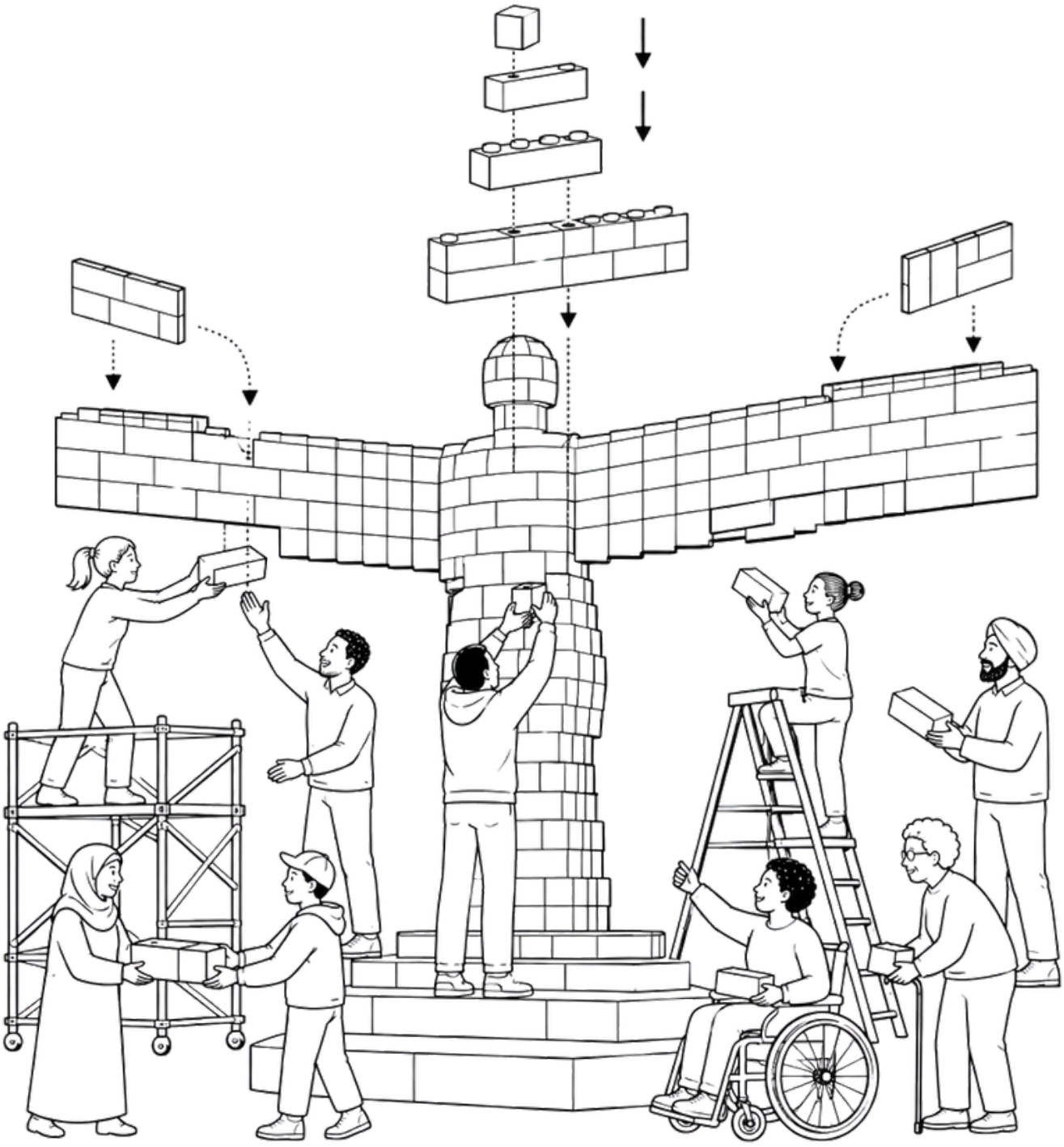
WEST END REFUGEE SERVICE

TRUSTEES' ANNUAL REPORT

2025 / 2026



BUILDING BELONGING
IN THE NORTH EAST OF ENGLAND

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IMPORTANT NOTE ABOUT OUR LEGAL STATUS

In April 2025, West End Refugee Service (WERS) transitioned to a CIO, marking an important new chapter for an organisation first established in 1999.

This report covers the first full year of WERS operating as a Charitable incorporated organisation (CIO).

As part of this transition, the original unincorporated charity (Charity Number 1077601) merged into the new CIO (Charity Number 1192667), with all charitable activities, assets and liabilities transferred to the new organisation. The former charity was subsequently removed from the Charity Commission register, and the merger was recorded on the Register of Merged Charities.

While our legal structure has changed, WERS has not.

We remain the same organisation, with the same purpose, values and commitment to refugees and people seeking asylum. Our services continued without interruption and the relationships, trust and experience built over more than 25 years remain at the heart of our work.

Becoming a CIO gives WERS a stronger and more appropriate legal structure for the organisation we are today and for the future we are building.

Find out more: www.wers.org.uk/blog/wers-becomes-a-charitable-incorporated-organisation-cio

WEST END REFUGEE SERVICE

WEST END REFUGEE SERVICE
C/O CONNECTED VOICE
ONE STRAWBERRY LANE
NEWCASTLE UPON TYNE
NE1 4BX

TELEPHONE: 0191 273 7482
EMAIL: INFO@WERS.ORG.UK

REGISTERED AS A CHARITABLE INCORPORATED ORGANISATION IN ENGLAND & WALES CHARITY COMMISSION NUMBER: 1192667

A LETTER FROM THE BOARD OF TRUSTEES

This has been a year of significant change for WERS. Like many in the sector, we have had to navigate an increasingly difficult and rapidly changing environment. To secure our long-term future, and to ensure WERS remains sustainable and able to continue supporting refugees and people seeking asylum in the North East, we have had to make some tough decisions along the way. Some of these decisions involved changes to well-known and long-established parts of the organisation. Moving away from our home at the Vicarage, where we have been from the very start, 25 years ago, was particularly emotional. These were not decisions we took lightly.

Whilst navigating these changes, the need for WERS's services has remained high against a backdrop of continuing political uncertainty and change for many refugees and people seeking asylum. However, the idea of belonging has remained at the heart of everything we do. For the people who access our services, belonging means feeling welcomed, valued and able to participate fully in their new communities. As a Board and staff team, this is something we have reflected deeply on, considering how WERS can continue to evolve while staying true to the foundational values that have guided us since 1999.

However, change has also brought opportunity. Not only have we entered a new chapter of WERS as a Charitable Incorporated Organisation (CIO), we have adapted our ways of working and embraced new approaches that allow us to reach further and make a greater impact. We have strengthened our presence across the North East, developed new partnerships and played an increasingly visible leadership role within the refugee and asylum sector. These changes have positioned WERS as not only able to respond to current challenges, but also to help shape the conversations and solutions that will support refugees and people seeking asylum in the future.

To lead this new era, we are proud to have welcomed several new Trustees to the Board this year. We are committed to ensuring that our governance reflects the communities we serve, and these new appointments have strengthened the diversity of experience, bringing fresh perspectives, professional expertise, and crucially, lived experience around the table. We believe this makes us a stronger organisation and helps ensure that the voices of the people at the heart of WERS are better represented in our decision-making.

While we know that further change lies ahead, we face the future with genuine confidence. The incredible resilience, unwavering commitment and creativity shown by our staff, volunteers, partners and wider community over the past year give us every reason to be optimistic. On behalf of the Board of Trustees, we would like to thank everyone who has dedicated their time and energy to WERS over the past year. Special mention must be made of our Chief Executive, Andy Durma, who has worked tirelessly, with great skill and care, to enable us to shape WERS for the people who need us today, tomorrow and the years to come.

