

H.E.L.P

Helping Empower Lives in Peterborough



April
2022-23

1st

ANNUAL REPORT

Helping Empower Lives in Peterborough



www.helpcharity.org.uk

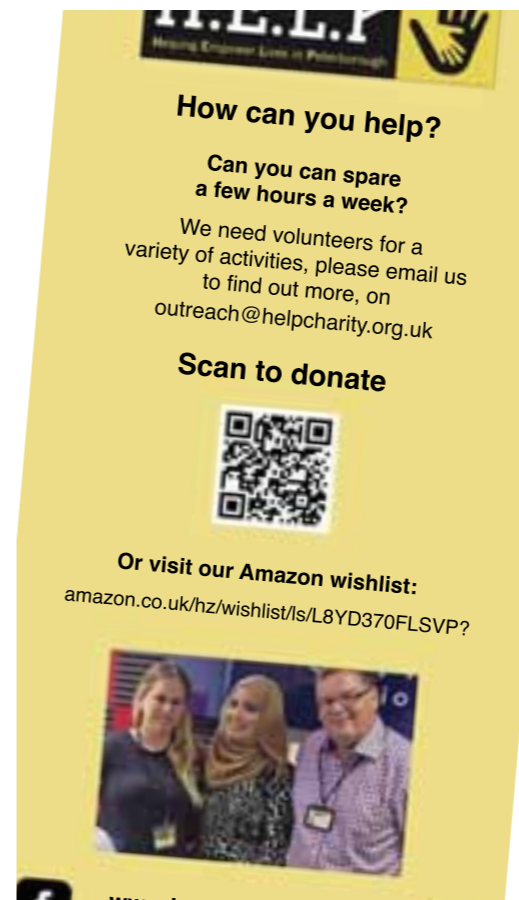
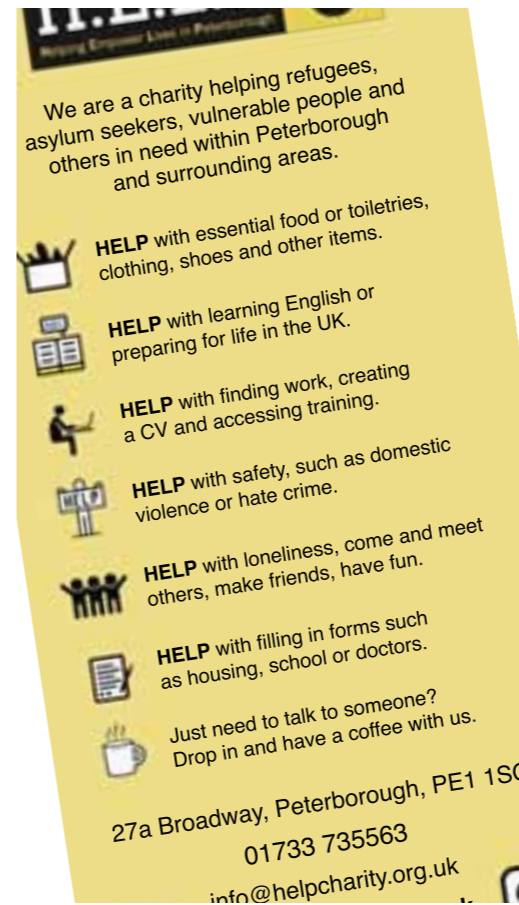
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A message from the Chairman

I would like to welcome you from myself and all of the trustees to our first Annual report, it gives us great pleasure to introduce you to the team and to show you what the team has managed to achieve in our first year and we look forward to continuing to support our service users and exploring new ways of supporting people in need.

We also would like to thank everyone who has supported us in our 1st year, your support is very much appreciated!



