

# integration support

Enable, Empower and Support Refugees, Asylum Seekers  
and Migrants in and around West Essex



## 2024 Annual Impact Report

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## About Us

In 2024, we rebranded, changing our name to Integration Support (previously known as "Integration Support Services" or "ISS").

Integration Support is a charity based in Harlow, Essex and started its support services for vulnerable migrants and refugees in 2005. We were formally registered as a company limited by guarantee (no. 6308078) and as a charity (no. 1120609) in May 2007.

The charity was founded by a group of refugees and migrants living in Harlow based on their own experiences and challenges faced to integrate into the local communities.

Over the last 17 years, we have supported thousands of beneficiaries with their journeys to successful integration through a variety of projects. We have been assisted by funders and numerous partner organisations, including county and local councils, voluntary organisations, businesses and generous community members who are passionate about our work.

Our diverse and professional team remains steadfast in delivering our strategy defined this year, and achieving our mission to support, empower and enable refugees, asylum seekers, migrants, and other ethnically diverse communities on their journey towards successful integration. We are committed to providing a foundation of support that not only meets immediate needs but also empowers individuals to build resilient, self-sufficient lives. Through our programmes and initiatives, we aim to foster a sense of belonging and facilitate the successful integration of diverse communities.

All services we provide are completely free of charge.

## ENGAGEMENT



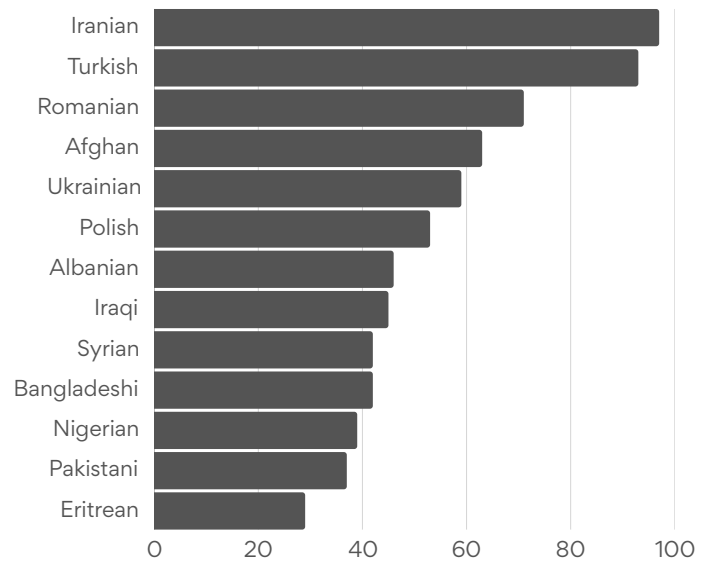
**842**

New people registered



**85**

different Countries





# Chair's Foreword



It is my pleasure to share the Annual Review of 2024, a year of challenges, opportunities and many achievements.

2024 has been a year filled with challenges for our board, yet I am proud to report that we have navigated these obstacles with resilience and a proactive spirit. Following a successful trustee recruitment campaign, we have now built a robust team of trustees who bring a wealth of skills and experience to the board. We are all fully committed to supporting the governance and strategic direction of Integration Support.

I am delighted to welcome our new trustees: Dzuliana Luksa-Soltanovich, Miglena Trangos, Rebecca Parish, and Humaira Qureshi.

We are very grateful for the excellent leadership provided by Marina Dunajeva. Under her guidance, the staff and volunteers of Integration Support have diligently built a strong reputation of trust, showcasing our ability to deliver exceptional services to our beneficiaries. This dedication has enabled us to establish robust community partnerships and secure crucial funding, especially within West Essex and Hertfordshire.

Our beneficiaries face many challenges: the cost-of-living crisis continues to destabilise individuals and families across the UK; at the same time, multiple emergencies across the globe, such as climate disasters and war, destabilise lives. We are privileged to stand together with refugees, asylum seekers, migrants and ethnically diverse communities.

However, these challenges have increased the demand for our services. In response, we have successfully recruited additional staff and volunteers to meet this growing need and have expanded and adapted the services we offer. We expanded our reach and introduced new outreach sessions in multiple locations in and around West Essex, enabling more individuals and families to access our services. Our team of 43 people (11 paid staff, 23 volunteers and 9 trustees) provided support to 1,319 different people in 2024.

