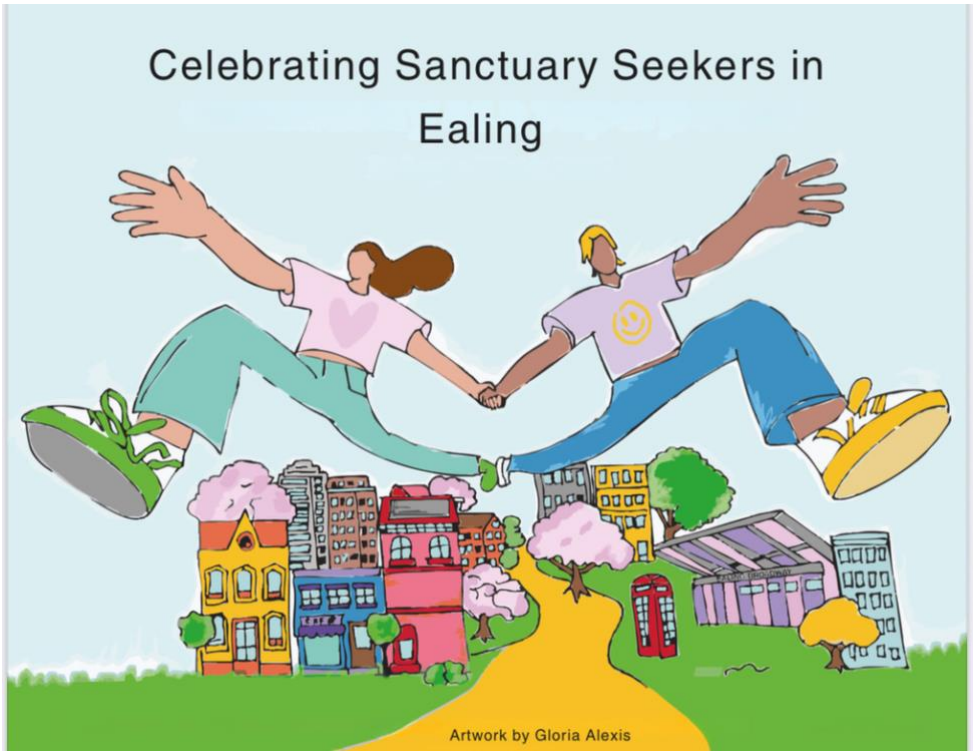
EALING SANCTUARY HUB

Annual Report 2025

1st January–31st December 2025



EASE Refugee Week poster by Gloria Alexis, University of West London

Registered charity number 1203945

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Trustees' introduction

Throughout 2025, Ealing Sanctuary Hub remained the only organisation in the London Borough of Ealing committed to just supporting sanctuary-seekers in the London Borough of Ealing.

The trustees are proud that we have continued to serve our members, to reach new ones and to wave on their way those who have moved on and out when they have gained refugee status, relocated or found work.

Although we meet in a church, we are a demonstrably secular charity with volunteers and members from many faiths and none, but we were very sad to say farewell to one of our founder-trustees, and creators, Reverend Jon Westhall when he left the parish and the London area.

Looking forward, we hope to sustain the financial and organisational strength into 2026 and beyond.

I'd like to commend this report to you and to thank the trustees, volunteers and members for all they have done in 2025 to build a caring and supportive community.



ColourFull Ealing: A Community Draw and Ealing hearts, Refugee Week 2025

Governance

This is our second annual report and covers the calendar year 2025. It is written for our members, volunteers, donors and partners, for anyone in Ealing interested in our work, and for the Charity Commission.

This report acknowledges that the trustees of Ealing Sanctuary Hub have complied with their duty under section 4 of the 2006 Act to have due regard to the Charity Commission's guidance on public benefit.

Charity name	Ealing Sanctuary Hub (ESH)
Previously known as	Ealing & Acton Support Enterprise (EASE), until November 2025
Charity number	1203945
Registered address[1]	Unit 173200, PO Box 7169, Poole, Dorset, BH15 9EL
Governing document	Constitution adopted 7 March 2023, amended 11 November 2025 to reflect our new name. Registered as a CIO since 11 July 2023.
Trustees	Sara Nathan (Chair) Roz Hooper (Secretary) Mohammad Allahham (Treasurer) Larissa Pelham Jon Westall (until August 2025)

All trustees are unrelated and none live at the same address. Jon Westall stepped down in August 2025 when he moved away from Ealing. Throughout 2025, two observers joined our trustee meetings to bring more lived and technical experience to the board, with a view to becoming trustees in 2026.

Trustee induction and training: In 2025 we developed a welcome pack for new trustees, to be circulated from 2026, and set out key information and a training schedule for trustees, including safeguarding training.

Organisational structure: ESH is a charitable incorporated organisation (CIO) with five trustees (four from August 2025). After three years of operating, two of them as a registered charity, we now have a part-time Director and Operational Manager. Both are paid contractors, together equivalent to 0.8 full-time staff. The Director reports to the Board and is responsible for strategic leadership, overall management and safeguarding. The Operational Manager runs the Hub day-to-day. The Director role still requires at least two additional unpaid days' work per week (plus a day of volunteering at the hub).

Change of name: In November 2025 we changed our name from Ealing & Acton Support Enterprise (EASE) to Ealing Sanctuary Hub (ESH). Three other organisations in Ealing had the same or similar acronyms and ran similar activities, which caused confusion. Our volunteers voted to choose the new name.

[1] *To protect our community, and following a safeguarding incident in 2026, we do not publish our address, as approved by the Charity Commission in September 2026. The address shown is the one listed with the Charity Commission at the time of writing. It was officially changed in September 2026 and does not reflect in our 2025 activities.*

Aims and purpose

Our aims are unchanged: to support sanctuary seekers in Ealing along their journey as they find their way in the UK. 'Sanctuary seekers' is our term for people seeking asylum, refugees, people with no recourse to public funds (NRPF) and unaccompanied minors. We work only with sanctuary seekers living in the London Borough of Ealing, and we aim to support every sanctuary seeker in the borough who needs us.

