellbeing.

WMO has been able to respond flexibly to the complexity of people's needs, and the ever-increasing numbers, e.g., by staff working longer hours and going the extra mile, to ensure as far as we can, that there are positive outcomes for service users.

We have seen an increase in the number services we deliver, such as the health check project and an extension to our Ethnic Minority Health and Well-Being team (previously known as BCCS) This team has been instrumental in ensuring that all Asylum Seekers are registered with a GP Practice, registering births, sourcing dentists willing/able to take on new patients and in helping Asylum Seekers to navigate their way round the wider health system so that they know for example how to access Optician services and ways in which a Pharmacy can help them.

It has been a time where we have been building partnerships with organisations, to deliver services that are taking the cultural and language needs of service users into consideration. There are several, very productive, partnerships involving a range of other organisation; some are structured formally and others involve informal collaboration where this gets the service users a better outcome. As an example, one of those partnerships was the Little Lungs Project; 6 organisations, with Koala NW as the lead, were funded to raise awareness of RSV in young children. The project was extended for another year to look at other respiratory infections and conditions in children under 5 years old.

I feel humbled and privileged to work with such dedicated staff and volunteers. Without our skilled and passionate staff and volunteers, we would not be able to provide a seamless service for all our service users.

I would like to acknowledge that the work and success is also due to the generous financial support, provided by agencies and grant funders.

If you would like to know a little more about the services we provide, please look on our website, or ask Aline, Mindy, or Elizabeth, we are happy to talk to you, about the fantastic work we do.

# ABOUT WIRRAL MULTICULTURAL ORGANISATION

[Wirral Multicultural Organisation \(WMO\)](#) is a company limited by guarantee registered in England and Wales (registered number 02807273). The company is a registered charity (charity number 1019964).

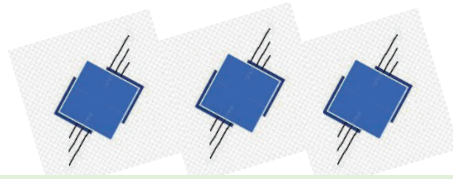
## **Brief history of the (WMO)**

The concept of a multicultural centre for Wirral began in 1986 when members from Asian, Chinese and Vietnamese communities jointly applied for central government funds with the help of [Wirral Borough Council](#). This led to the formation of the Wirral Chinese Association and the Vietnamese Association whereas the Wirral Asian Association had developed independently. The then Education Department of Wirral Council applied to central government and was successful.

Wirral Multicultural Organisation (WMO) was established as a company limited by guarantee and as a registered charity in April 1993 to oversee the development of the Multicultural Centre. The three associations used to nominate three representatives each, to serve as directors to form board of the Wirral Multicultural Organisation. Since 1992, thirteen directors, three each from ethnic associations and four Wirral Councillors have been managing the organisation.

More recently Wirral Multicultural Organisation has widened its board membership and incorporated African, Afro-Caribbean and European (currently vacant). Opening up for other community representatives will reflect the increasingly diverse population of Wirral.

Although the demographics in Wirral have changed, the needs of people from Ethnic Minority Backgrounds have largely stayed the same. We have seen more asylum seekers and refugees, people who've fled conflict from countries such as Afghanistan and Ukraine and British Nationals Overseas (BNO) Hong-Kongers.



### VISION

For all people from Ethnic Minority Background to be free from discrimination and racial injustice and to have equal and fair access to universal services, to feel safe in their neighbourhoods and be able to fulfil their aspirations.

### MISSION

- \* To promote multiculturalism through understanding, inclusion and celebration of the diverse communities residing in Wirral.
- \* To embrace and support the different cultures, beliefs and religions and to encourage communities to coexist harmoniously for the good of the wider community and to actively challenge and address racism and oppression that exists.
- \* To offer a range of professional and culturally sensitive services to improve the overall health and wellbeing of people from Ethnic Minority Background.
- \* To actively support more vulnerable members of the local people from Ethnic Minority Background by providing language support, advocacy, social support and activities, assistance to access health and social care services, including advice and education services.