I would like to extend my heartfelt thanks to our employees, volunteers, partners and shareholders for their unwavering support and dedication.

As we move forward, I am optimistic about the future of Integration Support and our on-going ability to develop and adapt to the evolving needs of the beneficiaries we support. Our commitment to excellence and innovation will continue to drive us forward, ensuring that we remain a trusted partner in our community.

# Chief Executive's Foreword



The year 2024 made me extremely proud of our team.

Professional, reliable, hardworking, and supportive, each colleague consistently went the extra mile to deliver our mission. Their strong team spirit and unwavering perseverance were evident for all to see as they overcame challenges and found innovative solutions for complex cases. The team showed great skill in managing beneficiaries' expectations, ensuring their focus was on what truly worked rather than what simply sounded good.

Our dedicated volunteers have been equally inspiring, always ready to respond to the needs of the moment and generously sharing their skills, knowledge and time. Additionally, we welcomed six new trustees to our board. They seamlessly integrated into our team, bringing fresh energy and insights to strengthen our governance and successfully deliver our strength-based strategy 2024-2027 defined this year.

One of the best things about working in a diverse team is the opportunity to experience and share cultures. We are getting to know each other's culture, curiously asking new questions every day. I don't know any other organisation where you will start your morning with a cup of freshly prepared Turkish coffee or Bsisa prepared with ingredients which travelled all the way from Tunisia. Or will enjoy lentil soup freshly made by your colleague with tarhana made with love in Gaziantep, her hometown.

We were deeply appalled by the violence witnessed in the UK over summer, including targeted attacks against asylum seekers. The spread of disinformation and misinformation, fuelled by prejudice and hate has caused significant distress. We stayed strong and remained unwavering in our commitment to our mission. I am grateful for the support shown by local councils, our partners, and many local residents who have reached out to offer help. Their solidarity and compassion spoke louder than words.

The increasing number of the referrals received from both statutory and non-statutory organisations is a prove that statutory and voluntary organisations see us as a trusted delivery partner. Being a trusted delivery partner helped us to secure vital funding streams. In 2024 we supported 1,319 people representing 85 different nationalities. Beyond these numbers are people trying to make a life for themselves. We would not be able to complete this work without our partners, and I express them my gratitude for the joint efforts and co-production.

Integration Support achievements fill me with pride, and I am immensely thankful to everyone who supported us in empowering, enabling and supporting refugees, asylum seekers and migrants on their journey towards successful integration.

# Information, Advice and Guidance



**879**

different people supported



**1937**

Sessions delivered



**2126**

Hours of IAG sessions

Over 2024 our Caseworkers and Family Support worker provided 1,937 Information, Advice & Guidance (IAG) sessions, ensuring essential support reached those in need.

We conducted extensive outreach work, delivering IAG sessions in multiple community settings such as local foodbanks, hospitals, libraries, hostels, and Home Office provided contingency accommodations. These efforts allowed us to engage directly with vulnerable individuals and families, meeting them where they are. 50% of people supported with IAG, were those seeking asylum.

We took pride in delivering support and engaging with service users in their native languages, fostering trust and understanding.

We received 196 referrals from social prescribers, school nurses, local councils, local schools and colleges, mental health practitioners, local foodbanks, Rainbow Services, Streets2Home, Changing Pathways, Safer Places, British Red Cross, CAB, Peabody, Employability further expanding our reach and impact.

