



bristol hospitality network

solidarity · equality · mutual empowerment
hospitality · integrity · creative resistance



ANNUAL REPORT

APRIL 2016 - MARCH 2017

about BHN

Bristol Hospitality Network is a local charitable organisation, founded in 2009. We extend solidarity to people seeking asylum and experiencing destitution through accommodation and creative community involvement.

We were formed after a group of volunteers from Bristol Refugee Rights started to see a rise in the number of asylum seekers sleeping rough or in need of housing in our city.

Since the beginning, we looked to create spaces where local people and those seeking safety could come together, learn from each other, and create a rich and welcoming community of people from all around the world.



There are four main parts which make up BHN:

Housing: Providing accommodation, either through pairing members with host households or at our 11 person hostel.

Advocacy: Our Help Team, who support and assist our members through the asylum process.

Social Enterprise: Event catering with our 'Moveable Feast' team, helping members gain skills in event preparation, organisation and team collaboration.

Volunteering: Volunteers are crucial to sustaining BHN, providing ESOL teaching, advice, support, practical skills and event assistance.



a message from our chair

Hospitality is good for everyone.

Bristol is fortunate to have people from all over the world living here in one city. If you haven't ever sat around a table to enjoy good food and conversation with people from all over Bristol and all over the world, then it's time you visited us and sampled a taste of hospitality.

Bristol Hospitality Network continues to grow, as people join us to enact practical solidarity with those who have become destitute while seeking asylum in Bristol. Our weekly Monday Welcome Centre has grown and often sees over 100 people sharing food and support together. The 'Help Team' has become increasingly important in assisting people to find a way forward. Of course, providing accommodation to eliminate destitution remains at the heart of what we do and people who live in our hospitality network talk about the lifeline that this support can be when there is nowhere else to turn.

It has been my privilege to work alongside such amazing people over the last year. It really is the people involved in BHN - the members, volunteers, hosts, staff, trustees and supporters - who make it a special organisation to be involved in. The growth in our activities has led us to recruit new staff members and involve close to 100 volunteers and hosts. It is the dedication and energy of everyone involved that enables us to stand alongside people when they need friendship and support.

Looking ahead, our growth in activities will mean that BHN will need increased funding, so we welcome your support in helping us sustain this important work. Please do get in touch to find out more about BHN or to get involved!



**Steve Watters,
Chair of Trustees**



help team

Over the last year the BHN Help Team actively worked with our members and facilitated the following:

- 9 members submitted fresh claims, gained government support then gained Leave to Remain/refugee status
- 12 submitted fresh claims, gained government support and are awaiting decisions from the Home Office on their claim
- 48 members received advocacy support
- An average of 11 members each week received support at our weekly Welcome Centre drop in sessions
- 25 new member referrals during the course of the year
- At year end, we had 70 members on our records!

Approach: Following a review in Summer 2016 and growth in the team, we adjusted how we work, so that all BHN members are offered support and expected to regularly meet with the Help Team. This ensures that members are enabled to actively engage with a new claim for asylum/immigration, and can find a way to move forward.

Volunteering: We started the year with two volunteers, two joined us during the year. One moved into paid work in Spring 2016 after 18 months dedicated work with the Help Team. We had a strong team of three volunteers at year end.

case study

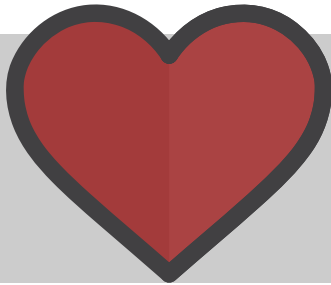
H* was made destitute in 2009 when his claim for asylum was refused. He moved between houses, staying with friends for several years. He was known to BHN but not hosted, as health issues and his unstable living situation meant he didn't reliably keep appointments with us. He was referred to BHN again and moved into a host placement in Summer 2015. His mental health improved, he worked hard at learning English at different classes and submitted a fresh claim for asylum with support from the Help Team in June 2016. He moved into NASS accommodation and support in August 2016. In January 2017 he was granted refugee status in the UK. He is now working, paying tax and renting a flat in Bristol.

housing & hosting

statistics from april 2016 - march 2017

TOTAL NUMBER
OF NIGHTS
ACCOMMODATED

10134



49

TOTAL NUMBER OF
BHN MEMBERS
ACCOMMODATED

TOTAL NUMBER
OF INDIVIDUAL PLACEMENTS
IN HOST HOUSEHOLDS

48



16

TOTAL NUMBER OF MEMBERS
ACCOMMODATED IN BHN
MEN'S HOSTEL



welcome centre

Our Welcome Centre sees an average of 95 people every Monday for a hot lunch, the chance to socialise, an opportunity to speak with our specialist destitution Help Team, ESOL teaching, games, art, a barbershop and more!

"The Welcome Centre has been very helpful to me through a number of ways: the Solidarity Fund that I got when I was destitute, the opportunity to volunteer with BHN, having a safe place where I got to meet different people who were going through the same situation as I was, and supporting each other. BHN has not just been a charity to me, but a home, where I found people who are loving, caring and very considerate."

- W*, BHN member



moveable feast



Moveable Feast, our social enterprise, continues to grow. We have recently catered for Bristol Refugee Festival's 'Celebrating Sanctuary' event in Queen Square, a picnic for Bath University post-graduates, Journey to Justice Bristol, and we even have our first wedding coming up in December 2017.

case study

Freya and Danielle have been hosting M* since July 2017 - we asked them about their experience of being part of the network.