While we look ahead with confidence, we recognise the systemic challenges many of the people we support continue to face. By working together with compassion, professionalism and determination, we will continue to build a welcoming community where people feel safe, valued and able to thrive.

WERS' Board of Trustees

John Howard-Norman
Christopher Millman
Nadia Igsiz
Ghada Saeed
Simon Elliott
Silvia Pasquetti
Morlai Kargbo
Sally Young
Kingsley Ampomah Boateng
Dorathy Anozie
Anzor Vedzizhev
Inna Ratsebarska

A LETTER FROM OUR CHIEF EXECUTIVE

The Angel of the North, on the cover of this report, felt like the right image for this year. Antony Gormley - its creator — has said the sculpture was never meant as a religious figure - more a way of holding the site's industrial past, a gesture toward the future, and a shape for what people hope and fear. Asked why an angel, he said no one has ever seen one; we need to keep imagining them.

That's close to what we mean by belonging. Nobody has finished it. Nobody has seen the completed version. Whoever is willing to do the work has to keep it imagined and rebuild it.

Belonging matters in our work because we see it happen - in the relationships we help build. It grows when people are known, welcomed, listened to and given the chance to contribute. It is built through hundreds of small encounters that may never appear in a spreadsheet, but which can completely change how somebody experiences a place.

We tried to hold ourselves to that idea this year, because the people we work with, and often the work itself, sit right at the centre of one of the country's most difficult and contested debates. Listening to the arguments, accusations and grievances can be exhausting, because for us these are never just abstract issues. They touch the lives of people we know, people we see every week, and people who are part of WERS. There were times this year when that left us frustrated and powerless. But that feeling never lasted long once we looked at what our work was actually doing. We can measure that in all sorts of ways, and you will see plenty of numbers in this report. But some of the most important things we help create are much harder to count.

They are the relationships that form quietly around our work: someone cooking alongside another person at Weekly Welcome, a volunteer helping with a CV. Sometimes that's a simple conversation over a cup of tea; sometimes it's a supporter giving a few pounds each month because they believe this work matters, or a funder trusting us with core funding. None of these look like much on their own. Together, they hold something much stronger.

And this year, they gave us strength.

So I want to thank everyone who stood with us. Whether you volunteered in our kitchen, donated, worked alongside us, supported our work or simply kept showing up, you helped carry WERS through a demanding year.

Most of all, that strength came from the people we work alongside. We see perseverance, talent, humour, generosity and an extraordinary determination to build a good life after experiences that, for many, have been incredibly difficult. Those qualities constantly remind us why this work matters and why we keep going when the wider environment feels hostile or overwhelming.

That belonging test - known, welcomed, listened to, given a chance to contribute - is one we tried to apply to ourselves this year too. Three decisions came from it.

We expanded our Board to include lived experience of the asylum system, giving it a real seat at the table - because belonging starts with who gets to decide.

We changed how we support people, moving from a model built around a building to one built around people, and left our long-standing base in Newcastle's West End. We started working closer to where people actually live, because belonging has to happen somewhere real, not just in a building chosen years ago. More and more of the people we work with now live outside the West End, in areas that building could never reach.

We have also started to rethink our role. This year we began holding a microphone, not just a voice - using it to highlight the wider changes needed in the system, and to challenge the awful narratives that too often appear in the media.

In a year when so much seemed to be pulling people apart, those relationships, and the decisions they led us to, reminded us what can still hold people together.

In our cover illustration, the Angel isn't finished being built. The people doing the building are drawn as an ordinary, mixed group - people from across the communities that make up WERS. If Gormley's angel asked the region to keep imagining itself, our illustration asks who gets to do that imagining now - which is exactly what our three decisions this year were an answer to: everyone - the whole community WERS serves and works alongside - who has a seat at the table, a place in the community, and a microphone that counts.

This sculpture has stood in Gateshead since 1998, but what it represents is never finished. Hope is hard to hold onto right now. Forces around us are working to divide communities and exploit fears. Our job, in the middle of that, is to carry hope forward through relationship, fairness, and the belief that each person deserves a place to belong.

We need your help more than ever to be part of WERS's journey from here. If this report has meant something to you, share it with one more person, or simply tell us about it, and tell us about the work you have seen us do. That, too, is how the Angel gets built.

Andy Durma
Chief Executive



WHO WE ARE AND WHAT WE DO

The Trustees present their annual report and the financial statements of West End Refugee Service (WERS) for the year ended 31 March 2026.

Objects of the Charity
The charitable objects of WERS and what they mean in practice:

1)	To advance the education of the public in general, especially in the North of England, about the issues relating to refugees and to people seeking asylum or sanctuary.	**WE HELP THE WIDER PUBLIC UNDERSTAND REFUGEES, ASYLUM AND SANCTUARY.**
2)	To advance education and relieve poverty and financial hardship amongst refugees, people seeking sanctuary and people refused asylum in the UK, and their dependants.	**WE HELP PEOPLE LEARN AND MOVE THROUGH POVERTY, HARDSHIP AND EXCLUSION.**
3)	To provide facilities for training, recreation or other leisure time occupation with the object of improving the conditions of life of those persons who have need of such facilities.	**WE HELP PEOPLE CONNECT, TAKE PART, BUILD WELLBEING AND REBUILD THEIR LIVES.**
4)	To promote equality and diversity for the public benefit by promoting activities which foster understanding between people from diverse backgrounds.	**WE BRING COMMUNITIES TOGETHER AND BUILD BELONGING.**

Principal activity
WERS is a refugee charity based in Newcastle upon Tyne, working alongside refugees and people seeking asylum across the North East.

Established in 1999, WERS provides practical support, information, advice and advocacy to people navigating the asylum system and rebuilding their lives in the UK. Alongside responding to immediate needs, we create opportunities for people to develop skills, build confidence, volunteer, connect with others and participate in their communities.

We also work with communities, organisations and decision-makers to improve understanding of refugee experiences, challenge prejudice and help create a region in which people seeking sanctuary are welcomed and able to flourish.

During 2025/26, our work was guided by our 2025–2030 Strategy, which brings our activity together under three strategic aims:

- **Information, Advice, Advocacy and Support** – meeting immediate needs, supporting access to rights and helping people navigate complex systems safely and with dignity.
- **Development and Progression** – creating opportunities to develop skills, confidence, relationships and pathways towards greater independence.
- **Impact through Collaboration** – working with partners and people with lived experience to challenge systemic barriers, influence how organisations respond to the needs of refugees and people seeking asylum, strengthen communities and create lasting change.

WHO WE ARE AND WHAT WE DO

Our Vision
The North East is a region where refugees' rights are respected and Geordies welcome them with open hearts and minds, providing access to work and opportunities that empower them to flourish and contribute to their communities.

Our Mission
In solidarity with refugees, we provide a safe space for accessing support and avenues for growth and development, free from prejudice, enabling two-way integration.

Our Values

- **Equity**
Fairness is central to what we do. We challenge injustice.

- **Changemaking**
We take action to enable positive change by advocating, empowering, leading through good practice and influencing.

- **Integrity**
We are honest, have strong moral principles and actively do the right thing.

- **Compassion**
We maintain an ethos of care and kindness and give a big welcome to all we work with.

- **Inclusion**
We value and respect all experiences, perspectives and contributions. We celebrate diversity.

- **Creativity & Innovation**
We think in new ways and provide fresh perspectives to solve the challenges faced by the people we work with.

PUBLIC BENEFIT STATEMENT

The Trustees have had regard to the Charity Commission's guidance on public benefit when planning and reviewing WERS' activities.