**PARTNERSHIP**

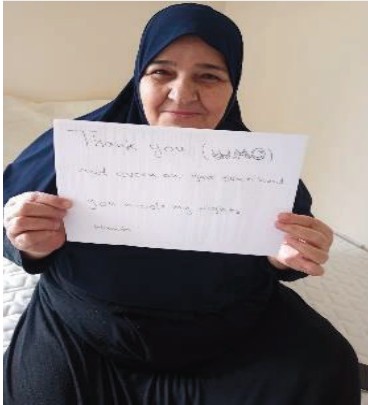
**RESPECT**

**VALUES**

**CARING**

**QUALITY**

## WHAT OUR SERVICE USERS HAVE SAID



Amina is severely disabled, and she needed a number of specific items, to make her life easier. We worked closely with Age UK Wirral, who purchased a special mattress. It was such a pleasure to see her smile. She came to the centre after the mattress had arrived and she said that she had slept like a baby, and this was the first time for a very long time, she slept without being in pain, from springs digging into her back.


"..... they (WMO STAFF) accompanied me to the hospital to get my vaccine. They explained safety precautions and other issues **with patience** and in **detail**".

"The Chinese Community Health Worker and Chinese Health Link Worker are **helpful, patient,** and **friendly**."


"**I enjoyed** the celebrations and activities that were held in the centre with everyone."

"WMO have an **excellent reputation** in our community because they are dedicated to **improving** the BAME community."

# WHAT OUR SERVICE USERS HAVE SAID



"And it was with such a **noble** and **kind spirit** that you conducted yourself throughout the case regarding the six workers. **Well done.**"—Mick Whitley's office



Little World nursery have made my SEND journey **so much easier** as I wouldn't of knew what to do without them they have brought my son on so much and even **helped** out with his school which he will attend in nursery along with getting the tests and assessments needed.  
Olivia Donakey



"We're **so grateful** for your **help**, we couldn't get our pay back without your **support** and **helping**. **Sincerely grateful**". —Chinese workers



## WHAT OUR PARTNERS HAVE SAID

### One Wirral CIC:

*“WMO's contributions have been **indispensable** to our program's success, making them an essential and **influential partner** in public health initiatives. We highly recommend Wirral Multicultural Organisation for their **passionate dedication** and understanding of the **diverse** Wirral community”.*

### Maternity Voices:

*“In my experience working with Aline, I have been **consistently impressed** by her attention to detail, her empathetic approach when engaging with **diverse communities**, and her ability to adapt to evolving project requirements. Her **proactive approach** and **innovative thinking** have been **invaluable in ensuring** that the voices of those supported by Wirral Multicultural Organisation are heard and respected”.*

### Dr Abhi Mantgani MBBS, LRCP LRCS, FRCGP, Senior Executive Partner, Miriam Primary Care Group:

*“WMO was the first community to commence work with us and we have conducted multiple vaccination sessions at their site in Birkenhead delivering over 1,500 injections. The WMO **worked very effectively** as partners with our team to deliver a **person-centred service** with translators, key workers involved in the process. The outcome has been a **very high uptake** of the Covid vaccination with improved outcomes. WMO has also **supported our practice** with Covid test kits during times of short stocks”.*

**Linda Luscombe Assistant Practice Lead Hoylake & Meols Medical centre:**

*"I have personally worked closely with Aline and the team and have seen first-hand **the professionalism, compassion, care, respect,** and long hours they put into ensuring all people are **helped and advocated** for. This is an **invaluable service** to not only our GP Practice and patients but the wider community".*

**Bev Morgan, CEO Koala North West:**

*"The partnership with WMO has **really enabled** us to reach vulnerable families that **benefitted significantly** from the information and **support** they received from their Parent Champion".*

## **WHAT OUR PARTNERS HAVE SAID**

**Stephen Chaderton, Resettlement Programme Manager, Wirral Council:**

*"The **role WMO** have played have seen hundreds of new arrivals to Wirral, **supported to access vital health care** and have identified and intervened where needed to safeguard numerous people at risk to prevent crisis".*