"M is a lovely warm person to share a home with. The home feels better lived in - in an excellent way."

"Freya and Danni ... made a difference in my life because they've welcomed me with all their heart and made me feel at home. [...] I can say that I am very happy here and grateful."



F: I am aware that life has brought me many opportunities, simply as a result of my circumstances - being born in the UK, having a stable family background etc. **I have felt for a long while that it was time I put something back and hosting feels like a very direct way to do this.** I also thought it would be interesting to live with someone from another culture, to bring a different energy to the house and to widen my own horizons.

M: Living with Freya and Danni has made a difference in my life because they've welcomed me with all their heart and made me feel at home. **Getting to know each other has allowed us to create a special bond.** I can say that I am very happy here and grateful.

F: M is a lovely warm person to share a home with. The home feels better lived in - in an excellent way. Sometimes there are differences between us that could cause problems, but I think it is fair to say that **we all try to be aware of and open to each other's needs and there is often a lot of humour as we work out how to keep the household running happily.** M is definitely the most glamorous of the household so she shows us up a bit (sorry Danni!)

M: I am in good hands with the girls - they are good people that I trust. **Freya and Danni are also friendly and supportive meaning they make sure that I get what I need** - for example Freya always ask me if I have enough food or I need some more. When she goes to the shop she always asks me if I need anything. The girls also ask me if I had any concerns that I wanted to talk about to see if they can help in any way.

F: I think one thing that is important for now is building a firm foundation for our friendship, keeping trust and respect at the centre of this. Life is so much more interesting when you connect with others. And when you get the opportunity to connect with someone from a very different background, even more so. **I also feel much happier to know that I am making a contribution when so much of day-to-day life can be about taking.**

M: I would definitely recommend BHN hosting network to anyone in need because... **BHN is a lovely organisation that provides support to people in need and guides them on the right direction.**

£ finances & funding

2016/2017



Donations increased by 43% on the previous year, making up 58% of total income.

Around 60% of donations came from **regular donors** each giving an average of £50 per month, the remainder being from one-off donations.

Grants made up around one third of total income in 2016/17, and came from five grant making bodies.

Social Enterprise accounted for 6% of total income, which includes income from Moveable Feast.

85% of expenditure went directly to project activities in the year, with the greatest expenditure being the BHN house (26%) and staff/development (28%). 15% was fundraising, finance, administration and other costs of running the organisation.

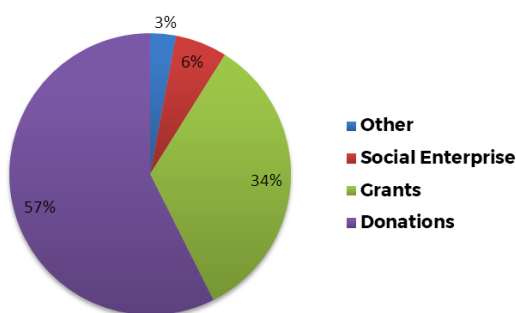
Social Enterprise accounted for 2% of total costs, generating income of roughly **three times** the cost of the activity.



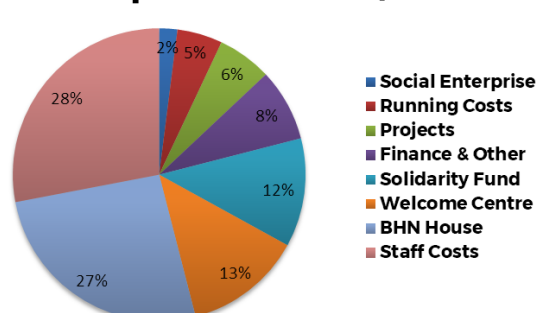
The overall result for the year was a surplus of £4.5k, with closing reserves at March 2017 of £43k. BHN is experiencing significant growth and our expenditure for 17/18 is budgeted to increase by 65% to £111k. Our income is expected to remain similar at £71k, leaving us with a deficit of £40k for 17/18 unless we raise further funds.

We took the decision to grow during 2017/18, knowing we had sufficient reserves to fund the deficit for that year, but it would leave us with low reserves going forward. We are now working on fundraising to ensure that BHN is sustainable, and our goal is to raise an extra £30,000 in income during 2017/18.

Income 2016/17



Expenditure 2016/17



looking ahead

It's the people that make BHN work. So how can the BHN family all pull together this year and continue working in solidarity with asylum seekers experiencing destitution in Bristol?

1. **Host.** Could you open your home to provide shelter for a BHN member for 3-12 months?
2. **Give.** We have grown a lot this year and need to raise £30,000 extra in the coming year to sustain ourselves. A 40% increase in donations would make up most of this and maintain our goal that the majority of our income comes from donations. Would you consider setting up a standing order to BHN every month?
3. **Volunteer.** We need more volunteers in all areas of the network - please get in touch with us to find out how you can get involved.

contact@bhn.org.uk



thank you!

We would like to extend our warmest thanks to our friends and donors, without whose generosity BHN could not function.

A huge thank you to **The Burden Trust, BrisDoc, Quartet Community Foundation, Hilden Charitable Fund, Clifton Lido**, and to our **many individual donors**, particularly those who donate regularly. Many thanks are also due to our wonderful team of volunteers. We are so grateful for your invaluable support.



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