WERS' work benefits the public and directly advances our charitable objectives. Within our available resources, we offer accessible information, advice, practical support, development opportunities, and community activities for refugees and people seeking asylum.

Our work enables people to understand and exercise their rights, access essential services, reduce hardship, and pursue education, volunteering, employment, and greater independence. Through awareness-raising, community activities, and partnerships, we promote understanding, equality, and inclusion, and help strengthen relationships among people from diverse backgrounds.

We draw on our frontline experience, partnerships, and the voices of those with lived experience to challenge barriers, influence practice, and contribute to changes in systems, services, and decisions affecting refugees and people seeking asylum.

Through this work, we aim to address immediate needs and help create fairer, more accessible, and more welcoming communities and systems for the future.

ACHIEVEMENTS AND PERFORMANCE

Putting our strategy into practice
In 2025/26, WERS began implementing its new five-year strategy, introducing a more holistic approach to service design and delivery.

Individuals may initially approach WERS for food, assistance with Home Office correspondence, or support accessing healthcare. Over time, they may participate in community activities, engage with a Skillsmatch mentor, volunteer, pursue training, or use their experiences to help shape our services.

Our goal extends beyond crisis response. We aim to support individuals as they move from immediate need to greater stability, confidence, opportunity, and belonging. We also work collaboratively to address systemic barriers in asylum, immigration, and public services that limit access to essential support.

Over the year, WERS supported more than 1,300 people, with an average of 150 individual clients engaging each week. Many accessed multiple programmes and returned for support, reflecting both complex needs and the trust built over time.

1. Information, Advice, Advocacy & Support

For many people, this remains their first contact with WERS.

Our team provides accessible information, advice, advocacy and practical support to people navigating an asylum and immigration system that can be difficult to understand, even for those who speak fluent English and are confident using public services.

Clients sought assistance with housing, healthcare, education, welfare, immigration and legal rights, homelessness, refugee resettlement, and acute financial hardship. We often helped them understand their situation, identify appropriate solutions, and advocated when systems were difficult to navigate.

Our monitoring demonstrates both the reach of the service and the extent to which people returned for support:

Activity	People reached	Interactions / support provided
Drop-In	**494**	**1,534**
Weekly Welcome	**600**	**1,440**
Outreach	**320**	**512**
Material support	**501**	**1,802**
SIM card support	**278**	**552**
Digital inclusion	**799**	**1,547**

ACHIEVEMENTS AND PERFORMANCE

Poverty, destitution and homelessness
This year, we changed how we use our Emergency Fund. Rather than treating everyone the same, we listened to what people needed most in a crisis. Sometimes that was food, clothing, toiletries or a SIM card. Sometimes it was something different. Our aim was always to help people get through when life was at its toughest.

For many people, money worries and housing problems come together. When someone is finally recognised as a refugee, they are often given only a few weeks to leave asylum accommodation and find somewhere new. The system expects people to move straight into mainstream housing and benefits, but it rarely works out so simply. Delays, not enough affordable homes, difficulty finding a deposit or a reference, and not knowing how things work locally can all push people to the edge of homelessness, just as they are told they can stay.

People refused asylum often face even tougher situations. With almost no access to mainstream support, many are left with nothing at all. Most of those we helped with money or essentials told us this support mattered most when things felt impossible.

"Thank you so much for the toiletries and baby items. Having what my baby needs, and things to look after myself, makes such a difference. This kindness reminds me I am not alone."

- WERS' Client

Practical help is rarely the whole story. Someone might ask for food or a SIM card, but often that is just the beginning. Behind it, there might be a housing crisis, a risk of homelessness, difficulty seeing a doctor or problems with paperwork. Sometimes, all of these challenges come at once.

Navigating an increasingly digital life
We saw more and more how being cut off from the digital world was holding people back.

Everyday life in the UK now depends on being able to get online. Immigration status, benefits, banking, healthcare, job applications and dealing with government all expect people to use digital systems, and to do so confidently.

We helped nearly 600 people with digital support this year. Sometimes that meant showing someone how to use a smartphone or set up an email. Other times, it was helping people get access to an eVisa, online banking or government services. This support happened both in dedicated sessions and as part of our everyday work.

One person came to WERS without reliable access to the internet after his phone had broken. Staff gave him a data SIM, helped set up an email account and contacted the Home Office. Through this, we found out he had already been granted refugee status and had an active eVisa he could not access. We helped him get back into his account and supported him to open an online bank account as part of his move-on journey.
This is why digital support is about much more than IT skills. If you are shut out online, you can be shut out of your rights, support and chances to move forward.

Digital support also helped people take steps towards the future. Staff and volunteers worked alongside people to write CVs, look for volunteering, find training or education, search for jobs and use online tools with greater confidence.

Health and wellbeing
Our Help for Health programme with Walking With showed what can happen when organisations work together. Instead of just pointing people towards health services, we brought together health information, social prescribing, activities for wellbeing and support in different languages. People with lived experience led the way.

Through this joint work, we supported over a thousand people with health information and access. Nearly 750 took part in wellbeing activities. We also created new ways for people to get support, including resources in different languages and a digital hub.

ACHIEVEMENTS AND PERFORMANCE

2. Development & Progression

Being safe is only the beginning.

People arrive in the UK with qualifications, careers, ideas, skills and ambitions. But restrictions on work, language barriers and unfamiliar systems can make it hard to use those strengths. Many people lose confidence and feel cut off from the lives they once knew. Our Development & Progression work helps people reconnect with their skills and ambitions, and find new ways to move forward.

Over the year, 404 people took up opportunities to move forward. Some received one-to-one mentoring or volunteered. Others joined training, employability programmes, community activities or work placements. The support was shaped by what each person needed.

Skillsmatch – recognising what people bring
Skillsmatch does not assume people lack skills. Instead, it starts with each person: what they know, what they enjoy, what interests them and what they want to try. For some, this leads to work or training. For others, it means volunteering, learning something new, joining an activity, meeting people with shared interests or simply having the chance to use a skill they have not used since coming to the UK.

This year, 245 people found opportunities across Newcastle. Some took up placements with community organisations, charity shops, St Oswald's Hospice or BALTIC Centre for Contemporary Art. Others received mentoring, help with CVs and interviews, support to find work or training, and chances to explore their interests and learn about life and work in the UK.

People made real progress. One person, supported through several university applications, started a Master's course at Northumbria University. Another completed a Level 3 interpreting qualification after being referred to training. Others found volunteering, activities and mentoring that matched their interests and ambitions.

Opening doors to employment
We kept building relationships with employers and organisations who could offer real work opportunities. Through our partnership with CAF Rail, people took part in employability programmes that helped them understand workplace expectations and recruitment. Another programme with FIRST focused on enterprise and self-employment, giving people space to develop ideas in areas like construction, fashion and social media. We also worked more closely with Newcastle and Gateshead Jobcentres, sharing information with staff and meeting people in ESOL classes. This led to regular referrals into Skillsmatch and other opportunities. These partnerships matter because finding work is rarely as simple as writing a CV.

People often need more than just job advice. They may need language practice, confidence, volunteering experience, professional networks, an understanding of workplace culture and someone who believes in their potential.

Seven Bridges Café – learning through doing
Our partnership with Dance City through Seven Bridges Café offered a practical route into work. People gained real hospitality experience, alongside accredited training, mentoring and support in the workplace.

Across the programme, 45 people took part, and a quarter moved into work. Others went on to volunteer or take up further opportunities. People also helped design menus and contributed to community meals, making the café a place where people could progress and connect.

ACHIEVEMENTS AND PERFORMANCE

Activities, connection and wellbeing
For someone who has spent months isolated in temporary accommodation or living with the uncertainty of the asylum process, joining a football session, cooking for others, or travelling somewhere new can be an important first step.