# WHAT WE HAVE ACHIEVED



## EM Substance misuse service

**Jan 2023 – October 2023:**

**258** people have been spoken to and information provided about EMSM

**9** people supported to access treatment

**70** people requested support from WMO

**50** alcohol audits carried out



## EM Health and Wellbeing Service

**2191** while the target number was **319**

People referred to Ethnic Minority Mainstream Services

**1511** we were targeted 150

**360** Asylum seekers GP registrations

**150** HC2 applied for



## Volunteers supporting WMO

**1045** Hours of Volunteering

**Volunteer roles:**

Administration

Reception

Assistant treasurer

Event volunteer



## Community Development Service

**2304** Episodes for support with:

Benefit

Housing

Social care

Education

# Health Link Service

Aims to improve the health and wellbeing of Minority Ethnic groups in Wirral via a Health Link Service, by providing support with making GP appointments; encouraging participation with screening, vaccinations, health information sessions.



Health Link staff, adapted their ways of working very quickly, during lockdown and some of these practices are still true of today. They make many calls to service users, to reduce isolation and offer their support.

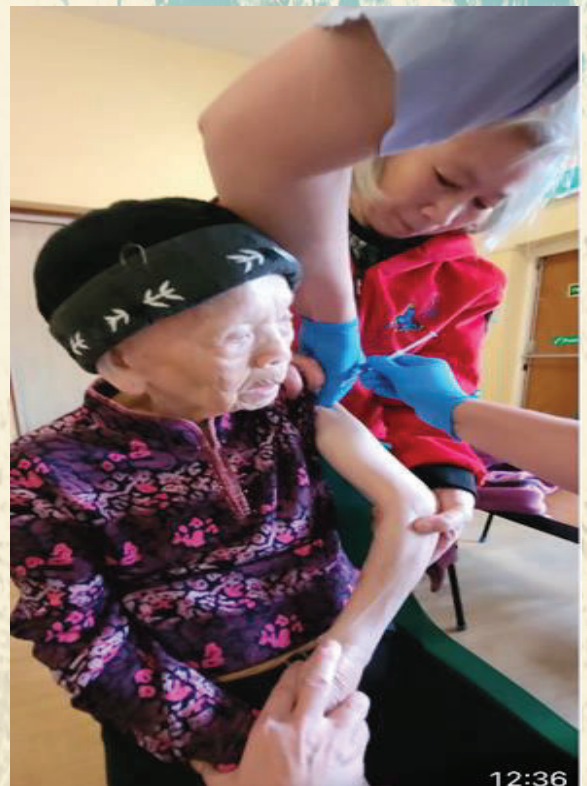
# TRANSLATION & INTERPRETATION SERVICES

Translation and Interpretation service is commissioned to provide Translation & Interpretation, verbal and written if necessary for people from an ethnic minority background, who cannot communicate easily in English and require translation & interpretation support during primary health care appointments.



# ETHNIC MINORITY HEALTH & WELLBEING SERVICE

Health and Well-Being Service provides support for Asylum Seekers in 2 hotels, as well as organising food vouchers, liaising with many professionals to ensure the needs of service users are met, including vaccinations.



WMO is part of a consortium, with One Wirral CIC as the lead. Some staff have been trained to deliver Health-Checks for this project. We have concentrated on asylum seekers in the 2 hotels, as well as offering the screening on days, service users are already in the centre

# ETHNIC MINORITY SUBSTANCE MISUSE SERVICE

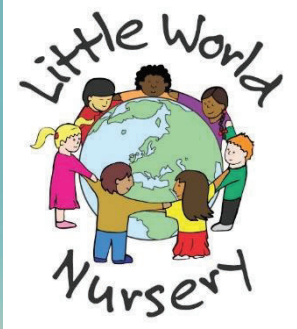
WMO is collaborating with Merseyside Police, Wirral Metropolitan College, local Youth Services and specialist drug services to co-produce a range of bespoke, culturally sensitive, translated drug education and awareness resources.