We do this through a secular weekly Hub that meets basic needs, opens up access to services and local amenities, and offers a space to relax, socialise and build community. We see ESH as one of the gears that keeps things turning for sanctuary seekers, helping them along and, we hope, improving their journey.

Our offer stayed largely the same in 2025. All our activities were based around the weekly Hub:

Basic needs	**Services and amenities**	**Social networks & community**
Access to supplies that meet the essential needs of Ealing's sanctuary seekers, ensuring food security and preventing destitution.	*Pathways to information and services that give sanctuary seekers the skills and know-how to build their lives in the UK, reduce dependence and improve their prospects.*	*Opportunities to relax, socialise and be creative in ways that build relationships and improve wellbeing, supporting better mental health.*
PREVENT	**PROMOTE**	**PROTECT**
A free grocery shop	Local information & signposting desk	SIM cards
Free toiletries, nappies & period products	Support desk and referrals to local services	Communal lunch & international café
A £5 Tesco shopping voucher	English classes	Arts, crafts, music and games
Termly free jumble sale	Laptops and mobile phones	Occasional trips
	Volunteering opportunities	Free barber
	Welcome booklet & holiday guide	English conversation
	Local services delivering activities at the Hub	
	Local web-based signposting & information	
	Workshops to support life in the UK	
Outcome: Together, these three pillars help transform the experience of Ealing's sanctuary seekers, so that they have the capabilities to become resilient, independent and resourceful, and in turn contribute to the cultural and economic life of Ealing.		
Local representation and advocacy: Promoting the wellbeing of sanctuary seekers, advocating for their right to dignified support, and showing their contribution to the borough.		

Table 1: ESH core activities in 2025

By the community, for the community

Our members

814
adult members, plus around 70 children

3,590
visits to the Hub

1,200+
people supported

72
countries

40+
languages

In 2025 we welcomed 814 adult members[2] and around 70 children to the Hub, who made 3,590 visits over the year. Of these adults, 491 were new to the Hub, and in total we gave direct and indirect support to over 1,200 people. Our members come from 72 countries, as they define them, and speak more than 40 languages.

Around two-thirds of our members are seeking asylum and a third are refugees. A small number have no recourse to public funds or are here through family reunion.

An increasingly anxious environment

In Ealing, sanctuary seekers are among the most vulnerable and isolated members of our community. Past trauma, fear of the UK context, the lack of financial independence and purpose, and an uncertain future together cause intense anxiety for many people seeking asylum.

For those granted leave to remain, uncertainty about their stay is replaced by the pressure of a cruelly short 'move-on' period. In just 28 days they must find a home, secure an income and open a bank account before their Home Office support ends. This period was extended to 56 days in late 2024, then cut back to 28 days in September 2025, just as the weather was getting colder. A Universal Credit claim takes at least five weeks to start, so unless a new refugee has found work within 28 days, they are left with no income. The Home Office's housing providers need give only seven days' notice before a refugee must leave their accommodation.

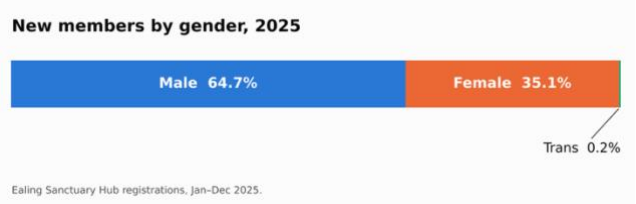
These rules are hard to understand, especially for people who do not speak English. Most people seeking asylum have no right to work and few can access formal education. Refugees face many barriers to finding work and a home: a shocking one in five of our refugee members are homeless. Life is restricted and uncertain. This is the backdrop for the members who visit us each week, and it is why a free, welcoming place to relax, chat, play games, make art and friends and find support matters more than ever.

[2] 'Members' is the term we use for sanctuary seekers who visit our Hub.

> *I don't really get a choice where I go, so I'm surviving, you know? You just need to survive. I don't really enjoy it, but there's nothing I can do about that.*
>
> **ESH member**

Who our members are

The figures in this section are based on the 426 new members who registered with us in 2025.

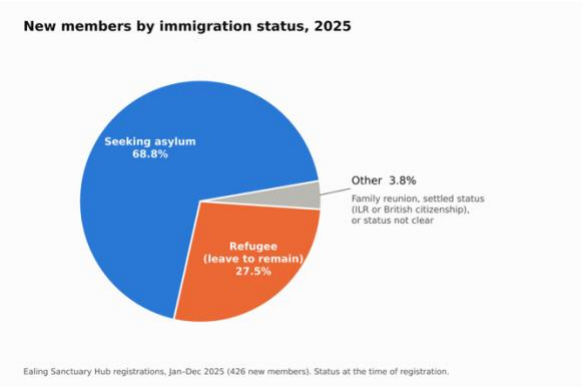


New members by gender, 2025. ESH registration data.

Gender: Just over one third of members are women (35.1%), approximately two thirds are men (64.7%), and 0.2% identify as trans.

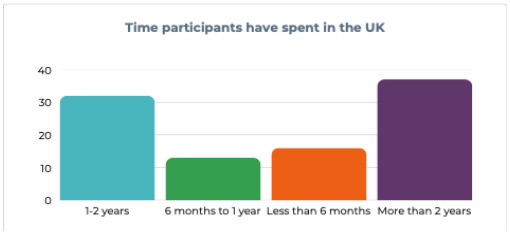
Immigration status: Most new members (68.8%) were still seeking asylum when they joined us, and 27.5% had refugee status.

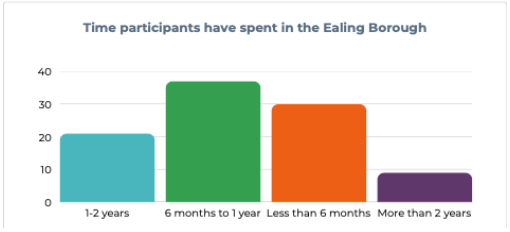
Where members come from: The largest groups come from the Middle East and North Africa (32%), East Africa and the Horn of Africa (28%), and South Asia and Afghanistan (17%). Eritrea is the most common single country of origin.