Through Activities & Connections, people could join in with football, badminton, cooking, gardening, yoga, wellbeing sessions and trips to different places across the region.

By January 2026, 100 people had taken part in football, 150 in badminton, 204 joined day trips and 70 got involved in gardening, alongside regular Cooking Club sessions and other activities.

Our partnership with Kielder Observatory gave people a chance to try something new. Participants explored photography, science and creativity, and visited the Observatory as part of the course. It was a chance to take part in a respected institution, not just a programme for refugees. Sixteen people completed one of the courses during the year.

Participants reporting raised aspirations through work placements, employability training and skills development	**81%**
Participants saying skills development provided meaningful progression	**78%**
Participants feeling more welcome after developing friendships with local people	**74%**
Participants reporting improved confidence, mental health or wellbeing	**79%**

3. Impact through Collaboration

Changing more than individual circumstances.
Direct support matters enormously, but WERS cannot achieve its charitable purpose by helping people navigate difficult systems without also asking whether those systems themselves can be improved.

This part of our work is about collaboration, lived experience, public understanding and influence.

During 2025/26 we built stronger relationships with local government, health and education services, voluntary groups, employers, cultural organisations, faith communities and other public bodies. These partnerships helped open up better routes for people, and meant we could bring what we see on the frontline into wider conversations about how services are shaped.

Our collaborations included Newcastle and Gateshead Councils, Jobcentres, the North East Combined Authority, Northumbria Police and OPCC, VONNE, Connected Voice, Walking With, Action Foundation, Citizens UK, the North East Anti-Racism Coalition, City of Sanctuary partners, universities and cultural organisations.

Lived experience at the table
A central principle of this work is that decisions affecting refugees and people seeking asylum should not be made without them.

Our Sanctuary Ambassador work created further opportunities for people to participate in consultations, focus groups and discussions with Newcastle City Council and other organisations.

"I'm happy to attend meetings with council people and explain what would help asylum seekers and refugees. This helps everyone have better services."

- Sanctuary Ambassador

ACHIEVEMENTS AND PERFORMANCE

We also kept finding ways to involve more people in these conversations.

We ran sessions in schools, universities, churches, community groups and workplaces, giving people the chance to hear directly about asylum and refugee experiences, ask questions and think differently.

Over the year, around 1,500 people took part in 24 sessions. After these talks, most people told us they understood more about refugee and asylum issues.

People with lived experience played a bigger part in these conversations. Some of our clients spoke at Newcastle University, moving from being seen as people needing support to being recognised for their knowledge and experience.

"Usually people see us only as people needing support. At the university I felt respected as someone with knowledge and experience to share."

- WERS' Client

Working with the North East Migration Partnership meant we could open up the Weekly Welcome to people arriving through different migration and resettlement routes.

Over eight weeks, around 50 people came each time, with 418 attendances in total. People from Hong Kong, Ukraine, Afghanistan, those seeking asylum, refugees and local residents all came together to cook, share meals, make art, play music, do yoga and talk.

The difference here was that people were not separated into different groups. Everyone met in the same room, shared food, practised English, swapped stories and got practical help as part of the same activity. That is what we mean by two-way integration.

CHALLENGES

2025/26 was a demanding year for WERS.

We kept our frontline services running, but faced real external pressures and had to make hard choices about what we could do, how we could keep going, and the best way to support people. Here are the main challenges we faced.

Increasing demand and complexity of need
People coming to WERS often needed help with many things at once: finding somewhere to live, sorting out benefits, dealing with immigration paperwork, getting healthcare, using digital services and coping with money worries. Changes to asylum accommodation and the move from asylum support after a positive decision could leave people facing real uncertainty. As a result, people needed support that could adapt to their situation and last for as long as needed, not just a one-off fix. This put extra pressure on our staff and stretched what we could offer.

Financial sustainability
WERS, like many charities, found it harder to secure the funding we need, especially income that is flexible or guaranteed for more than a year. Trustees and staff spent a lot of time looking closely at our spending, fundraising and reserves, and making sure we could afford to keep running our services.

Later in the year, we decided to leave our long-standing base in the West End and move to a more flexible way of working. This helped us reduce our property costs, but it was also about responding to change. As people are now living across Newcastle and the wider region, we need to offer support closer to where people are, using outreach, partnerships and local community spaces.

Hostility, safety and community tension
The increase in hostile rhetoric, anti-refugee narratives and far-right activity during the year affected both the people WERS supports and our staff and volunteers. Protests around asylum accommodation and wider hostility towards refugees and people seeking asylum created understandable anxiety and, for some people, compounded previous experiences of racism, prejudice, trauma and persecution.

WERS strengthened its security arrangements, emergency procedures and partnership working in response, while continuing to consider how we can play a more active role in challenging harmful narratives and promoting understanding across the wider community.

Capacity and workforce sustainability
High demand and complex needs put real pressure on our small team. We kept looking at how we share responsibilities, how volunteers can help safely and well, and how we look after staff who are working with trauma, destitution, homelessness and uncertainty every day.

This reminded us that if we want to grow our services, we need to make sure we have enough staff, clear roles and ways of working that we can keep up over time.

Maintaining quality through organisational change
We also needed to strengthen our internal systems while changing how we deliver services. We kept working on governance, digital systems, data, health and safety, policies and monitoring, and at the same time shifted more towards outreach and working with partners.

LEARNINGS

Accessible support matters
Outreach and informal Drop-In sessions help people overcome barriers like appointments, travel costs and unfamiliar systems.

Digital inclusion is now essential infrastructure
Being unable to use an online account increasingly means being unable to access basic rights and services.

Progression is not linear
For one person, progress might be finding a job. For another, it could be speaking English in a group for the first time, volunteering, going back to education or simply having a place where they feel they belong.

Social connection underpins wider progress
Relationships, routine and confidence often give people the starting point they need to move on to training, volunteering or work.

Lived experience improves services
People who have faced these systems themselves often see barriers that organisations can overlook.
Collaboration extends our impact

WERS does not need to do everything
More and more, our role is to connect people to the right support, build strong partnerships, spot gaps, and use what we learn on the ground to help shape wider change.

Looking at what people achieved this year shows how WERS is changing and where we are heading.

We are still here when someone needs practical help straight away. That will always be important. But we want to go further. We want people to know their rights, not just rely on others to explain them. We want people who arrive with skills and ambition to have real chances to use them. We want those who once came to us for help to become volunteers, staff, speakers, mentors and leaders. And we want to use what we learn together to help improve services and make systems fairer.

Our role is not just to help people get through the asylum system. It is to help people build lives, relationships and a sense of belonging, and to work towards a North East where they have a real say in what happens next.

PLANS FOR FUTURE PERIODS

2025/26 was a year of real change for WERS. It forced us to think more clearly about where we are heading.

Late in the year, we made the difficult decision to leave our long-time base at St. Philips Vicarage in the West End of Newcastle due to mounting financial pressures and recognition that WERS' service delivery model has changed. More people seeking asylum are now being housed across the city and the wider North East, and many have to travel a long way to reach us. In 2026/27, we will keep expanding our outreach and work with partners so that support is closer to where people actually live.

We see every day that the environment for people rebuilding their lives here has become more divided. Negative stories about refugees and people seeking asylum feed racism, prejudice and hostility. This shapes how people feel in their communities, and how they are seen and treated.

In 2025/26, we started to play a bigger part in tackling these challenges. We brought new people onto our Board, including several with direct experience of seeking sanctuary in the UK and building new lives here. Others brought professional skills from different backgrounds.

This blend of lived experience and professional knowledge has strengthened our governance and brought a wider range of perspectives into decision-making. It also gives WERS a stronger foundation for building relationships, influencing practice and contributing to wider change.