Charity Information

H.E.L.P (Helping Empower Lives in Peterborough)

Charity Registration Number: 1199149
Registered in England and Wales
VAT Registration Number: 433 8863 69

Office Address:
27a Broadway, Peterborough PE1 1SQ
Tel: 01733 735563
Website: www.helpcharity.org.uk
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Find us on Facebook : Helpcharityteam

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Rebecca MacLellan
Rose Booker-Macedo
Lauren Bryant
Dr. Zohra Almahmudi
Dr. Francis Bailey

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Senior Management Team:

Mark Murray - Office Manager
Rebecca MacLellan - Outreach Manager
Engy Morsy - Project Manager

The team



Mark Murray
Co-Founder and
Office Manager



Beckie MacLellan
Co-Founder and
Outreach Manager



Engy Morsy
Co-Founder and
Projects Manager



Ola Elsabbagh
Activities Manager



**Oksana
Suprunenko**
Caseworker



Ksenia Tytyuk
Caseworker



Inna Gorobets
ESOL Tutor

Volunteers and other supporters

We would also like to thank our volunteers and other people who have worked hard behind the scenes during the past year, we are grateful for your assistance and appreciate your hard work.

Thank you!

A few words...



Since our start, opening our doors in April 2022, we have been much busier than we expected, this shows the urgent need for our services and the support that the people of Peterborough need, we aim to provide an tailored service to suit the individual, as we know that everyone's needs are different, we look forward to supporting our service users in the the year ahead.

Mark



It was a busy year welcoming our Ukrainian refugees through the HFU scheme, who left behind all they know and love after war stricken and impoverished their country. We are here to make the transition from their country to the UK smoother, starting with welcome visits and welcome pack, orientation and then ESOL, education on how life and systems work in the UK.

Engy



We have had a busy year with plenty of events and activities. Attending spring and summer events giving out information, as well as attending various job fairs and organising our own events such as a Halloween Party, Christmas Party and International Womens Day event, along with sports activities for the children during the school holidays, lots more activities are planned for the year ahead!

Beckie

What we do and who we help...

We are a charity helping refugees, asylum seekers, vulnerable people and others in need within Peterborough and the surrounding areas.

Various areas including...

-  HELP with essential food or toiletries, clothing, shoes and other items
-  HELP with learning English or preparing for life in the UK.
-  HELP with finding work, creating a CV and accessing training.
-  HELP with safety, such as domestic violence or hate crime.
-  HELP with loneliness, come and meet others, make friends, have fun.
-  HELP with filling in forms, such as housing, schools or doctors.
-  Just need to talk to someone? Drop in and have a coffee with us..

Aims & Objectives

To assist people to build links and integrate with the people living in and around Peterborough, by providing various activities and services, as well as providing advice and support across a range of areas, including advocacy, interpreting and translation, CV help and employment support, DWP assistance and training courses. We aim to make life easier for people who have little or no support.

Vision

Ethnic minorities, Refugees and asylum seekers and all other disadvantaged citizens are given the assistance and guidance that they require to build strong links and skills within the community and promoting integration amongst citizens.

Homes for Ukraine



Ukrainian refugee support

We are very proud to have been chosen by Peterborough City Council to run the Homes For Ukraine scheme, to help Ukrainian refugees that have been displaced during the war...

We are here to provide assistance and support to the guests covering various areas, such as orientation, form filling, learning support as well as working with them to guide them through any other issues that they may encounter whilst in the UK.

The hosts are also supported with any queries that they may have. We provide events throughout the year, helping the guests to integrate into the community.



H.E.L.P.
Helping Empower Lives in Peterborough

HFU Host Events

Support, feedback, information...

About Us
H.E.L.P. are a registered charity based in Peterborough, who are responsible for supporting Ukrainians on the 'Homes for Ukraine' scheme, on behalf of Peterborough City Council.

Where & When
St. Mary's Church Hall,
New Road, PE1 1TT
6-8pm on Tues 8th November
6-8pm on Tues 13th December

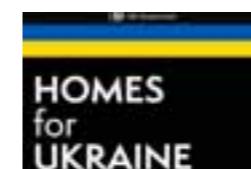
Why do I need to come?