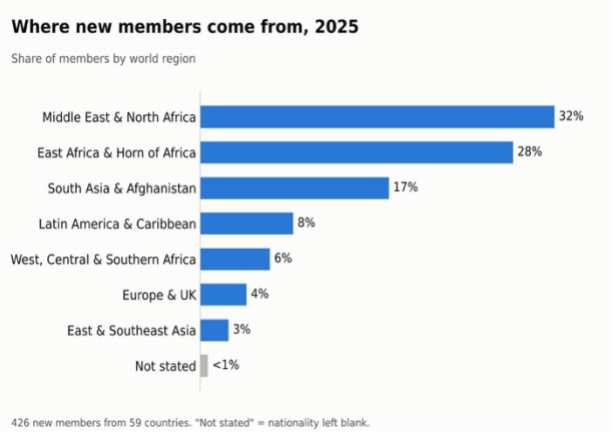
New members by immigration status, 2025. ESH registration data.

Time in the UK and in Ealing: Our 2025 survey with LSE found that most of our new members have been in the UK for more than a year, but most have lived in Ealing for less than a year.





Time members have spent in the UK and in Ealing. LSE–ESH survey, March 2025.



Regional origins of new members, 2025. ESH registration data.

Age: Our members are young. The median age is 31, and 62% are aged 18 to 34.

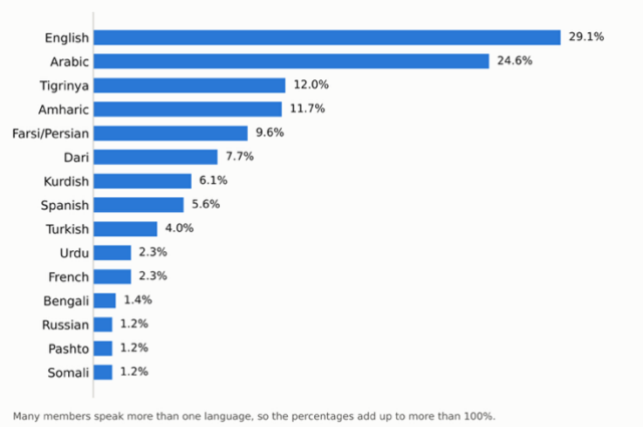
Disability: 11% of new members said that they, or someone they live with, has a disability.

> *I need to leave [the hotel] – it's too small. Imagine two wheelchairs inside a tiny space – there's no room to move. My daughter needs other support equipment like a slide, a sling, and additional wheelchairs for home use, but with the limited space, we can't achieve that.*
> **ESH Member**

Living situation: Most of our members live in temporary accommodation. 89% of those seeking asylum were living in a hotel or hostel when they joined us. Refugee status does not bring a secure home: fewer than half of our refugee members (44%) were living in a flat or house, and one in five (19.7%) were homeless when they came to us.

> *I have to stay where they place me. I can't choose or claim whether it's good or bad; I just have to stay there. But it's still better than having nothing.*
> **ESH member**

Languages: Only 29% of new members listed English among their languages. After English, the most common languages are Arabic, Tigrinya, Amharic, Farsi, Dari, Kurdish and Spanish.



Top 14 languages spoken by ESH members in 2025, ESH data Jan-Dec 2025

Skills and experience: Many of our members are highly qualified and arrive in Ealing with established careers. They include doctors (among them anaesthetists), nurses, teachers, university lecturers, care workers, pilots, chefs and bus drivers. Many are keen to work in sectors short of staff in the UK, such as care, construction and healthcare. But they are often not allowed to use their skills, or struggle to have their qualifications recognised here.

> *The English people are helping asylum seekers by paying taxes, so these individuals should also contribute to this country using their professions… the government should create ways to use their skills to serve this country.*
> **ESH Member**

Members' needs

> *They give us £49 but that is nothing when you have to pay for your monthly phone, you have to pay for your transport. It's already gone. You have to eat, you have to dress up, you have to buy clothes for you and your kids.*
>
> **ESH member**

In 2025 we worked with the London School of Economics (LSE) on a research project into our members' needs. The challenges members reported are shown below.

The findings confirm the importance of what we offer at the Hub and are helping us decide which activities to run in future. They also show the value of bringing a range of support together in one place, particularly for mental health. Time and again we see how badly the asylum process affects people's mental health.

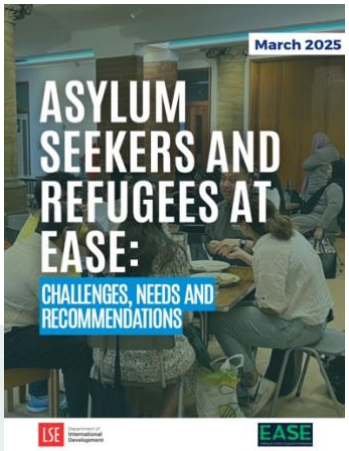


Figure 5 Challenges members face in daily life. LSE–ESH survey, March 2025.

From our research

Many interview participants described social connections as fundamental to a better quality of life, and said that coming to EASE to socialise and build community had a positive effect on their mental health.

ESH survey with LSE, March 2025



Our 2025 research report with LSE: Asylum seekers and refugees at EASE: challenges, needs and recommendations.

> *It's very difficult to stay locked up in a hotel room all day. That can affect your mental health. When I first arrived, it was the beginning of winter, and it was a shock. The daylight was short, I didn't know anyone, and I had nothing to do. I went through a sort of depression all winter…*
>
> **ESH Member**

> *They [social connections] change your life, and they help think about other things. They help you think positive things and forget the challenges behind you. It's very important.*
>
> **ESH Member**

Our volunteers



Volunteers preparing the weekly communal lunch

“I started with EASE and met people who became like family. It’s a step-by-step process. Sometimes the roads you think won’t lead anywhere actually open up opportunities.”