In 2026/27, we will keep working to expand and enhance our impact across the North East of England. We want to build stronger links with councils, health services, employers, community groups, cultural organisations and enter into partnership working with other like-minded organisations and services in the wider region. What we learn from working directly with people will help us push for better services and stronger responses to the real issues facing refugees and people seeking asylum.

We will also build on our Sanctuary work. More people with lived experience will have the chance to shape public conversations and decisions. We want to help create a North East where refugees and people seeking asylum are welcomed, supported and able to play their part. With this in mind, WERS will aim to expand its reputation and make its identity more applicable and recognisable across the wider North East of England over the coming periods, having broken the implied limitations of its historical base in the West End of Newcastle, from which the charity's current name originates.

RISK MANAGEMENT

There is an active Risk Register which identifies key risks across the organisation, including Strategy & Governance, Operations, Finances, Legal & Compliance, People, External & Safeguarding in line with recommended charity practice.

A designated lead Trustee works with the Chief Executive to ensure that it is regularly reviewed both at Executive and Trustee Board level. It is subject to discussion at each Trustee Board meeting, where actions are introduced to mitigate risks as appropriate, it is formally approved once per year via a motion brought forward by the designated lead Trustee.

The Chief Executive monitors emerging risks between Trustee Board meetings and escalates significant issues to Trustees where required. This allows the Board to consider both existing risks and changes in the external environment, and to ensure that appropriate controls and actions are in place.

The Trustees are satisfied that appropriate systems are in place to identify, assess and manage the principal risks facing WERS, while recognising that risk management is an ongoing process and will continue to be reviewed regularly.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document
WERS is a Charitable Incorporated Organisation (CIO), registered with the Charity Commission for England and Wales under charity number 1192667. The charity is governed by its constitution.

Following more than 25 successful years as an unincorporated charity, WERS began operating, with the same mission and values, through the CIO structure on 1 April 2025, following the transfer of the activities, assets and liabilities of the former unincorporated charity. The existing Trustees of the unincorporated charity were appointed as Trustees of the CIO, providing continuity of governance and strategic leadership through the transition.

Organisational structure
The Board of Trustees has overall responsibility for the governance and strategic direction of WERS and for ensuring that the charity is managed in accordance with its charitable purposes, governing document and legal responsibilities.

The Board meets regularly throughout the year, normally every two months. Trustees receive financial information, reports from the Chief Executive and other papers relevant to the matters being considered. This enables the Board to monitor performance, financial sustainability, risk and progress against the charity's strategic priorities. The Board can and does delegate activities to other task and finish groups and sub-committees, such as the Finance Sub-committee, which reports back to and makes recommendations, to the Trustee Board when appropriate.

The Chief Executive is responsible for the day-to-day management of WERS and for implementing the strategy and decisions agreed by the Board. The Chief Executive is supported by the staff team, with responsibilities delegated appropriately across operational delivery, finance, income generation, community engagement and support services.

Decision-making arrangements
The Trustees set the overall strategic direction of the charity and retain responsibility for its governance, financial oversight and stewardship of charitable resources.

Responsibility for the day-to-day operation of WERS is delegated to the Chief Executive within the authority and policies agreed by the Board. Matters of significant strategic, financial or governance importance are referred to Trustees for consideration and approval. These include the annual budget and statutory accounts, significant changes to organisational structure or strategic direction, major financial commitments, key governance policies and other matters falling outside delegated authority.

Trustees receive relevant information in advance of meetings to support effective scrutiny and informed decision-making. Where an issue requires more detailed consideration, individual Trustees or groups of Trustees may work with the Chief Executive and relevant staff between meetings before recommendations are brought to the full Board.

Recruitment and appointment of Trustees
Trustees are appointed in accordance with the provisions of the CIO constitution. WERS seeks to recruit Trustees through an open and transparent process, taking account of the skills, experience, knowledge and perspectives required by the Board. Vacancies may be promoted through appropriate networks and open recruitment where this will help reach a wider range of potential candidates.

The charity is committed to ensuring that its governance reflects the communities it serves. Particular importance is placed on meaningful representation from people with lived experience of seeking asylum, refugee status and rebuilding their lives in the UK, alongside the professional and community expertise required for effective governance.

Prospective Trustees are considered against the needs of the Board and the responsibilities of charity trusteeship before appointment.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Trustee induction and training
All new Trustees receive an induction designed to provide a clear understanding of WERS, its work and their responsibilities as charity trustees. References are taken up for newly appointed Trustees.

The induction process includes an introduction to WERS's charitable purposes, strategy and services; an explanation of the legal duties and responsibilities of Trustees; access to the constitution, recent annual accounts, budgets and relevant Board papers; and an overview of key organisational policies and procedures, including safeguarding, health and safety, financial controls and risk management. A charity tax relief declaration is signed by each new Trustee and retained by the charity. Each new Trustee is also advised of their responsibility to declare any conflicts of interest at each Trustee Board meeting and any such conflicts are managed at that meeting.

New Trustees are also given opportunities to meet staff and volunteers and are encouraged to observe WERS activities and services so that they can develop a practical understanding of the organisation and the experiences of the people it supports.
Further training and development is provided or recommended where appropriate, reflecting individual Trustee responsibilities, changes in legislation and governance practice, and the developing needs of the Board.

Trustee oversight and Board development
During the year, Trustees continued to provide oversight of WERS's finances, organisational performance, strategic development and key operational risks.

The Board also continued to consider its own composition and development, including the balance of skills, professional expertise and lived experience required to provide effective governance. Trustee recruitment during the period strengthened the range of experience represented on the Board and supported WERS's commitment to involving people with lived experience in organisational leadership.

The Board may establish smaller working groups or ask individual Trustees to support particular areas of work where additional scrutiny or expertise is required. Any such arrangements support, rather than replace, the collective responsibility of the full Board.

Membership of WERS
Following the commencement of operations of the CIO, the current Trustees are the only members of WERS. It is intended to implement a well-defined membership offering in the coming year. It is expected that any new Members will support the charitable purposes of WERS and have specific governance responsibilities, including participation in general meetings and the election of Trustees.
Membership and trusteeship are separate roles under the constitution. The Board is responsible for admitting members and maintaining the register of members in accordance with the charity's governing document and relevant regulatory requirements.

Pay and remuneration
WERS seeks to maintain a fair and transparent approach to pay while recognising both the charity's financial circumstances and the need to recruit and retain appropriately skilled staff. Pay arrangements are considered within the charity's agreed pay framework and annual budget. Any changes to salaries are subject to appropriate management and Trustee oversight, with affordability taken into account before increases are approved. WERS is a Real Living Wage employer, as advocated by the Real Living Wage Foundation, ensuring its employees are remunerated at least to that level.

FINANCIAL REVIEW

2025/26 was the first full year of WERS operating as a Charitable Incorporated Organisation (CIO).

The 2024/25 comparative figures should be read with caution. During that year, the CIO's principal activity was the transfer of the assets, liabilities and funds of the former unincorporated WERS into the new CIO. The 2024/25 figures therefore do not represent a full year of operational activity and are not directly comparable with 2025/26.

Total income for the year was £407,731 (2024/25: £192,488), generated through grants, donations and legacies, charitable activities and investment income. This included £35,596 of donated goods (2024/25: £Nil). Total expenditure was £467,567 (2024/25: £1,140), of which £429,001 (2024/25: £1,140) was spent on charitable activities, representing around 92% of total expenditure.

The charity therefore recorded net expenditure of £59,836 (2024/25: net income of £191,348). The surplus reported last year represents the transfer of assets in line with the CIO transition.