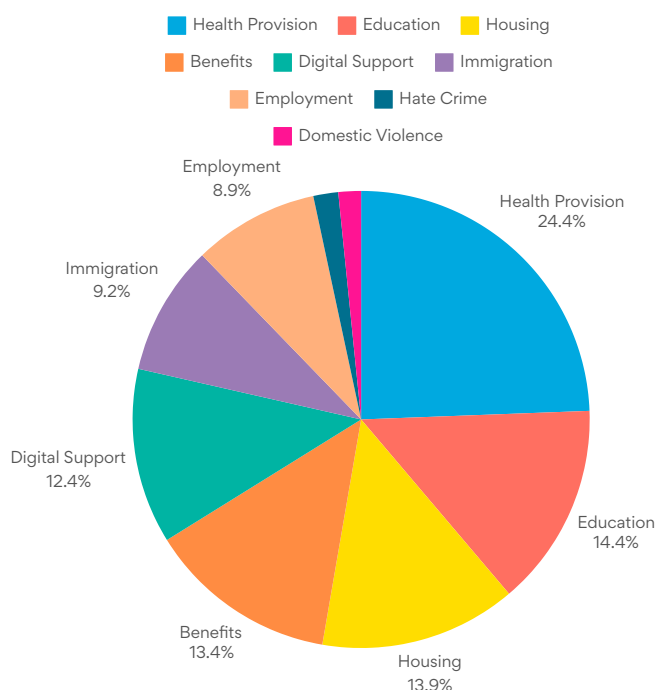
We provided more than 153 IAG sessions in multiple locations: local Foodbanks, hospitals, hostels, our Harlow office, contingency hotels, libraries. We attended 4 Coffee morning in local schools to offer IAG to parents and carers.

We responded to an urgent need by assisting 50 service users with creating UKVI accounts and accessing their eVisas. This support enabled them to prove their immigration status and eligibility, empowering them to access essential rights and services.



95% of those attending our IAG sessions stated that they got access to the information and resources they needed during the session. 97% of those attending IAG sessions stated they felt better after attending the IAG session.

We not only provided IAG – we also taught practical skills and showed our service users how to put them into practice. 82% of them stated they learnt new skills attending our IAG sessions.



## CASE STUDY: Hicran's and Nejati's story

Hicran has been referred to Integration Support by an Occupational therapist. She has been feeling very lonely, overwhelmed with the challenges of taking care of her autistic son Nejati, managing financial situation, trying to replace the household items Nejati was breaking regularly. Official documents, application forms, penalty notices – all were piling in a draw as Hicran did not have time, energy and language skills to even read them. During six months Integration Support caseworker supported family with: Council Tax Support Application, Housing Application, Essex Essential Living Fund Application, Family Fund Application, Young Carer Application, Short Breaks Application, PIP Application, Free school transport and school meals Application, Penalty Appeals, Bank account, Budgeting, DVLA tax refund, Council Tax, E-Visa, Settlement status, Forms for GP, Pact For Autism Referral, and provided assistance at the Team around family (TAF) meetings.

During the six months Hicran started to attend our Women's clubs, where she made new friends. Hicran's financial situation improved. She joined our English classes and her English has improved, which has boosted her self-confidence. "I feel safer and happier now. Thank you and your amazing team. I'm glad to meet with you all", said Hicran.



“

*Thank you again for all the support you give our patients (and helping us to get them out of hospital quickly and safely). I also know you help many of our staff with their immigration problems and benefits - the PAH is grateful for the support you provide.*

★★★★★

”

“

*Thank you for such a quick response, I feel confident to ask you for food bank voucher or referral to Bump to five because you don't make me feel bad. I really appreciate all your help this year, all donations invitations to events and all what you did for me and my baby*

★★★★★

”

“

*We wouldn't be able to complete e visa by ourselves. Me and my husband don't have skills to deal with online things and we were so stressed. Thank you for always being here for us. You are helping us and many other Ukrainians to survive in England. You are our angels*

★★★★★

”

“

*I moved my house and I don't know how to set up all the bills and benefits, I am refugee. You supported me with creating account and showed me how to pay. Thank you*

★★★★★

”

“

*Leyla (Caseworker) applied a fund for me and the money I got will help to buy food and pay bills. This is very good for us because we were struggling financially*

★★★★★

”

“

*In one month we managed to secure school spaces for all 3 children, I am very happy.*

★★★★★

”

“

*Thank you very much for helping us! We are really lucky to meet you! I can also speak Chinese. From the first day, everyone on your team kept calling to help me find a lawyer and helped me and my husband all the way.*

★★★★★

”






# English Learning Project

English Learning  
by integration support

 **273**  
Learners

 **730**  
English Learning  
Hours



This year, following on from the successful roll-out of practical English Learning classes to our 3 remote sites, we introduced same learning strategy into our classes at the Latton Bush Centre.