62	5,616	749	800+
volunteers supported ESH in 2025	hours given	working days’ equivalent	volunteer visits

Each week the Hub is run by around 45 volunteers, at the Hub itself or behind the scenes, drawn from across the local area. About 25 are needed on the day, and five of these are current or former members. In 2025, 62 volunteers supported ESH, visiting more than 800 times and giving 5,616 hours, equivalent to 749 working days. Around two-thirds of this time is away from the Hub sessions, preparing, improving and fundraising.



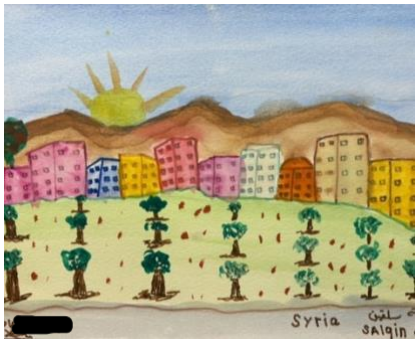
The weekly art table at the Hub

In 2025, demand outgrew what our volunteers could deliver. After more than three years, we hired a part-time Director and Operational Manager (0.8 full-time equivalent in total). These will stay contracted roles until we are more financially secure. For our first Operational Manager, we looked for someone with lived experience.

In September, our volunteers took part in a safeguarding training day. Together we looked at key aspects of safeguarding at ESH, and every volunteer signed our Code of Conduct. The day also helped us identify three areas to improve, which we will take forward in 2026:

- a more thorough induction process for new volunteers
- amending our code of conduct for our member volunteers, reflecting their dual role as both members and volunteers
- a behaviour code for all members.

One of the most joyous moments of the year was when a long term volunteer and former member bumped into one of our new volunteers, himself a former refugee, now settled in the UK. They had not seen each other since childhood, when their families used to play together on the streets of Aleppo. They were reunited in the safety of Ealing Sanctuary Hub. This is how we build community in Ealing.



Memories of home. Artwork by ESH member

We sadly lost one of our treasured volunteers, Peter Evrington. Peter attended virtually every hub, even through illnesses, and was an immense intellectual support and friend to many of our members due to his illustrious career in the Middle East and Sudan. He brought joy to the hub, a vital point of connection and familiarity for our members with his extensive knowledge of the home countries of some of our members and deep respect for everyone at the hub. We continue to miss him and thank him for all he did.



Peter Evrington, much-missed volunteer

Being rooted in the community is our greatest strength. It is why our members trust us, and the commitment of so many local volunteers demonstrates that Ealing remains an inclusive, progressive and welcoming place.



Our volunteer elves wrapping Christmas gifts

What we delivered in 2025

The weekly Hub

In 2025 we delivered almost all our support through 37 weekly Hub sessions, plus two parties and two jumble sales. We would have liked to hold three jumble sales, one each term, and intend to do this in 2026, if we have enough volunteers.

Hub activity	Delivered in 2025
Lunches	4,402
Groceries	16,650 kg[3]
Toiletries	Multiple assorted boxes
Tesco shopping vouchers	2,489 cards
SIM cards (Vodafone)	780 cards
English lessons	456 attendances
Support desk enquiries	529
Referrals	435

Table 2: What the Hub delivered in 2025



Tesco gift cards ready to give out



SIM cards for members



Our free barber at the Hub

Volunteers chopped and roasted a staggering 570 kg of potatoes and prepared 200 kg of salad in 2025! These accompany a worldwide spread of pies, stews and roasted dishes. West London Islamic Centre generously funded 15 delicious lunches of steaming curries, dhals and biryani.



Communal lunch at the Hub



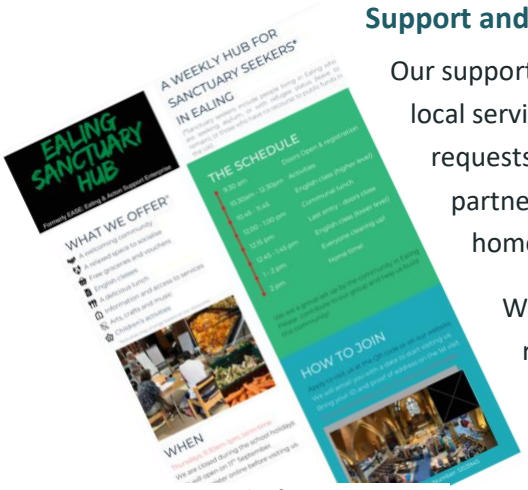


[3]Based on an average week's supply.

Support and referrals

Our support desk gives members advice and referrals, helping them connect with local services and find the support they need. In 2025 the most common requests were for help with eVisa applications and with housing. Our partnership with Thames Reach continued: we refer members who are facing homelessness but will not be housed by the council.

We also tell members where to find legal advice and help them use a range of local services. We are not trained to provide casework or legal advice, although demand for it is high.

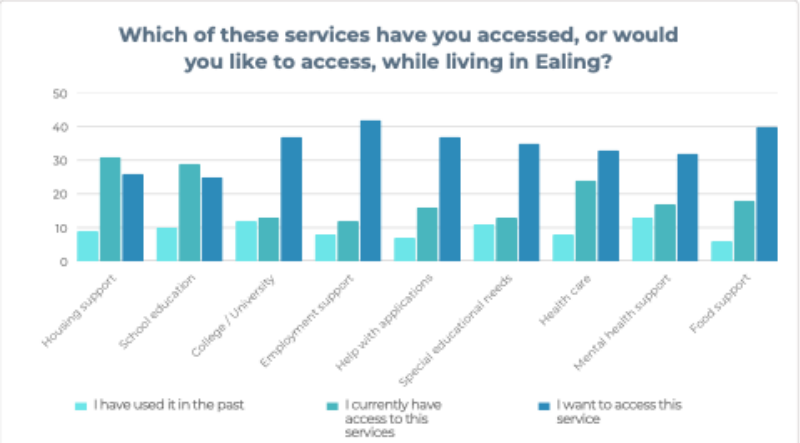


Registration and information posters about ESH in Ealing hotels for asylum seekers

In 2025 we referred members to organisations including Refugees at Home, Breaking Barriers and Migrant Help, and helped them access local services including Thames Reach, Home-Start, Glass Door/The Upper Room, Happy Baby Community, The Baby Bank, social services, MINT, Building Bridges, The Shaw Trust, local libraries, charity shops and NHS services including GPs.