The deficit in the current year reflects expenditure exceeding income during the period, with WERS drawing on funds held at the beginning of the year to support delivery. This included restricted funds being used for the specific purposes for which they had been provided, designated funds being used for their intended purposes, and a reduction in general unrestricted reserves.

The position also underlined the challenging funding environment in which WERS is operating and the importance of maintaining a sustainable cost base alongside continued investment in frontline services. During the year, the Trustees and the Leadership Team considered how the organisation could reduce fixed costs and operate more flexibly. This contributed to the decision, made towards the end of the financial year, to leave our base in the West End of Newcastle and move to a more flexible premises model from April 2026.

At 31 March 2026, WERS held total net assets of £131,612 (2024/25: £191,448), comprising £67,531 in restricted funds (2024/25: £74,059) and £64,081 in unrestricted funds (2024/25: £117,389). Within unrestricted funds, £9,196 was designated for specific purposes (2024/25: £16,384) and £54,885 remained within general unrestricted funds (2024/25: £101,005).

The Trustees continue to monitor WERS' financial position closely, balancing the need to maintain appropriate reserves with the need to use charitable funds effectively in pursuit of the organisation's objectives. The financial position at year end remained positive, while the reduction in reserves during 2025/26 reinforced the importance of continued income diversification, careful cost management and securing sustainable funding for WERS' core activities.

RESERVES POLICY

The Trustees regularly review WERS' funding pipeline, financial forecasts, cash flows and reserves position to identify potential shortfalls at an early stage. They recognise the particular risk associated with reliance on grant funding, including uncertainty around the timing and renewal of core funding.

To provide sufficient financial resilience, the Trustees aim to maintain general unrestricted reserves equivalent to a minimum of three months of unrestricted charitable expenditure. This is intended to provide continuity in the event of a reduction or delay in income and to meet essential commitments, including staffing, governance, redundancy and potential closure or exit costs.

At 31 March 2026, WERS held £54,885 in general unrestricted reserves, against a minimum target of approximately £60,514. In addressing this, Trustees have made a series of strategic decisions which ensured the level of reserves has been recovered within the first month of Financial Year 26/27. Total funds were £131,612 including £67,531 in restricted funds and £9,196 in designated funds. The Trustees continue to monitor the position closely, particularly following the reduction in unrestricted reserves during the year.

GOING CONCERN

During the year, the Trustees gave significant consideration to the financial sustainability of WERS and the affordability of its existing operating model. The increasingly challenging funding environment meant that continuing with the previous level of fixed costs and staffing was not considered sustainable over the longer term.

In response, the Trustees approved a revised operating model designed to place WERS on a more sustainable financial footing. This included moving away from a high-cost, building-based model towards more flexible community and outreach delivery, reducing fixed premises and operating costs, and restructuring the staff team to reflect the organisation's future scale and available resources. The revised staffing structure was specifically designed to retain essential service delivery, governance and financial capacity while reducing reliance on fixed management costs.

The Trustees have considered the charity's cash-flow forecasts, anticipated income, expenditure commitments and reserves position in assessing WERS's ability to continue operating. The revised model materially reduces the charity's ongoing cost base and therefore reduces the level of income required to sustain operations. Financial performance, cash-flows and fundraising progress continue to be monitored closely by management, the Finance Sub-Committee and the Board. The financial planning undertaken for the new model is based on substantially lower ongoing monthly expenditure than under the previous structure.

The charity remains dependent upon securing grant, donation and other charitable income, and the Trustees recognise the continuing uncertainty within the wider funding environment. However, having considered the actions already taken, the reduced operating cost base, available resources and current financial forecasts and cash-flows, the Trustees consider it appropriate to prepare the financial statements on a going concern basis.

STATEMENT OF TRUSTEE RESPONSIBILITIES

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including FRS 102, The Financial Reporting Standard applicable in the UK and Republic of Ireland.

The law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of its income and expenditure for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles set out in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose, with reasonable accuracy, the financial position of the charity.

They are also responsible for safeguarding the assets of the charity and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for ensuring that the Trustees' Annual Report and financial statements comply with the requirements of the charity's governing document and applicable charity law.

The Trustees have approved the Trustees' Annual Report and financial statements and authorised two Trustees to sign them on behalf of the Board.

Approved by the Trustees and signed on their behalf by:



Nadia Igsiz
Vice-Chair



Christopher Millman
Treasurer

ADMINISTRATIVE DETAILS

Registered Charity name:	West End Refugee Service *Also known as 'WERS'*
Charity number:	1192667
Registered office:	C/o Connected Voice One Strawberry Lane Newcastle upon Tyne NE1 4BX
Patrons:	The Revd Canon Nicholas Sagovsky Dr Hari Shukla CBE, DL, DCL, JP, MA
Trustees:	Current Trustees: 1. John Howard-Norman, Chair 2. Christopher Millman, Treasurer 3. Nadia Igsiz, Vice-Chair 4. Ghada Saeed 5. Simon Elliott 6. Silvia Pasquetti (appointed 11 August 2025) 7. Morlai Kargbo (appointed 24 November 2025) 8. Sally Young (appointed 24 November 2025) 9. Kingsley Ampomah Boateng (appointed 21 April 2026) 10. Dorathy Anozie (appointed 21 April 2026) 11. Anzor Vedzizhev (appointed 16 June 2026) 12. Inna Ratsebarska (appointed 16 June 2026) Former Trustees during the reporting period: • Alice Mason (resigned 11 August 2025)
Chief Executive:	Andy (Andrzej) Durma
Independent Examiner:	Joshua N Kingston BSc. FCA Burton Sweet The Clock Tower, Farleigh Court Old Weston Road Flax Bourton Bristol, B248 1UR
Bankers:	The Co-operative Bank

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

I report to the trustees on my examination of the accounts of West End Refugee Service (the Charity) for the year ended 31 March 2026.

Responsibilities and basis of report

As the charity trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material 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 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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 accounts to be reached.

Joshua Kingston

Date: 30 October 2026

Joshua Kingston BSc. FCA
Burton Sweet Limited
Chartered Accountants
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31 MARCH 2026

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2026 £	Total Funds 2025 £
Income from:					
Donations and legacies	**2, 17**	181,488	147,520	329,008	192,488
Charitable activities	**3**	11,732	64,273	76,005	-
Investments	**4**	2,718	-	2,718	-
Total income		195,938	211,793	407,731	192,488
Expenditure on:					
Raising funds	**5**	38,566	-	38,566	-
Charitable activities	**6**	210,680	218,321	429,001	1,140
Total expenditure		249,246	218,321	467,567	1,140
Net income/(expenditure) and net movement in funds	**8**	(53,308)	(6,528)	(59,836)	191,348
Total funds at start of year	**14**	117,389	74,059	191,448	100
Total funds at end of year	**14**	64,081	67,531	131,612	191,448

The Charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

The notes on pages 26 to 36 form part of these financial statements

See note 11 for fund-accounting comparative figures

BALANCE SHEET
AS AT 31 MARCH 2026

	Note	2026 £	2025 £
Current assets			
Debtors	**12**	35,407	17,974
Cash at bank and in hand		109,060	189,010
		144,467	206,984
Liabilities			
Creditors : amounts falling due within one year	**13**	(12,855)	(15,536)
Net current assets		131,612	191,448
Net assets		131,612	191,448
FUNDS			
Unrestricted funds			
General funds	**15**	54,885	101,005
Designated funds	**15**	9,196	16,384
Restricted funds	**15**	67,531	74,059
Total funds		131,612	191,448

These financial statements were approved by the Trustees on 2 November 2026 and are signed on their behalf by:



Nadia Igsiz
Vice-Chair



Christopher Millman
Treasurer

The notes on pages 26 to 36 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2026

1 Accounting policies

Accounting convention The accounts (financial statements) have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

The accounts (financial statements) have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following 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) issued in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

The charity is a public benefit entity as defined under FRS102.