We moved away from academic based learning to more skills based, learner led classes. Our learners said their primarily goal is to be able to have a basic conversation in English and to become more independent accessing different services. We listened and designed a new syllabus to support with learning practical and relevant English skills.

Each 12-week English Learning course is focusing on 12 topics: Introducing yourself, Health, Shopping, Utility bills, Finances and Household management, Housing, Education, Employment and Volunteering, Public transport, Emergency services, Leisure and hobbies, About the UK (British values, history, traditions), British small talk.

Through a combination of interactive teaching methods—such as group discussions, role-playing, and project-based learning—learners demonstrated notable progress. Many improved their fluency, accuracy, and ability to use their English language skills in everyday life.

In 2024 we seen increase in number of learners who are illiterate, and also those who never tried to learn English language despite of them living in the UK for few years. Our volunteers – Tutor's assistants provided additional support to learners.

We integrated real-life scenarios into classes, and encouraged practical application of language skills, preparing students for everyday communication.

During summer holidays, we hosted 2 Fun weeks for young people, combining English learning with raising awareness about benefits, housing options, police, sexual health, health and community services.

83% of our learners stated their confidence improved when introducing themselves. 50% of learners stated their confidence improved when communicating with health professionals. 86% of learners stated their confidence improved when/if they have to contact emergency services. 82% of learners stated that they found learning very helpful.



As our tutor Nadejda Furculita wrote: "The past year has been one where we have seen our learners improve their language skills. As a tutor I have enjoyed helping them to do this. Personally, I feel that I have also improved, and the way we switched our focus to the learners has only provided them with more control over how they progress with their learning. Their working together as a class and their dedication to their learning is what motivates me. Obviously the challenge is encourage our learners to push themselves and build their confidence to enable them to achieve this. Hopefully this year, we will continue to be able to improve how we deliver our classes and build upon the work of last year."

“  
I speak to reception  
first time. I booked  
appointment, no  
translation  
★★★★★”

“  
I stopped and speak  
to my neighbour  
about dog. I  
understand.  
★★★★★”

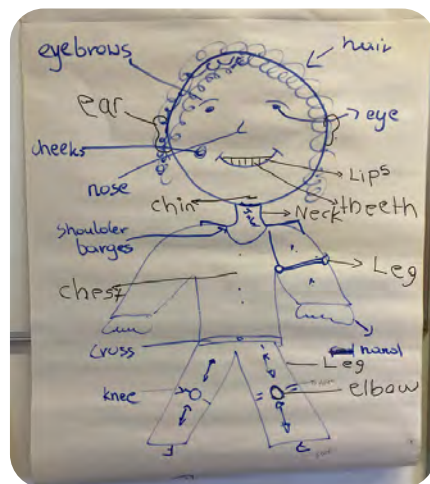
“  
I was so happy to be in the English class. It  
was a great class where I learnt the basics  
of UK and it's emergency services.  
Whatever person needs to do in their daily  
life's routine, everything is covering in the  
class So for me this English class is so  
good.  
★★★★★”

“  
I like here very much because I  
know a little English. But now I  
am better, I speak more fluently.  
There is no sentence or tenses  
memorization here. We just talk  
and write and this is more useful  
for me.  
★★★★★”

“  
My speaking better, big  
difference  
★★★★★”

“  
This course is very helpful and  
interesting, because we had  
learn a lot of new words.  
★★★★★”

“  
This course gave us a lot. First of  
all, very nice friends, wonderful  
teachers guided us gave us self-  
confidence, we learned a lot of  
words. We became a nice team.  
Especially Nadia. I love her very  
much.  
★★★★★”





329

Children & Young people



486

Play/Fun Hours

Funded by BBC Children in Need, our Saturday Club offered two play sessions for families with children every week. Children had hours of fun enjoying messy play, crafts, role play, dancing, singing and story time. Parents and carers had an opportunity to speak to our Family support worker and get support with benefits, nursery or school applications, food provision, navigating health services etc..

In 2024, as part of Smile & Thrive project, we introduced oral health awareness sessions. We showed children how to brush their teeth, brushed the teeth together, and all children received toothbrushes and toothpastes.