English classes

Our English classes are one of the best-loved activities at the Hub, thanks to the energy and preparation of our teaching team. Sanctuary seekers who have been in the UK for less than six months cannot join government-funded English classes, and many others cannot get a place because courses are full. A new and very experienced CELTA-qualified teacher joined the team during the year and we are delighted to have her.



ESH members' access to Ealing Services, LSE–ESH survey, March 2025.

We offer two levels: beginners and intermediate. Our four CELTA-qualified, highly experienced teachers follow the Cambridge University Press *Face2Face* coursebook, written by one of our teachers. Two volunteer teaching assistants support them, giving an excellent teacher-to-student ratio. Work plans for the full term of classes are set out by our lead teacher a term in advance and discussed amongst all the teachers and teaching assistants.

Predicting how many students will turn up and what level they will be is an ongoing challenge for our teachers. Particularly, when students join formal college classes and leave (or return) unexpectedly. Students frequently talk about the frustrations of not being able to find English classes that they are permitted or there is space to join, and not having access to laptops so that they can learn online. One intermediate student with disabilities returned to our class after finding her college course did not meet her needs. She continues to come to us weekly. This is why ESH English classes are such an essential and valued part of our Hub.

> *“The class sizes have been large, the range of abilities varied, and the level of confidence wildly different. But with the help of our teaching assistants, the classes have been positive, funny, and touching. The support students have shown to each other this term has been sweet. A stand-out moment for me was the spontaneous round of applause from a lively group of men when one of our more nervous ladies answered a question correctly.*
> **ESH English teacher**



Summer holiday visit to the London Transport Museum Depot



Kids’ party in the May half term



Jumble sale at the Hub

Jumble sales, parties and events

We held three parties for members in 2025. Our summer party doubled as our summer “jumble sale”, where members could browse a huge selection of new and second-hand clothes, shoes, suitcases and linen donated by the local community and sorted by our volunteers. New items, including trainers and underwear, were provided by Goods for Good Foundation.

We were busy too during the holidays, when our weekly hub is closed. Our fantastic Kids’ party was held in the May half term, with ESH families crafting and playing games. We partnered with Calais Light who provided the party and volunteers from their work with GAP. In the summer holidays we started our partnership with London Transport Museum, with a visit to the Depot for activities and a guided tour.



Poster calling for community donations for our jumble sale, October 2025

130 adults and around 20 children came to our joyful Christmas party, with songs from the Acton Latcham Larks choir, a family magic show, the obligatory visit from Father Christmas, carol singing and a global Christmas lunch. Members received small gifts and an extra Tesco card to see them through our two-week break. They could also choose from a fabulous collection of brand-new gifts to give to friends and family, wrapped by our volunteer elves. Our thanks to staff at Greyline Group, an Ealing construction company, and to the parents and children of L’École André Malraux, who donated these gifts. There were tears of joy, delight at being part of a Christmas Party and much gratitude.



Christmas party, with the Latcham Larks choir and Father Christmas



Donated new gifts for members to give to friends and family

> *"I have not given my daughter anything for her 18th birthday – I could not even afford her a cake. I am so ashamed. Now I have chosen some beautiful presents that I will give to her over Christmas. I have promised her I will buy her a cake next year.*
> **ESH member, Christmas 2025**

Housing workshops

With the housing situation for newly recognised refugees getting dramatically worse, members urgently need information. We still lack funding for a regular series of 'Life in the UK' workshops, but Thames Reach, who provide case management for our homeless members, ran a series of well-attended workshops at the Hub explaining how to apply for housing and where to find private accommodation. Member volunteers interpreted and helped facilitate the sessions.

> *"So, every Friday they were moving us from one Travelodge to the other one with a baby. One day… there was a problem with the payment or something like that. So, from 12 until almost 9:00 PM it was cold, raining. We were just outside. The Travelodge even didn't allow us to stay there… Imagine it was me, my wife and my son, who was just one year old at that time. I never forget that day… And then my wife started to cry, that was the first time I saw her crying, which was really sad and mentally destroyed me.*
> **ESH Member**



Housing sessions for ESH members, run by ThamesReach

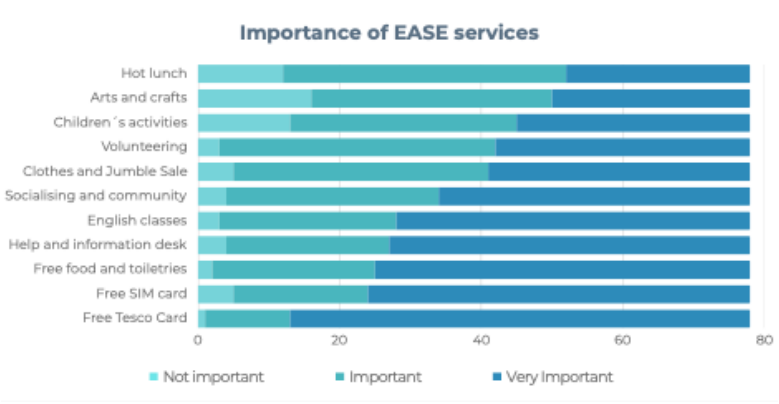
Our impact

Feedback from our members

In our 2025 survey, members said the support they value most is help with basic needs, followed by skills and access to services, and then the social side of the Hub: the communal lunch, volunteering, and arts and crafts. Members also told us how much they rely on our links to other services.

Members also told us what they would like more of:

- more English classes, as many are frustrated at waiting six months for government-funded classes
- learning about English history and culture, for example in conversation classes



Importance of ESH services to members. LSE-ESH survey, March 2025

- workshops on careers in the UK and the qualifications needed to work here
- skills workshops such as carpentry, drawing and painting

Refugees who had found work said it helped them regain financial independence and dignity, and feel part of the community.