- Get information about supporting your Ukrainian guests
- Advice for tricky issues
- Opportunity to give feedback
- Speak to H.E.L.P. team and Peterborough City Council
- Refreshments

Contact Us

- 01733 735563
- info@helpcharity.org.uk
- www.helpcharity.org.uk
- facebook.com/HelpCharityTeam
- 27a Broadway, Peterborough, PE1 1SQ

Lucy (HFU Host) - "Friendly, helpful and committed staff whose care and attention have been excellent. Extremely impressive for such a new organisation".



Statistics

HOW WE HAVE HELPED, SO FAR...



Asylum support across different hotels - we have assisted with a wide variety of items and other things, depending on the needs of the people, including clothing, shoes, mobile phone SIM cards, mental health support, general advice, food, pushchairs, childrens toys and furniture for hotel play room, bikes with helmets and locks, kids activities, football sessions and date fruits for Ramadam.



Funders and Supporters



We would also like to acknowledge the large number of individuals who have supported us in many different ways, financial or otherwise, during our first year, your support has been hugely important to us.



and other organisations that we work with...

We are always happy to connect with other organisations and improve the range of services available to our service users through partner organisations - please get in touch if you think that we can offer support in any way.



The Garden House



FREE CAKES FOR KIDS STAMFORD & PETERBOROUGH

ESOL

Hi, my name is Inna Gorobets and I'm an ESOL tutor at H.E.L.P.

I've moved to the UK escaping the war in Ukraine. Being a refugee myself I realise how important it is to learn English and start a new life here in the UK.

Our lessons are always fun, useful and aimed at developing learners' speaking skills in order to communicate their needs in everyday life, find a job and be able to live their lives fully. I am happy to be part of H.E.L.P team and make a difference to people through delivering ESOL lessons.



Bikes donated to our service users...

To date we have given out over 115 bikes to those in need of an affordable mode of transport for work or college and for children to get out and active. Here are some of the bikes that have been provided. Thank you to our volunteers who have helped with checking and repairing the bikes, including Tim Drake, Andy MacLellan and Ray Murray.



We would like to say a BIG THANK YOU to everyone who has donated bikes and other items to help people in need.



Tim Drake

M: 0787116660
E: timdrake135@gmail.com

Bike & Handyman Services

From bicycle repairs/ servicing to jobs around the house/ garden

Facebook - Timdrakebikesandhandymanservices

March 2023

International Womens Day

Our International Woman's Day event was a great success with lots of guests and plenty of delicious food and fabulous entertainment along with the photo booth that was great fun.



2023

Art Therapy Sessions

We ran a series of Art therapy sessions for 12 weeks, in conjunction with CEAAC. We also offered one-to-one counselling with qualified counsellors Tessa & Shubina. We continue to offer wellbeing sessions on Wednesdays for the coming year.

Twenty nine service users were referred or self-referred to the program, included men and women, from Ukraine, Egypt, Cameroon, Pakistan, Afghanistan, Sudan and Kurdistan.