We promoted Healthy eating by offering taster sessions and providing children with an opportunity to try different fruits, vegetables, healthy snacks and smoothies. Many children tried new food for the first time.

To encourage children being more physically active, summertime we offered outdoor Saturday club sessions in Harlow Town Park where children joined games, races, dancing and explored nature.

In 2024 we celebrated Chinese New Year, Easter, Mothers Day, World Book Day, Eid, Black History Month and Diwali. During our Harvest Festival we had an unexpected visitor. One parent dressed up as a ginormous dinosaur to make extra fun for the kids.

“

*My daughter only wants to use the toothbrush from Saturday Club and she use the oral health chart, so the session was a game changer for me.*

★★★★★

”

To teach children to take care of the environment, we showed them how to plant and look after flowers, vegetables and herbs. This hands-on activity was fun and educational, promoted responsibility and connection with nature. Children received an indoor plant to take home to look after it. We delivered recycling sessions which were both fun and educational for children and adults as we explained how to recycle and use different bins.





“ It's clear that children and families have benefitted from being able to meet and progress toward outcomes that are of huge and fundamental value in their lives. There was lots of evidence of how the service considers and meets the needs of individual families and of the breadth of services and activities families can engage with. One thing that really stood out was how your organisation helps children and families - who have experienced trauma, who may be isolated and experiencing loneliness and who have limited knowledge of how systems around them work - connect with those who can help them (which includes your team) and also with each other. **BBC CiN** ★ ★ ★ ★ ★ ”

In 2024 we continued celebrating children's birthdays. Over 40 kids celebrated birthdays with balloons, bubbles, party games and present.



“ I just wanted to say big thank you for the Saturday Club. My daughter usually is very emotional and shows separation anxiety during the play in various groups. However, at Saturday club she is playing independently, she explores not only the toys but all the themed activities. She gains confidence and seems calm and happy. She joins in other children's games, shares the toys, change opinions. It's a pleasure to observe her progress. As a mum, I also have the moment to relax and additionally, I have an opportunity to speak English, and I feel involved in the community. I love the way Saturday club is organised. It has themed activities like Halloween, Remembrance Day, Children In Need, children got fantastic opportunity to play with dentists sets, staff teaching about brushing teeth in funny and entertaining way, apart of that there are activities involving building blocks, trains, cards, balls and later group offers games and dances. We couldn't ask for more. Thank you one more time. ★ ★ ★ ★ ★ ”



At Saturday Club families are supporting each other by donating clothes and toys.





# Our Trips



**121**  
people



**12**  
Trips

“

*It was our first time in the cinema, we had a great time and enjoyed the movie as well. My children told me that they would like to come again. It was well organised. Also was lovely to come all together as a group with our families and have a chat , too.*



”

“

*Two years ago I fled my country because of the war. I moved here with my children. Thanks to the trip, I visited seaside. Myself and my children miss seaside very much, back in Ukraine our house was on the coast of the Black Sea. Thank you. We enjoyed the trip very much.*



”





“

Thank you for taking us, it was our first trip to museum and kids enjoyed it

★★★★★

”

“

We are so happy and this trip so good for my children Like my children so happy with this trip

★★★★★

”



“

The beach was nice and clean, we had lots of fun and playtime

★★★★★

”

“

Thank you for the happiness that you bring in my daughter life and mine

★★★★★

”





# Women's Health Club

Women's Health Club  
by integration support



**164**  
different ladies



**130**  
Exercise Hours



Our Women's Health Club provides an opportunity for women from ethnically diverse communities to connect, try different physical activities, speak about health, share their knowledge or concerns, explore NHS pathways and get to know where to find the support if needed. The Club is a safe space for women to socialise, make friendships, improve their English skills and have "me time".

Weekly 2-hours long sessions include pilates, yoga, body conditioning, fitness, boxing, dance fit, meditation, followed by friendly chat about women's health. After a workout women enjoy freshly made smoothies. We are carefully choosing recipes to boost women's health, balance hormones, detox, boost immune system.

Invited special guests speakers from health sector have been raising women's awareness about sexual health, cancer, mental health, oral health, healthy eating.