From our research

For one refugee who had been coming for some time, the volunteers at EASE had become "like family". Asylum seekers who also volunteered at EASE said it gave them greater purpose in their daily lives and improved their English. But some found it harder to socialise outside EASE, and a few wanted to know about other services in Ealing that could help them build stronger community networks.

ESH Needs Assessment, March 2025

> *I am very grateful that you help and support me at all times. This is a great organisation which is trying their best to bring positive changes to the world and work for humanity. Thank you very much.*
>
> **ESH member**



The Hub before one of our jumble sales

“I have now got refugee status, but the best thing about my time as an asylum seeker was EASE.”

ESH Member

ESH’s impact in Ealing

ESH works closely with partners across the borough, and Refugee Week was a highlight. We renewed our partnership with the University of West London (UWL), were hosted in a shop by Ealing Broadway Shopping Centre, and worked with local venues ActOne Cinema, W3 Gallery and Mahaba Café, a social enterprise.

We were particularly proud of two of our volunteers who themselves started volunteering at Ealing Soup Kitchen and Acton Homeless Concern, and one of whom featured in the local council magazine in an article about helping others. We find that our members want to give back to the community. Volunteering is one of the projects we are trying to build up.



One of our members started volunteering herself and featured in Ealing Council’s magazine

Refugee Week 2025

With funding from Ealing Council, we ran a series of events with UWL:

- a sold-out screening of the refugee-made film *Life is Beautiful: A Letter to Gaza*, opened by our MP, Rupa Huq, and Acton councillor Hitesh Tailor. The discussion afterwards was accompanied by flute and daf from ESH musicians and a London-based jazz group

- Coffee and Draw at Mahaba Café, a social enterprise in West Ealing, attended by local councillors including Polly Knewstubb
- an exhibition of members' art at W3 Gallery, with an opening night for local artists and members
- A Communal Colour: The public coloured in a giant artwork by a UWL student, first drawn for UWL's branding project for ESH, and built an 'Ealing wall of hearts' with messages about seeking sanctuary. Ealing Broadway Shopping Centre hosted us in a shop for the week, staffed by our volunteers.



Refugee Week: the Ealing wall of hearts



Art Exhibition featuring ESH artists at W3 Gallery, June 2025



Refugee Week: members' art exhibition at W3 Gallery



Rupa Huq MP and Cllr Hitesh Tailor opening the Refugee week screening at ActOne Cinema



Flute and daf from ESH musicians after the screening

Borough of Sanctuary

Ealing spent a year applying for Borough of Sanctuary status. As the only organisation in the borough working exclusively with sanctuary seekers, we played a major part:

- hosting visits from many councillors, supporters and donors and providing evidence of our members' needs and how the Ealing community supports them.
- giving Ealing Council access to consult and interview our members, and taking part in meetings and consultations on the sanctuary strategy
- helping John Perryn School successfully apply to become Ealing's first School of Sanctuary



Artwork by an ESH member

Ealing was awarded Borough of Sanctuary status in March 2025, and the launch was held at the Hub, with presentations from our volunteers and members. We influenced some of the borough's provision for sanctuary seekers, but could not change the financing plan, which allocates only 5% of the £2.2m strategy to community services.

Voluntary organisations in Ealing voted for ESH to co-chair the new Ealing Sanctuary Forum with Ealing Council. The forum meets quarterly, and the first meetings took place in 2025. We work with the Council on the agenda, minutes, follow-up actions and chairing. This is a funded role of two days a year.

Ealing Sanctuary Strategy

The Borough of Ealing Sanctuary Strategy runs for three years, from March 2025 to March 2028. In the strategy's words: "The total cost of the strategy is £2.2m. This is taken from funding provided by central government specifically for sanctuary-seekers and will not be draw[n] from the council's core budget."

Ealing Sanctuary Strategy, March 2025

Visit from the Deputy Mayor of London

In November 2025, following Ealing's Borough of Sanctuary accreditation, the Deputy Mayor of London, Debbie Weekes-Bernard, visited to see Ealing's work with sanctuary seekers. ESH hosted the visit, which was attended by the Greater London Authority, the Leader of Ealing Council, Peter Mason, City of Sanctuary, Ealing councillors, local organisations and schools. We co-chaired a roundtable with Ealing Council, hearing from organisations that support sanctuary seekers in the borough and discussing how to make the most of the strategy.



ESH hosting Debbie Weekes-Bernard from GLA and Ealing Council at a roundtable about sanctuary seekers in Ealing

Reflections on the year



Comments from ESH members

2025 was a difficult year for our members and for ESH. Our income is lower than in our first annual report, partly because this report covers 12 months rather than 18. Income also fell while our costs rose with our first staffing commitments. Keeping the organisation functioning effectively was our main concern, and it could not be done on volunteer time alone. It is a significant and worrying comment on the sector and UK environment for sanctuary seekers, that two of our partners Calais Light and Bloody Good Period, closed their doors in 2025.

Our biggest step forward was taking on part-time paid contractors for the first time, as the organisation was no longer viable without paid support. The board agreed that one of our trustees was best placed to become Director, a role she had been carrying out in practice since we began and we cleared this formally with the Charity Commission. The decision making on her role and rate were voted on by the trustees in her absence. ESH still depends heavily on volunteers to manage the Hub: 0.8 full-time-equivalent staff is far from enough to deliver, report on and fundraise for an organisation that reaches up to 1,200 people a year. To mitigate the risk of paying staff, we take on only consultants and for contracts of six months' duration at a time.



Artwork by an ESH member

Fundraising

We have an annual fundraising plan to help us apply for funds throughout the year. This is demanding, as the work falls to two trustees. We use JustGiving as our fundraising platform, but we do not use any fundraising schemes or professional fundraisers. We have received no complaints about our fundraising, have complied with fundraising regulations, and have not had to return any funds. We do not use street, door-to-door or telephone fundraising, and we never ask our members for donations, so that no one is put under undue pressure to give or has their privacy intruded upon.