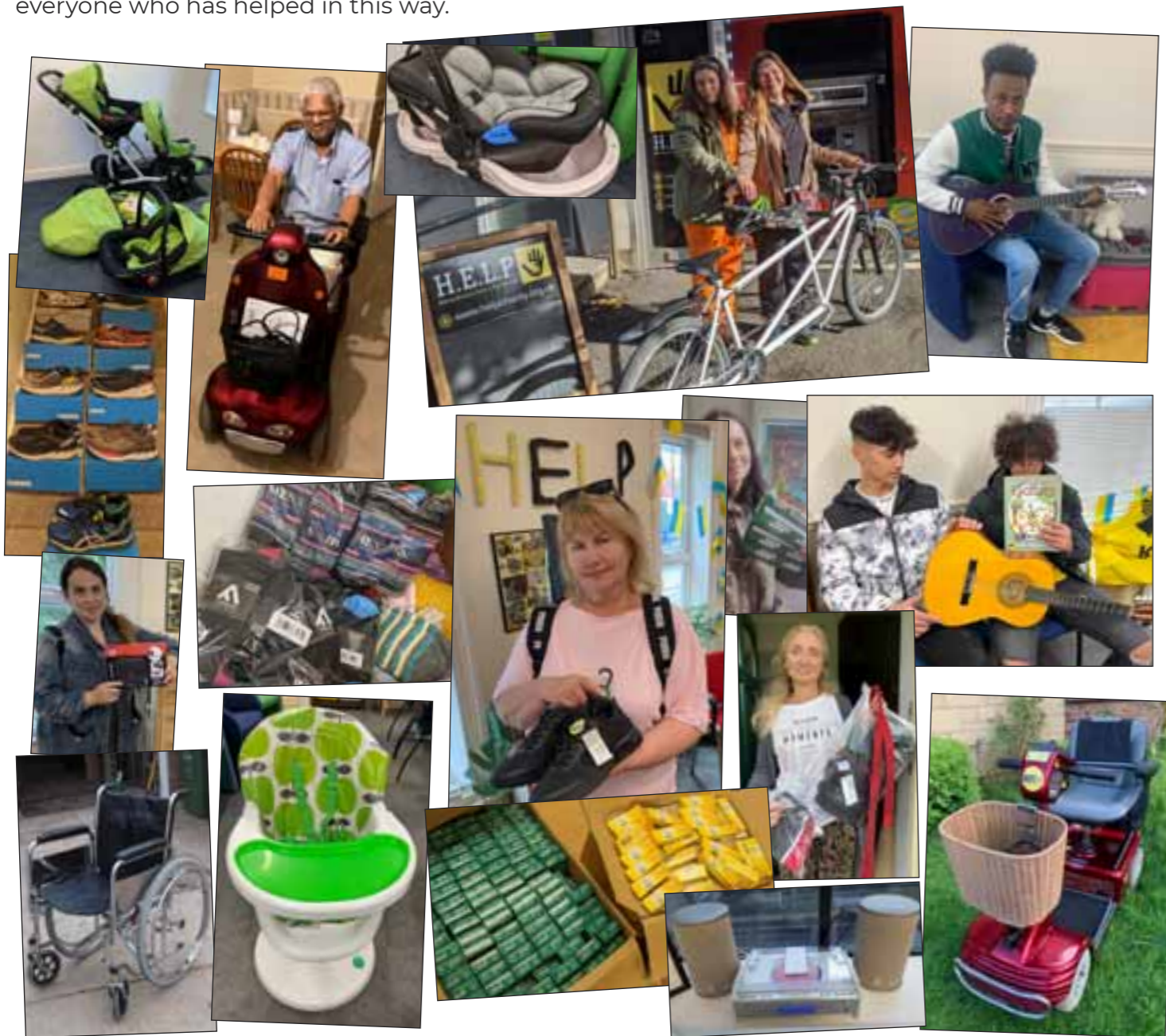
We received great feedback from participants and referring organisations, who saw a big positive change in their service users.

Here is one of the participants' feedback: *"I have been having a one-to-one counselling session with Shubina, a counsellor at H.E.L.P charity for more than five months, and I had my last session on Friday, 14th July 2023. Initially, I was very depressed and anxious, worried about what life holds for me in this new country. Shubina has really helped me in taking back control of my life and feeling more confident about myself. I am very grateful to H.E.L.P charity for their support."* - A



Items given to people in need...

We have managed to help out with various items, with people getting in touch or being referred to us. We will do our best to assist genuine people in need with things that will make their life easier. This is only possible with the kindness of the people who donate items to us, so a big thank you to everyone who has helped in this way.



Other items given out to those in need

Baby Equipment - Baby baths, safety gates, cots, single buggies, double buggies, car seats, highchair, nappies, clothes and toys. Disability Equipment - manual wheelchair, mobility scooters, walking aids. We were kindly donated 30 Christmas hampers by Kingsgate Church, to

give out to our service users. They included items such as hot chocolate, biscuits and Christmas goodies.