Thanks to funding from Active Essex women not only enjoyed free physical activities, smoothies but also received personal care products and had their travel expenses reimbursed.



“

*From you I got many advice about sport, self-care and amazing smoothie recipes:) I am so glad that finally I could spend time with community and not feel lonely in this emigration way ♥ thank you so much.*

★★★★★

”

“

*I really enjoyed the activity, it was so relaxing and the atmosphere & vibe were outstanding. Thank you so much for the opportunity to try something new. I'm so happy to be part of such a wonderful community*

★★★★★

”

“

*I would like to say once again how beneficial is women's club for me. I got so much motivation to change my life style the healthy way . I enjoy to come and see other mums which are at same life like me , and barely find time for our self because off busy around kids , also its so amazing that we can have sport session with kids when they off school.*

★★★★★

”



# Women's Conversation Club

Women's Conversation Club  
by integration support



**105**  
different ladies



**91**  
Conversation  
Hours



The Women's Conversation Club provides welcoming, safe space for women to improve their English language skills, socialise, make friends, get information and advice from guest speakers, and simply enjoy a cup of tea (and biscuits) in a good, friendly company with other women.

In the last 12 months our guest speakers were: Changing Pathways, talking about healthy relationships, consent, boundaries; Beverley Warner, reading her beautiful poems and teaching how to freely express our emotions and balance our mental health through words and rhymes; Themis project, sharing about the care project.

We also took our ladies to a trip to Cambridge, where they enjoyed a relaxed walk followed by lunch together.



“

*Thank you for organizing this club, I met my best friend here!*

★★★★★

”

“

*Absolutely loved the idea to go to Cambridge, is like having a family holiday. We laughed, joke and have conversations with Cambridge residents. It felt like heaven, to be just a woman for couple of hours. Truly enjoy the views and not being concerned for my running kids!*

★★★★★

”

“

*I like very much Conversation Club because I can speak extra English. With my friends I speak only Polish, this is why I need to come here and have a better English.*

★★★★★

”



BLY NET BY MY  
Sy het sagte woorde  
engelvierke  
Mamma, jy is my hart  
Sy het diepe woorde  
opregte liefde  
Mamma, jy is my rolmodel  
Sy het egte bone  
Nare vreugde  
Mamma, jy laat my glimlag  
Sy het dierbare oe  
Sagte drukkies  
Mamma, bly net by my  
Namibia  
Theresa Nkomo

Los heraldos negros  
Hay golpes en la vida, tan fuertes... Yo no sé!  
Golpes como del día de Dios, como si ante ellos,  
la resaca de todo lo sufrido  
se empizara en el alma... Yo no sé!  
Son pocos, pero son... Abren zanjas oscuras  
en el rostro más fiero y en el lomo más fuerte.  
Serán tal vez los petos de bárbaros ablas;  
o los heraldos negros que nos marca la Muerte.  
Son las caídas hordas de los Cristos del alma;  
de alguna fe atrevida que el destino blasfema.  
Esos golpes sangrientos son las capitaciones  
de algún pan que en la puerta del horno se nos quema.  
Y el hombre... Pobre... pobre! Vuelve los ojos, como  
cuando por sobre el hombro nos llama una palmaria,  
vuelve los ojos locos, y todo lo vivido  
se empuza, como charco de culpa, en la mirada.  
Hay golpes en la vida, tan fuertes... Yo no sé!  
Chris. Castelo De la Cuba



# Community events



**406**  
different people



**89**  
Events



Our Community events create spaces where people of all backgrounds come together to celebrate diversity, foster inclusion, and engage in meaningful cultural exchange. For many people, these gatherings are an opportunity to reconnect with others after long periods of isolation. We see smiles and dancing, we hear laughter and songs, we feel warmth and community spirit.



“ I liked to remember about my childhood and express my memories by using a thread and a needle ”

★★★★★

“ We had a lovely healthy lunch and discussion about good foods that do give our body energy and health. We sang songs in different languages and learned to dance using, Turkish steps, gentle Arabic wrist movements, rhythmic and joyful Bulgarian jumps. ”

★★★★★



“ I grateful for giving me a reason to get out of the hotel. I am great full for coming in Gibert gallery and learning new things about sun and art ”

★★★★★





We said a massive thank you to our volunteers with celebrations and canalboat day trip, kindly provided by CanalAbility. Our work and our projects would not be the success that it is without them!