We missed several funding opportunities simply because we lacked the time to apply. However, support from Blue Thread helped us develop our first fundraising strategy and public giving ask, along with some key proposals, all to be delivered in 2026.

Our 2025 objectives

Objective for 2025	What we delivered
To secure paid support to help run ESH	**Achieved:** two part-time contractors now deliver ESH.
To make sure we have robust safeguarding systems in place	**Improving:** we joined the safeguarding organisation 31:8 for support. Volunteer training is ongoing, and volunteer induction needs improving.
To maintain and improve our financial position	**Ongoing:** we made less progress than we wanted because of the sheer volume of work in running the Hub each week.
To develop our website, so that key information for Ealing's sanctuary seekers is easy to find	**Ongoing:** a sanctuary seeker has been contracted to design the website, and the content is being written.
To appoint volunteers or paid staff to key roles: (i) operational management of the drop-in, (ii) fundraising, (iii) volunteer management and (iv) strategy and overall direction	**Achieved:** (i) Operational Manager hired (ii) temporary fundraising support hired, to deliver in 2026 (iii) we decided volunteer management needs paid staff rather than a volunteer; over time it should become part of the Operational Manager's role (iv) strategy and direction sit with the Director

Table 3: Our objectives for 2025 and what we delivered



Shoes donated by the people of Ealing for our jumble sale



Donated suitcases, sorted and ready for members

Memberships

We are members of 31:8 to provide us safeguarding support and services and help with processing DBS checks. As a small charity, we are also a member of NCVO

Safeguarding

Safeguarding remains a top priority for ESH, and we continue to strengthen our standards. In 2025 we joined the safeguarding organisation 31:8, whose advice line we can call when concerns arise, and began to formalise our safeguarding processes:

- volunteers completed a series of short safeguarding training modules
- we set out safeguarding requirements for new volunteers, including member volunteers, to be put in place in 2026
- we reintroduced lanyards so volunteers are visible, with safeguarding reminders printed on the back
- all volunteers re-signed our Code of Conduct, which they now do every year

Access to mental health first aid is an area we want to develop, because we know that this has an impact on safeguarding issues.

In 2025, several safeguarding concerns were raised at the Hub. None met the threshold for a serious incident report to the Charity Commission.

The loss of an ESH member

In the summer of 2025, while the Hub was closed for the holidays, one of our members died by suicide. He was a much-loved member of our community, who gave his time generously to support others, both at the Hub and beyond. His death has been felt deeply by members, volunteers and staff, and our members continue to regularly talk about him and the loss of their friend.

In the weeks that followed, volunteers helped to support the repatriation of his body to his family. We called on Ealing Council to provide mental health support and counselling at his hotel accommodation, and we sought advice from our safeguarding organisation on our role in supporting members' mental health. His death showed us the gap that can open up when community organisations are not there.

Our safeguarding support advised that we did not need to report this incident to the Charity Commission. However, his death led us to strengthen our safeguarding procedures. We now display posters with of organisations that support people with suicidal ideation. Our safeguarding leads are in touch with key organisations to contact if we are worried about a member – which we have done during the year. New volunteers now complete short training on suicide awareness, volunteers are trained to recognise warning signs and on our procedures, if someone talks about suicidal ideation. This training is ongoing.

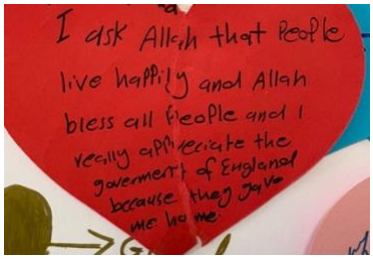
This loss has deepened our understanding of how serious the mental health needs of our members are. Supporting members' mental health will be a priority for us in 2026.

> If you have been affected by this, you can contact **Samaritans** free, day or night, on **116 123**.

Incidents

We recorded one safety incident during the year. A young child accidentally knocked over a hot drink and was scalded on her foot. Our team gave first aid straight away and called an ambulance. Since then, we have set up a children's play area and are sourcing a play pen and high chair for our youngest members.

Thanks



We would like to thank our many partners that have contributed to making the Hub happen in 2025. We are supported by many generous organisations, volunteers and former volunteers. We particularly thank our friends and partners at Calais Light and Bloody Good Period, who very sadly had to shut down in 2025. **Thank you all for supporting Ealing's sanctuary seekers.**

Funding partners

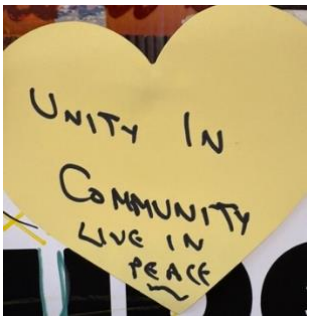
500 Acts of Kindness
Blue Thread/This Day
Ealing Council
EHCVS
London Churches
Société Générale

In -kind partners

We received a huge amount of support in kind from and collaborated with, the following organisations:

ActOne Cinema
Bloody Good Period
Calais Light
City Harvest
Ealing Broadway Shopping Centre
Good Things Foundation
Goods for Good
GreyLine Ltd.
KallKwik Ealing
Kualo Web Hosting
Latcham Larks Choir
L'Ecole André Malraux
London Transport Museum
Mahaba Café
The Felix Project
Vodafone
Big Yellow Storage
ThamesReach
University of West London
W3 Gallery
West London Islamic Centre

Members of the community



Special thanks go to the people of Ealing, who donate to us every month and donate so generously every time we ask for supplies, particularly your incredibly generous donations for our jumble 'sales'. We are grateful to Ealing Council - to Cllr Blerina Hashani and the Equalities and Engagement team and ongoing responsiveness from many Ealing council teams, particularly the Rough Sleeping team. Also thank you Jo and the West London Welcome team, for your ongoing guidance and moral support. Thank you too, to Rupa Huq MP, and Cllr Hitesh Tailor for your continued advocacy and encouragement. We also couldn't manage this without the incredible support and trust provided by our hosting church. Thank you.