The Trustees consider that there are no material uncertainties affecting the ability of the charity to continue as a going concern.

Income

Income from donations is included in income when these are receivable, except as follows:

I. When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods;

II. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-conditions have been met.

Legacies are included on a receivable basis where charity is entitled to the income, it can be measured reliably and receipt is probable. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is not included in income but is treated as a contingent asset and disclosed if material.

Investment income is included on a receivable basis.

Donated goods are measured at fair value (the amount for which the asset could be exchanged) unless impractical to do so.

Expenditure

Expenditure is recognised in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Raising Funds

Raising funds expenditure include those costs incurred in seeking voluntary contributions, costs of goods sold and other costs which include the costs of running and participating in fundraising events and collections and cost of goods purchased for resale.

Charitable Activities

Expenditure on charitable activities comprises those costs incurred by the Charity in the delivery of its activities and services. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs and other costs that cannot be directly attributed to activities are allocated on a basis consistent with the use of the resource.

Grants awarded are allocated to charitable activities. Grants awarded are treated as expenditure and a liability in the accounts as soon as they become legal or constructive obligations. In the case of multi-year grant awards, the funding for all years is immediately recognised unless there are conditions which need to be met by the recipient to enable the release of subsequent years' funding.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2026

1 Accounting policies (continued)

Governance costs
Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. Governance costs are included within support costs.

Allocation and apportionment costs
Certain expenditure is directly attributable to specific activities and this has been included in those cost categories. Other costs, which are attributable to more than one category, are apportioned across cost categories on the basis of an assessment of workload carried out from time to time.

Tangible fixed assets
Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis, the charity does not currently have any tangible fixed assets.

Stock
Stocks are valued at the lowerof cost and net realisable value, after making due allowance for obsolete and slow moving items.

Donated items are not valued in stock and recognised in income only when sold.

Debtors
Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid after taking account of any discounts due.

Cash at bank and in hand
Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any discounts due.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds form part of unrestricted funds and have been identified as being for particular purposes by the Trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the Trustees.

Further explanation of the nature and purpose of each fund is included in note of the financial statements.

Prior year comparatives
By 31 March 2025, the unincorporated charity West End Refugee Service (WERS) had transferred its activities and assets to West End Refugee Service (CIO). In the CIO accounts for the year ended 31 March 2025, the only activity was the transfer of assets and the associated accounts fee. Therefore, prior year comparatives are minimal for the year ended 31 March 2026. The accounts for the year ended 31 March 2025 for the unincorporated charity are available on request by writing to info@wers.org.uk.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2026

2 Income from: Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2026 £
Donations	108,411	6,020	114,431
Legacies	3,768	-	3,768
Gift aid	10,009	439	10,448
Grants received	59,300	105,465	164,765
Donated Goods	-	35,596	35,596
	181,488	147,520	329,008

Prior year comparatives

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Donations	118,429	74,059	192,488
	118,429	74,059	192,488

In the prior year, all income was from donations received from West End Refugee Services (WERS).

3 Income from: Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2026 £	Total Funds 2025 £
Grants received	-	64,273	64,273	-
Awareness Raising Events	250	-	250	-
Evaluation Services	7,000	-	7,000	-
Skillsmatch Partnership Recharges	4,482	-	4,482	-
	11,732	64,273	76,005	-

4 Income from: Investments

	Unrestricted Funds £	Restricted Funds £	Total Funds 2026 £	Total Funds 2025 £
Interest received	2,718	-	2,718	-
	2,718	-	2,718	-

5 Expenditure on: Raising funds

	Total Funds 2026 £	Total Funds 2025 £
Contracted fundraising costs	37,080	-
Platform fees	1,486	-
	38,566	-

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2026

6 Expenditure on: Charitable activities

	Direct Costs £	Support Costs (Note 7) £	Total Funds 2026 £
Information, Advice & Advocacy	92,899	31,573	124,472
Development & Progression	133,549	45,389	178,938
Impact Through Collaboration	93,734	31,857	125,591
	320,182	108,819	429,001

Distributed Goods of £35,596 were also paid out during the financial year.

7 Support costs

All support costs are allocated to charitable activities.

	Total 2026 £	Total 2025 £
Information Technology	7,379	-
Human Resources	-	-
Office costs (including rent)	40,673	-
Project costs	287	-
Staffing costs	56,557	-
Governance costs	3,923	1,140
	108,819	1,140

8 Net income/(expenditure) for the year

This is stated after charging:

		2026 £	2025 £
Independent examiners fees	- for independent examination services	1,056	660
	- for accounts preparation	1,320	480
Trustees' travel, meeting and training expenses		1,547	-
Depreciation		-	-

One Trustee has been reimbursed for their out of pocket travel expenses totalling £261 (2025: Nil).
No Trustee received any remuneration during the year.

Aggregate donations from Trustees, key management personnel, and other related parties was £415 (2025: £Nil).

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2026

9 Staff costs and numbers

The aggregate payroll costs were:

	2026	2025
	£	£
Wages & salaries	282,579	-
Social security costs	24,713	-
Pension contributions	11,039	-
	318,331	-

One employee received emoluments of more than £60,000.

The average number of employees during the year was 10 (2025: None), calculated on the basis of average headcount. The total employment benefits received by key management personnel including employer national insurance and employer pension were £62,319 (2025: Nil).

10 Taxation

The charity is exempt from corporation tax on its charitable activities.

11 Statement of Financial Activities comparative figures

For the year ended 31 March 2025	**Unrestricted Funds**	**Restricted Funds**	**Total Funds 2025**
	£	**£**	**£**
Income from:			
Donations and legacies	118,429	74,059	192,488
Total income	118,429	74,059	192,488
Expenditure on:			
Charitable activities	1,140	-	1,140
Total expenditure	1,140	-	1,140
Net income/(expenditure) for the year	117,289	74,059	191,348
Transfers between funds	-	-	-
Net movement in funds	117,289	74,059	191,348
Total funds at start of year	100	-	100
Total funds at end of year	117,389	74,059	191,448

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2026

12 Debtors

	2026	2025
Due in less than one year:	**£**	£
Trade debtors	1,037	7,109
Prepayments and accrued income	32,794	7,596
Tax reclaimable under gift aid	1,563	3,269
Other debtors	13	-
	35,407	17,974

13 Creditors: amounts falling due within one year

	2026	2025
	£	£
Trade creditors	69	-
Taxation and social security	7,004	4,856
Accruals and deferred income	3,890	10,520
Other creditors	1,892	160
	12,855	15,536