These were gratefully received by lots of people who we felt could benefit from a few festive treats to brighten their holiday period.



Loan Laptop Scheme

We have loaned out refurbished laptops to people who have needed them to study, this has allowed some of our service users to attend online courses that they wouldn't have otherwise been able to access. This has a big impact on the confidence and abilities of the individual with many going on to find employment or improving their current situation and knowledge levels.



Thank you to the kind generosity of the funder for helping to support us with this project.

Refugee Week Goodie Bag Giveaway

Lots of nice items were included in our Goodie Bags, with lots of happy visitors to our office to collect them, we are pleased to be able to provide something that will brighten their day.

It's important to us that we help all refugees integrate into the community and fulfil their potential in whichever area they choose, by continuing to support in this way, we can build a stronger and more diverse community.



Work experience student...

We were delighted to be able to support a student on Work Experience who was a real pleasure to work with, she was a very fast learner, very pleasant to have in the office and her translation skills proved really valuable in helping to assist a homeless service user to secure accommodation. This was a fabulous outcome and the H.E.L.P. Team wish the student all best wishes for the future!

German A-Level Students Visit H.E.L.P

After being approached by tutors of German A-Level students, we hosted a Q&A session on a Saturday morning to help them with their studies in preparation for their oral exams a few weeks after the visit. Their set topic was "The Ambiguity of Belonging" and a lot of areas were covered, such as identity, family, friendships, religion, class, migration and race. There were lots of interesting questions and we were pleased to offer an insight from our perspective.



Listening campaign



We are proud to be member of Peterborough Citizens, this enables us to collectively work together with other likeminded organisations in the area and affect change through joint efforts...



Scam awareness session

Staying safe online is really important, that's why we were delighted to be able to offer a scam awareness free information session about avoiding the latest scams. There were some really useful tips provided to protect yourself and your data from being stolen and misused.



Top Tips-what can you do to protect yourself and others?

- 1 Never disclose security details
- 2 Don't assume everyone is genuine
- 3 Don't be rushed.
- 4 Listen to your instincts.
- 5 Stay in control



Eid in the Park - 2022

We were delighted to be able to attend Eid in the park, this important celebration was a joy to attend with lots of people and it was a very welcoming day.

The weather was kind which led to plenty of picnics in the park and a very relaxing atmosphere after the praying had concluded.



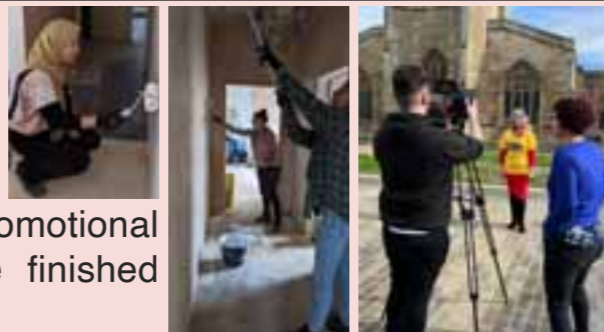
Ladies Yoga Sessions

Yoga sessions have been very well received and have encourage new friendships between the ladies attending, The Quaker House is a great location, very peaceful and with a calming atmosphere which is perfect for the Yoga classes. There is also a great garden which is worth a visit.



Painting

We are proud to be working with Leeds Building Society to support Ukraine refugee's, this included assisting with painting the rooms, promotional videos and finding suitable tenants for the finished accommodation.



Sports in the Park



During the school holidays, we ran various sports activity sessions in the park and also in a large hall, the sessions were very much enjoyed by the children with the big parachute being very popular, it was great fun for all involved.



Millfield Festival

Ferry Meadows

Peterborough Presents

We were delighted to be part of the festival, running art activities which included painting musical instruments and also raising awareness of our work and vital funds. We also gave away goodie bags and did some henna tattoos.