We helped 6 volunteers to start their volunteering journey with local primary schools, creating a pathway for their future career.



Our volunteers went above and beyond responding to the needs of the moment: they helped us with interpreting, cooked delicious food to share with homeless people, crocheted poppies to give out to people in the local community to commemorate Remembrance Day, and even came to the rescue when Santa was unwell to visit our children during winter festive season!

“

*A big thank you to Integration Support team and volunteers who baked such lovely deserts for us. It is a very pleasant surprise. I had a nice sandwich for lunch, now I feel happier and more relaxed*

★★★★★

”

“

*“Children are lovely, I did learn so much from them. I do not feel shy for not having the right words or for the wrong pronunciation, it felt like home. This is the reason I want to work in a school- No Judgment”.*

★★★★★

”

“

*Volunteering for Women’s Conversation Club gives me purpose, I learn a lot about other cultures. I am happy to give back.*

★★★★★

”

“

*I volunteer with Integration Support because it gives me purpose and I can easily apply my skills for a good reason-helping others.*

★★★★★

”

“

*Volunteering for Integration Support is like being part of a family. Everyone is so friendly and nice. I am happy to help others!*

★★★★★

”

“

*I have free time on my hands and I want to give it back to the community. I am very happy to help, it’s a joy to see people smile.*

★★★★★

”





# Other Projects

Funding received from Epping Forest District Council, Uttlesford District Council , Harlow Council and Hertfordshire Community Foundation enabled us to provide targeted support to 441 asylum seekers and newly granted refugees residing in and around West Essex.

## MULTIPLY

Working in partnership with The International Education Group (TIEGR) ,we provided an opportunity to 125 adults to improve their number skills. 9 courses have been delivered, including Cooking by numbers, Finance and family budgeting, Art & Wellbeing, Gardening Math magic, Mocktails & Healthy bites. These courses are part of Multiply in Essex programme, run by Essex County Council.



## SMILE & THRIVE PROJECT

We delivered Smile & Thrive project, and hosted 20 oral health and healthy eating awareness workshops. Funding received from Harlow Council not only allowed us to raise awareness, provide information about oral health and healthy eating but also allowed us to provide toothpaste, toothbrushes, mouthwash, reusable water bottles, snack boxes and healthy food to 401 person.



In December, we offered winter family experience to 219 children. Children had hours of fun playing in Wild & Wacky and Kidz Kingdom soft plays, jumping in Urban Limitz trampoline park , joining craft activities, games and enjoying delicious hot meals and ice cream! The funding has been provided by Essex ActivAte programme , and all the activities have been free of charge for families.





## UKRAINIAN REFUGEES' SUPPORT

Through our IAG sessions we supported more than 50 Ukrainian refugees. Housing options, health provision, education and E-visa were the main enquiry areas. Together with 58 Ukrainian refugees we enjoyed Christmas pantomime in Harlow Playhouse - unforgettable first time experience, which filled hearts with joy and brought many smiles and laughter.



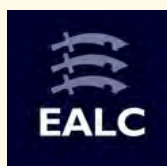
“Everyday life is challenging. I have 3 jobs at the moment, trying to manage it all. Thank you for this evening and opportunity to see Christmas show. Me and my son were laughing and spent great time together.”



“The show was absolutely fantastic. I did not know what to expect and was so tired after work but I received a lot of joy. This evening was a special celebration and opportunity to meet other Ukrainians.”



Essex County Council



## WINTER SUPPORT

Using funding received from Food Support and Winter Warmth essential fund we provided winter warmth packs to 77 residents and supported 270 residents with food packs and food vouchers.



## CLOTHING COLLECTIVE

This year we started new partnership with Clothing Collective, who provided 70 gift cards for our service users to spend in selected charity shops. These gift cards have not only given them the opportunity to purchase the clothing they need but have also allowed them to enjoy the shopping experience and the freedom to choose clothes that best suit their personal preferences.