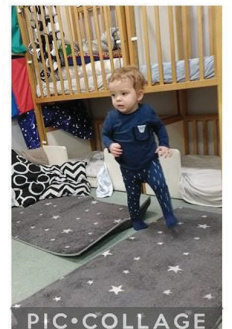
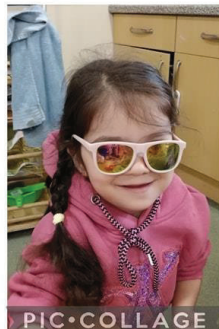
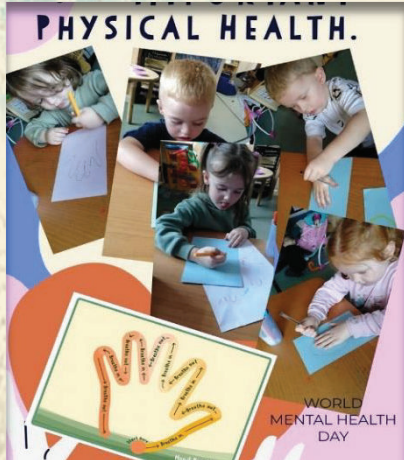
# COMMUNITY DEVELOPMENT SERVICE

The team support service users with many different issues, ranging from applying UC and other benefits, PIP, Blue Badge, housing issues, opening a bank account and much more. Interpreters are sourced if required.





Little World Day-nursery provides a high quality, stimulated provision. Staff are trained to provide health care, such as the WellComm assessment. The manager/SENCO liaise with Physio Therapy, as well as Cystic Fibrosis nurse, Health Visitor from the 0-19 team.



# LITTLE LUNGS PARENT CHAMPIONS

Little Lungs Parent Champion project provides information and translated materials about Respiratory Syncytial Virus (RSV) and other respiratory conditions. The follow-on project was not only aimed to provide information, it also encouraged parents to become champions. This project is due to finish August 2023.



# REFUGEES & ASYLUM SEEKERS SUPPORT

This year has been a busy time for our team to support Asylum Seekers in both hotels.

We have helped with GP registration, booking appointments, applying with HC2 online, booking dentist and opticians appointments.

To achieve the best for service users, we have worked in partnership with SERCO, Infection Control, Sexual Health Team, 0 - 19's team, Early Years' team, TB nurses, Community midwives, out patient department in Arrowe Park, Public Health team, Resettlement team. As well as staff from Heart4Refugees, Wirral Change, St Luke's and Hope Churches and Together Wirral Church.



# GROUP ACTIVITIES

## Group activities

Every Tuesday we have a coffee morning. Interpreters and health advocates are always present. Speakers are regularly invited to share up to date health and well-being information.

We celebrate many Cultural events, to encourage community cohesion and reduce loneliness.



During Alcohol awareness week, we invited many people old and young to taste mock-tails.



Healthy cooking and eating activity, to introduce substituting salt and oil for other herbs and spices, and “one cal” spray. Participants really enjoyed the food they cooked YUMMY.



# COMMUNITY GROUPS ACTIVITIES

WMO works in partnership with local groups such as The Wirral Chinese Cultural Association: They deliver the following activities

Chinese luncheon club – Second Wednesday of the month, Chinese cultural dance group – every Monday afternoon Chinese school, Saturdays in term time

Activities provided by community groups

Tai chi – 3 times per week

Polish school 1x per week

Punjabi school 1x per week



# INTERNATIONAL WOMEN'S DAY CELEBRATION



We honoured women from around the globe. May you continue to inspire others and “Embrace Equity”.





**WE CELEBRATE  
DIVERSITY**

# WMO'S COMMUNICATIONS



# **WIRRAL MULTICULTURAL ORGANISATION**

111 CONWAY STREET  
BIRKENHEAD  
WIRRAL  
CH41 4AF

TELEPHONE: 0151 792 5116

EMAIL: [info@wmo.org.uk](mailto:info@wmo.org.uk)

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[www.wmo.org.uk](http://www.wmo.org.uk)



@wirralMultical1



@Wirralmulticultural



@Wirralmulticultural