It was a great event and fun was had by everyone who took part, there were plenty of different stands and organisations in attendance. We look forward to taking part again next year!



A fun filled time was had by all at the Peterborough Presents Event held in May at Ferry Meadows Nene Park. The weather was fantastic and there were lots of activities for all to do, including lots of entertainment to keep the children occupied. We are already looking forward to next year's event!



Sewing Group

Our popular sewing group runs every week, led by Fatma who is very skilled and teaches our guests how to make some wonderful items.



24th February 2023

Ukrainian Vigil

The H.E.L.P Team was proud to support the Ukrainian vigil to mark 1 year since the start of the war - we stand with Ukraine against war. The Sewing group was delighted to have made the 25 meter flag for the event.



Halloween Party

Lots of fun was had by all during the 1st H.E.L.P Halloween Party, there was food and films, face painting and lots of activities to keep everyone busy.

There were some fabulous costumes and it was a great event with lots of happy children!



Xmas Gift Appeal

The H.E.L.P Xmas Gift Appeal was a huge success, with the very kind support of various organisation, companies and people, a large number of gifts were provided to people who would have otherwise been unable to celebrate the festive holidays with gifts.

A massive thank you goes out to everyone who has supported us by donating, your kindness and generosity really has made a big difference to peoples lives. Also to the volunteers from the USAF and Prince's Trust who gave their time to wrap, decorate and all the other jobs that they completed for us.



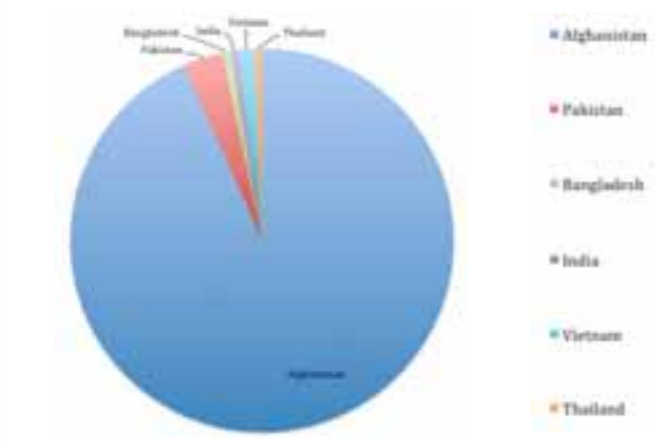
Xmas Party

We had a fabulous first Christmas Party. We had two beauty queens helping Santa hand out gifts, DJ Stef running the music, Olga doing her wonderful face painting, staff and volunteers kindly helped set up and run the event. Anna from the US Air Force came with lots of gifts and ran a badge making activity. Lots of happy children received gifts, bounced on the bouncy castle and enjoyed the food! Mince pies were kindly donated by Tesco and other cakes made by Cynthia & her friends from Cakes 4 Kids.