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2026

14 Movement in funds
For the year ended 31 March 2026

	At 1 Apr 2025 £	Income £	Expenditure £	Transfers £	At 31 Mar 2026 £
Restricted funds					
Virgin Money Foundation	27,107	32,273	(30,115)	-	29,265
The Access Group Foundation	11,226	-	(11,226)	-	-
The Rothley Trust	381	-	(381)	-	-
Catherine Cookson Charitable Trust	836	-	(836)	-	-
The William Webster Charitable Trust	1,450	-	(1,450)	-	-
Leeds Building Society Foundation	990	-	(990)	-	-
WERS Hardship Fund	13,448	38,596	(48,787)	-	3,257
Community Foundation North East: Vital Newcastle (Community First) Joseph Brough Charitable Trust	8,215	-	(8,215)	-	-
The National Lottery Community Fund: RC North East & Cumbria Region	319	76,000	(50,310)	-	26,009
Wellbank Foundation	6,329	-	(6,329)	-	-
Community Foundation North East: Curtin PARP Fund	2,644	-	(2,644)	-	-
The Fogo Fund	407	-	(407)	-	-
Newcastle City Council - Sanctuary Ambassadors	436	-	(436)	-	-
Asda Foundation	271	-	(271)	-	-
Community Foundation North East: Muckle Fund	-	1,500	-	-	1,500
The Southall Trust	-	2,965	(2,965)	-	-
The Hadrian Trust	-	1,000	(1,000)	-	-
The Austin & Hope Pilkington Trust	-	1,000	(1,000)	-	-
North East Migration Partnership (NEMP)	-	5,000	(5,000)	-	-
Clothworkers Foundation	-	3,500	(3,500)	-	-
The Barbour Foundation	-	4,000	(4,000)	-	-
Aviva Crowdfunder	-	6,459	(6,459)	-	-
The Evan Cornish Foundation	-	5,000	(5,000)	-	-
The Bernicia Foundation	-	7,500	-	-	7,500
VONNE - Healthy Communities & Social Prescribing Programme		27,000	(27,000)	-	-
	74,059	211,793	(218,321)	-	67,531
Unrestricted funds					
General unrestricted funds	101,005	195,938	(242,058)	-	54,885
Designated funds					
- Match funding	16,384	-	(7,188)	-	9,196
	117,389	195,938	(249,246)	-	64,081
Total funds	191,448	407,731	(467,567)	-	131,612

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2026

14 Movement in funds (continued)

Designated funds
Match funding for Years 2 & 3 of the National Lottery Reaching Communities - Activities & Connections Project.

Restricted funds
Restricted funds represent income resources used for a specific purpose within the charity as identified by the donor.

Virgin Money Foundation – Funding towards the Digital Skills project, improving digital inclusion, confidence and access to online services.

The Access Group Foundation – Funding towards digital inclusion activities and support for beneficiaries experiencing digital exclusion.

The Rothley Trust – Funding towards equipment and resources for the Digital Skills project.

The Catherine Cookson Charitable Trust – Funding towards material support items for refugees and people seeking asylum experiencing hardship.

The William Webster Charitable Trust – Funding towards the provision of essential items and emergency material support for clients facing destitution and financial hardship.

Leeds Building Society Foundation – Funding towards emergency and material support, helping beneficiaries access essential household and personal items.

WERS Hardship Fund – Donations restricted to the provision of emergency financial assistance and material support, including food, clothing, toiletries and other essential items.

Community Foundation North East: Vital Newcastle (Community First) and Joseph Brough Charitable Trust – Funding towards the development and delivery of awareness raising activities promoting understanding of the experiences of refugees and people seeking asylum.

The National Lottery Community Fund (RC North East and Cumbria Region) – Funding towards the delivery of community integration, wellbeing, volunteering and social connection activities for refugees, people seeking asylum and local residents.

Wellbank Foundation – Funding in support of the Communities Activities & Connections programme, promoting wellbeing, participation and community cohesion.

Community Foundation North East: Curtin PARP Fund – Funding towards volunteer travel and subsistence costs to enable participation and engagement.

The Fogo Fund – Funding towards the delivery of Weekly Welcomes activities.

Newcastle City Council - Sanctuary Ambassadors – Funding supporting the Sanctuary Ambassadors programme and wider sanctuary partnership activities.

Asda Foundation – Funding towards improvements to office and community space used by beneficiaries and volunteers.

Community Foundation North East: Muckle Fund – Funding towards the community garden project, supporting environmental engagement, wellbeing and practical skills development.

The Southall Trust – Funding towards Weekly Welcomes and activities promoting inclusion, wellbeing and community participation.

The Hadrian Trust – Funding towards the delivery of Weekly Welcomes and associated integration activities.

The Austin and Hope Pilkington Trust – Funding towards Weekly Welcomes for refugees and people seeking asylum.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2026

14 Movement in funds (continued)

North East Migration Partnership (NEMP) – Funding supporting Weekly Welcomes, support work and Skillsmatch activities.

The Clothworkers' Foundation – Funding towards the purchase of equipment supporting delivery of digital inclusion activities.

The Barbour Foundation – Funding towards the Skillsmatch programme, supporting employability, volunteering and skills development opportunities.

Aviva Community Fund – Funding towards Skillsmatch employability and progression activities.

The Evan Cornish Foundation – Funding towards Skillsmatch, supporting volunteering, training and pathways towards employment.

The Bernicia Foundation – Funding towards Skillsmatch activities supporting employability, confidence building and progression.

VONNE - Healthy Communities & Social Prescribing Programme – Funding to improve access to healthcare, health literacy, wellbeing and social prescribing opportunities, in partnership with Walking With.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2026

14 Movement in funds (continued)

For the year ended 31 March 2025

Restated

	At 1 Apr 2024 £	Income £	Expenditure £	Transfers £	At 31 Mar 2025 £
Restricted funds					
Virgin Money Foundation	-	27,107	-	-	27,107
The Access Group Foundation	-	11,226	-	-	11,226
The Rothley Trust	-	381	-	-	381
Catherine Cookson Charitable Trust	-	836	-	-	836
The William Webster Charitable Trust	-	1,450	-	-	1,450
Leeds Building Society Foundation	-	990	-	-	990
WERS Hardship Fund	-	13,448	-	-	13,448
Community Foundation North East:					
Vital Newcastle (Community First)					
Joseph Brough Charitable Trust	-	8,215	-	-	8,215
The National Lottery Community Fund:					
RC North East & Cumbria Region	-	319	-	-	319
Wellbank Foundation	-	6,329	-	-	6,329
Community Foundation North East:					
Curtin PARP Fund	-	2,644	-	-	2,644
The Fogo Fund	-	407	-	-	407
Newcastle City Council					
- Sanctuary Ambassadors	-	436	-	-	436
Asda Foundation	-	271	-	-	271
	-		-	-	
	-	74,059	-	-	74,059
Unrestricted funds			-		
General unrestricted funds	100	102,045	(1,140)	-	101,005
Designated funds					
- Match funding	-	16,384	-	-	16,384
	100	118,429	(1,140)	-	117,389
Total funds	100	192,488	(1,140)	-	191,448

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2026

15 Analysis of net assets between funds

As at 31 March 2026	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £	Total £
Other net assets	67,531	9,196	54,885	131,612
	67,531	9,196	54,885	131,612

As at 31 March 2025	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £	Total £
Other net assets	74,059	16,384	101,005	191,448
	74,059	16,384	101,005	191,448

16 Related party transactions

There are no transactions with trustees or other related parties other than those disclosed as required by the SORP elsewhere in the financial statements.

17 Donation of assets and liabilities

By 31 March 2025, West End Refugee Service (CIO) had received funds transferred from West End Refugee Service (WERS), an unincorporated charity with the same objectives. The activities previously carried out by West End Refugee Service (WERS) continued in the year ended 31 March 2026 and thereafter within West End Refugee Service (CIO).

The carrying values of net assets and funds transferred at 31 March 2025 were:

Net assets	
Cash in hand	188,910
Debtors, prepayments & accrued income	17,974
Creditors	(14,396)
	192,488

Funds	
Unrestricted General Funds	102,045
Unrestricted Designated Funds	16,384
Restricted Funds	74,059
	192,488

We're all strangers until we speak to one another

There are different ways you can help through WERS

www.wers.org.uk/**donations**

www.wers.org.uk

WEST END REFUGEE SERVICE
C/O CONNECTED VOICE
ONE STRAWBERRY LANE
NEWCASTLE UPON TYNE
NE1 4BX

TELEPHONE: 0191 273 7482
EMAIL: INFO@WERS.ORG.UK

REGISTERED AS A CHARITABLE INCORPORATED ORGANISATION IN ENGLAND & WALES CHARITY COMMISSION NUMBER: 1192667