Volunteers

The trustees wish to particularly thank and commend all our volunteers. So many of our volunteers give many hours outside of the weekly hub, to make each session function. Our achievements here are only possible thanks to the commitment of our volunteers who continue to offer a warm welcome to Ealing for sanctuary seekers in the borough. Your energy, passion and commitment is inspiring and we enjoy working with you all. You demonstrate that Ealing continues to be a progressive, welcoming, inclusive place to live. Thank you to each and every one of you.

Looking ahead: our aims for 2026

In 2026 we will focus on six priorities:

1. **Return to a weekly service for all.** We will increase our capacity so that every member can once again visit the Hub every week, rather than every fortnight as now.
2. **Support members' mental health.** We will build partnerships with local mental health services, continue to train volunteers in suicide awareness, and keep pressing for better support in asylum accommodation.
3. **Launch our new website and 'Life in the UK' workshops**, so that ESH becomes the go-to source of information for sanctuary seekers in Ealing.
4. **Introduce a new membership and records system.** This will reduce our weekly admin, keep members' information safe and secure, and help us measure the difference we make.
5. **Grow and diversify our income.** We aim to raise over £100,000 (up from £54,000 in 2025), including through a new local public giving campaign.
6. **Strengthen our volunteer and trustee teams.** We will introduce a new volunteer induction pack with more thorough interviews and onboarding, broaden the skills on our trustee board, and bring more people with lived experience onto it, as part of our commitment to being a participatory organisation.



Financial review

January–December 2025

As the financial report shows, we remain over-reliant on philanthropic giving, and there are few statutory funding opportunities we are eligible for. Ealing Council has not yet released the £100,000 allocated to voluntary organisations working with sanctuary seekers. It allocated £20,000 for Refugee Week from the government's stabilisation funds granted to Ealing in summer 2024. We have one statutory grant (£800, co-Chair of Ealing Sanctuary Hub – accrued in 2026) and two multi-year grants (EHCVS and Blue Thread), and a plan to boost our fundraising, particularly public giving.

We have no paid staff, only part-time contractors. These roles were adopted part way through 2025. They include the Director, Operational Manager, IT/Web-design and fundraising. These roles were only taken on part way through 2025. They were partly paid for by restricted grants. No role was paid more than £19,500.

We applied for £310,100 of restricted and unrestricted grants in fundraising applications. Income for the year totalled £54,205, of which £41,335 was unrestricted and £12,500 was restricted. Our total expenses are £56,653. We ended the year with a deficit of £2,448, with total funds of £36, 605 to take forward into 2026.

We do not yet have a reserves policy, partly because our spending has been low compared with our income. The trustees have committed to adopting a reserves policy in 2026 and to building reserves gradually to six months of running costs by 2028.

We hold public liability insurance to help us manage financial risk.

With this in mind, the trustees reasonably expect that the charity has adequate resources to continue operating. Until our finances are more secure, we will continue to contract staff rather than employ them through PAYE.

Our accounts have been independently examined by Simon Makepeace, as required by the Charity Commission, who is satisfied that they are in order.

Mohammad Allahham, Treasurer

October 2026

Accounts

Ealing Sanctuary Hub - Balance Sheet as at 31 Dec 25

	31-Dec-25
Current Assets	**50,955**
Floats	147
Tesco Voucher /OS	1,365
Grant Receivable	11,600
Bank Account: ECH Outflow Account 16270516	242
Bank Account: ECH Inflow Account 16270524	37,601
less Current Liabilities	**14,350**
Accrued Expenses	14,350
Net Current Assets	**36,605**
Total Assets	**36,605**
Retained Surplus	36,605
Total Equity	**36,605**
	31-Dec-25

Ealing Sanctuary Hub -Income & Expenses : Accounting Year 2025/25

Income (Grants & Donations)	**54,205**
UNRESTRICTED	**41,335**
HMRC GIFT AID	885
JUSTGIVING	11,245
EHCVS	5,000
BLUE THREAD	15,000
CHURCH - TRUST130 PROGRAME	130
BRIGHT FUTURE	3,000
PRIVATE DONORS	5,875
ACT OF KINDNESS	200
RESTRICTED	**12,500**
BLUE THREAD - R	5,000
EALING COUNCIL - R REFUGEE WEEK	6,600
LONDON CHURCHES (LCRF) - R	900
add Other Income	**370**
Interest Received	370

Income (Grants & Donations)		**54,205**
UNRESTRICTED		**41,335**
Over all Expenses	**56,653**	
Project Expenses	**23,608**	
Travel costs (members & volunteers)	624	
English Classes	101	
Tesco Gift Cards	12,445	
Refugee Week Project	6,594	
Guest Entertainment	36	
Lunch Project	3,248	
Christmas Party	293	
Individual Needs Project	267	
less Administration Expenses	**6,012**	
Church Premise fees	3,800	
Office Expenses	1,463	
Safeguarding service Fees	495	
Insurance	254	
Contractors (Cost & Travel)	**27,033**	
Surplus/ (Deficit)		**-2,448**
Retained Surplus brought forward:		39,053
Retained Surplus carried forward:		**36,605**

Ealing Sanctuary Hub Accounts

1st January-31st December 2025

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Independent examiner's report on the accounts

Section A **Independent Examiner's Report**

Report to the trustees	Ealing Sanctuary Hub (formerly Ealing and Acton Support Enterprise)		
On accounts for the year ended	31 December 2025	**Charity no (if any)**	1203945
Set out on pages	26-27		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 / 12 / 2025.

Responsibilities and basis of report

As the charity's trustees, 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 Trust'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

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. *Delete* [ ] *if not applicable.*

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did 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.

* *Please delete the words in the brackets if they do not apply.*

Signed:	S Makepeace	**Date:**	30/10/2026
Name:	Simon Makepeace		
Relevant professional qualification(s) or body (if any):			

Address:	8 Weston Road
	London W4 5NH

Section B	**Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.