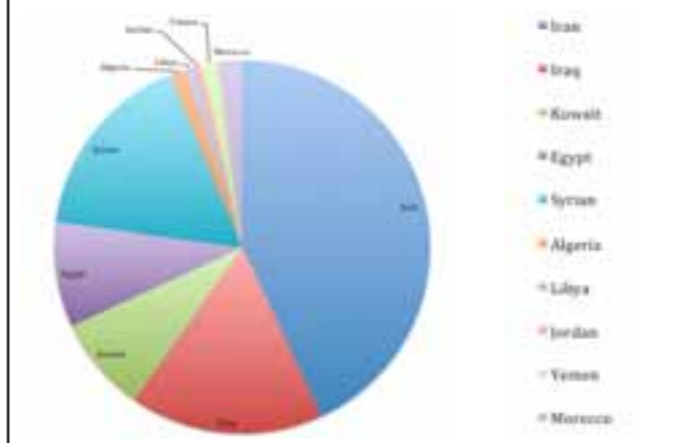


Service User Statistics, Case Studies and Feedback

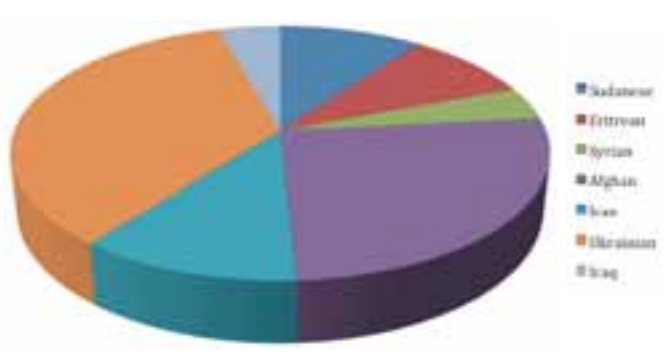
H.E.L.P Service Users from Asian Countries



H.E.L.P Service Users from Arabic Countries

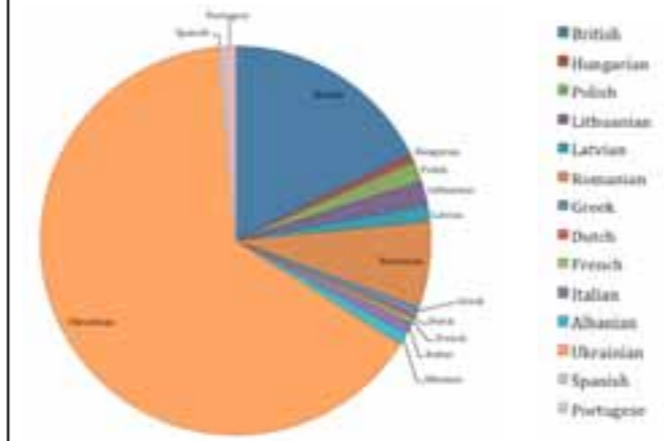


Most common Refugee Nationalities we support

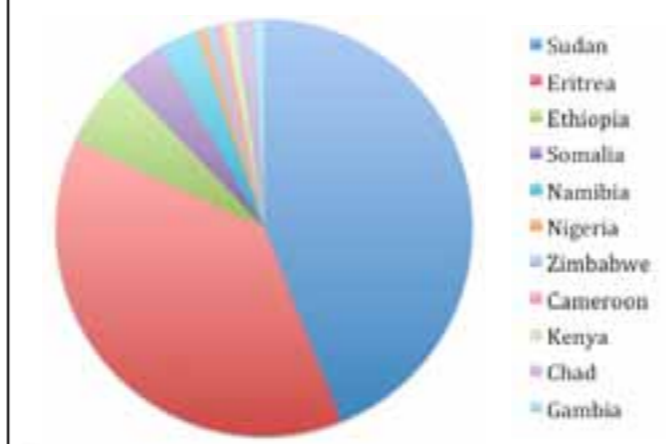


Ukrainian26.17%	Polish0.69%	Bangladeshi0.14%
Afghanistan ..19.28%	Somalian0.69%	Netherlands0.14%
Iran.....8.54%	Kurdish0.55%	Gambian.....0.14%
Sudanese.....7.99%	Namabia.....0.55%	Indian0.14%
Eritrean.....6.89%	Latvian.....0.55%	Spanish0.14%
White British ..5.37%	Potrugese0.41%	French0.14%
Syrian.....3.31%	Italian0.41%	Brazilian.....0.14%
Iraq3.31%	Albania0.41%	Nigerian.....0.14%
Romanian2.89%	Morocco.....0.41%	Zimbabwe0.14%
BAME British ..1.79%	Yemen0.28%	Cameroonian..0.14%
Egyptian1.79%	Vietnam0.28%	Kenya0.14%
Kuwait.....1.65%	Chad0.28%	Mexican0.14%
Ethopian.....1.10%	Algerian0.28%	Libyan0.14%
Lithuanian0.83%	Greek0.28%	Jordan.....0.14%
Pakistani0.69%	Hungarian.....0.28%	Thailand.....0.14%