## VODAFONE SIM CARDS

This year we provided 250 service users with SIM cards containing 40GB data each month and unlimited UK calls and texts for a period of six months. This became possible thanks to the Vodafone Charities Connected programme. These SIM cards allowed people to stay in touch with family and friends, stay informed about important news, use apps and resources to learn English language, translate, search and apply for jobs, access E-visa to prove immigration status.



# Our Team

## Acknowledgements

We are immensely proud of our team, the heart of our organisation. In 2024, our 43 dedicated staff members, speaking over 25 languages and reflecting the diversity of the communities we serve, brought our mission to life.

Thank you for your unwavering dedication and the impact you made every day.

### Team Members

**Marina Dunajeva**  
CEO

**Elanie Kong**  
Operations Manager

**Adam Bruton**  
English Learning Project  
Admin & Caseworker

**Kinga Betancourt  
Canas**  
Family Support Worker

**Leyla Ozgul**  
Caseworker

**Ana Bocancea**  
Community  
Development Worker

**Yasmin Raza**  
Caseworker

**Liza Orlova**  
Playworker

**Nadejda Furculita**  
Tutor

**Dina Volcov**  
Caseworker

**Nada Ben Ameur**  
Playworker  
& Caseworker

### Board of Trustees

**Louise Prinjha**  
Interim Chair

**Darren Steven George  
Hunter**  
Interim Treasurer

**Dzuliana Luksa-  
Soltanovic**  
Trustee

**Miglena Trangos**  
Trustee

**Rebecca Parish**  
Trustee

**Humaira Aftab  
Qureshi**  
Trustee

**Sumana Begum**  
(resigned July24)

**Addie Adewole**  
(resigned March24)

**Destin Maroy**  
(resigned July24)

### Volunteers

**Afshan Naz  
Alina Kushka  
Amy Howkins  
Cherry Hall  
Clement Provencal  
Elena Barbu  
Fatoumata Maiga  
Ghris Castelo De la Cube  
Hala Khanjar  
Helen Brothers  
Linda Price**

**Mariana Rangu  
Maryna Golub  
Matthew White  
Nada Ben Ameur  
Nasir Ahmed  
Oksana Gutsul  
Patrycia Kus  
Polina Halinauskas  
Sara Sarac  
Victoria Puzderi  
Komal Khizar  
Kubra Tekcan**





## Integration Support Limited

### Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
<b>Income and Endowments from:</b>					
Donations and legacies	3	10,000	-	10,000	10,002
Charitable activities	4	2,074	328,675	330,749	87,990
Total income		12,074	328,675	340,749	97,992
<b>Expenditure on:</b>					
Charitable activities	5	(23,467)	(237,928)	(261,395)	(126,062)
Total expenditure		(23,467)	(237,928)	(261,395)	(126,062)
Net (expenditure)/income		(11,393)	90,747	79,354	(28,070)
Transfers between funds		(201)	201	-	-
Net movement in funds		(11,594)	90,948	79,354	(28,070)
<b>Reconciliation of funds</b>					
Total funds brought forward		75,380	56,082	131,462	159,532
Total funds carried forward	15	63,786	147,030	210,816	131,462

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2023 is shown in note 15.



**We'd like to thank the local community for their generous support and donations.**





# Funders & Partners

We extend our sincere gratitude to all our generous funders. We couldn't have made such impact without your crucial funding. Thanks to your support, we were able to achieve significant milestones and make a real difference. We are deeply grateful for your unwavering belief in our mission and your commitment to making a positive impact.



A heartfelt thank you to all our valued partners. Your collaboration and expertise have been invaluable in achieving our goals in 2024.

We are incredibly fortunate to have such dedicated partners who share our vision and work tirelessly alongside us. We look forward to continued collaboration in the years to come.





This painting has been created by one of our service users seeking asylum. She explained that it is based on real events and the heroine is an Iranian girl who is persecuted in Iran .

## **INTEGRATION SUPPORT**

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[info@Integrationsupport.org.uk](mailto:info@Integrationsupport.org.uk)  
[www.integrationsupport.org.uk](http://www.integrationsupport.org.uk)



**Integration Support**

Registered Charity No: 1120609

Company Limited by Guarantee No: 06308708