H.E.L.P Service Users from European Countries



H.E.L.P Service Users from African Countries



M - "My son doesn't speak much but when we went somewhere else for help, he was signing a hand in a hand like your logo, he wanted to come to your office." (From Afghanistan)

D - "They have helped me with a loan computer which has helped me study and learn English. Great charity and friendly staff." (From Iran)

S (Iranian) - He joined our Football sessions and was an excellent player as he had played semi-professionally in Iran. He has become the team captain and co-ordinates the communication with the players. We also gave him a bike and lock to keep it safe. When Anitya (Metal Peterborough) approached us about being involved in 'Project O' a performance about refugee experiences, S came along to be interviewed about his story, for the research.

A (Cameroonian) - He was feeling low and needed some mental health support. He had two rounds of counselling with our trained counsellor Shubina and regularly attends our wellbeing sessions to enjoy some creative activities and social interaction. He also enjoys the quiet time to himself, as he is usually helping his sister with the care of her Autistic son and her newborn baby. We have seen a big improvement in his mental wellbeing after accessing our support and it is a joy to see him smiling and filled with hope.

L (Romanian) - She is a single mum to 2 small children, with no income, we helped her with a Universal Credit application, but she had problems with accessing benefits due to EUSS status. She lives in an illegal tenancy (1 room), struggling for food and living costs. We have issued food bank vouchers regularly and given some foods from our store of donations. We have also helped with toiletries and regularly give her clothes for the children as they grow out of things. At Christmas we gave the children some presents and some Christmas decorations to make their space more festive.

H.W (Eritrean) - We have helped him with shoes, trousers and a Vodafone sim card to keep in touch with his loved ones. We took him a bike and lock, so that he and his friend, can get around within the town he is temporarily housed in. He has also recently received a loan laptop from us so that he can access English learning online.

H (Egyptian) - He was referred by the Red Cross to us for some support with mental health as he was feeling low and isolated. We also helped him with a Vodafone Sim card and a Primark voucher (donated by the Quakers) for clothing and an armchair for his rented room. He had several weeks of 1 to 1 counselling with our professional counsellor Tessa and he attends the creative wellbeing sessions with us weekly. We have also supported him with learning knitting as a hobby and issued him a donated bike when his previous bike was stolen. Once he received permission to work, we helped with writing a CV.

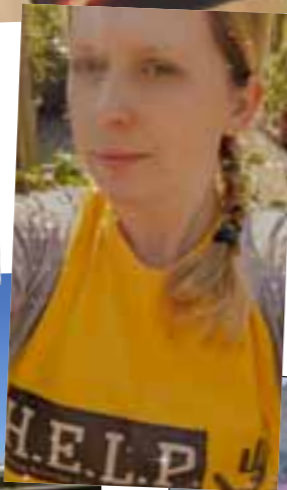
"I don't feel like a stranger here" - K

Becky Dunn - "I think H.E.L.P are a fantastic charity. I work for a social care company supporting teenagers in care and H.E.L.P have been really helpful with sourcing a bike for one of our young people and potentially a second for another. This has really made a difference to their lives and improved their independence."

H - "Help is a very helpful place, and people there they are wonderful people to contact with and they are help you as much they can do" (From Egypt)

G - "It is wonderful that there is such an organization as H.E.L.P in the city, there are good workers who help people, thank you very much for your help, today we also had an event, we were given bicycles, for which THANK YOU again!!!" (From Ukraine)

Галина - "Thank you very much for your help and support. When I came to Peterborough with my children, we knew nothing and had nothing. Thanks to your team, we arranged our lives, learned a lot of interesting things about your city, about the people who live here, and received support and help that we really needed. We can also save our time because now we have a bicycle to get to the right place faster. Thank you very much, it is priceless for us." (From Ukraine)



THANK YOU!

To our supporters

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