
NNLS DESTITUTE ASYLUM SEEKERS DROP IN



2018 - 2020 REPORT

www.nnlsdropin.org.uk

We are grateful to Sam Pearce for taking the photographs, Chiara Fabbro for the design, and to all the volunteers who contributed to this report.

*The NNLS Destitute Asylum Seekers Drop in is a registered charity No 1177599.
For more information contact: info@nnlsdropin.org.uk
www.nnlsdropin.org.uk*

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It is said that the true test of a society is how it treats those who are its most vulnerable. Does it ignore and reject those who are at its margins or does it embrace and support them?

Refugees and asylum seekers have suffered torture, dislocation, loneliness and rejection. Their fate is - or at least should be - one of the great moral and political concerns of our time.

The Drop in was originally set up under the aegis of the New North London Synagogue and exemplifies the Jewish teaching that one should be especially compassionate towards the stranger and the refugee.

Today, the Drop in brings together hundreds of clients and volunteers of many different faiths and none, of all ages, from around the world and from across London. What they all have in common is a shared humanity and a determination to look out for, love and care for their fellow human beings.

As chair of trustees and a relative latecomer to the work of the Drop in, I am constantly humbled: by the ordeals suffered by our clients, by their resilience in the face of adversity and their ability to smile and laugh and love in the most difficult of circumstances. And I am humbled too by the commitment of our volunteers, their steadfast practical and emotional support of our clients and their never-ending desire and capacity to make the Drop in a special place and experience.

Thank you to our clients, our volunteers and to you our supporters for everything that you do to enable this very special place to survive and thrive. One day, we hope and pray that the services of the Drop in will no longer be required, but in the meantime we seek to provide a beacon of hope and support to the asylum seekers and refugees within our midst.

DAVID RAFF, CHAIR OF TRUSTEES



INTRODUCTION

The NNLS Destitute Asylum Seekers Drop in was set up as a result of an awareness of the desperate needs of destitute asylum seekers, many of whom go hungry and struggle to survive.

We aim to provide a wide-ranging service to relieve hardship among asylum seekers. Over the 14 years since the Drop in first started in March 2006, it has grown so that by March 2020, our last session before the coronavirus lockdown, we were assisting 589 asylum seekers a month with financial support in the form of supermarket vouchers and travel expenses, home-cooked food, clothing, some baby essentials and appointments with doctors, lawyers and therapists. We provide a warm welcome to the asylum seekers and as much support as we can. We try to find those without legal representation a reputable legal aid solicitor who can move their case forward and secure them leave to remain in the UK.

The Drop in has also served as a beacon and model for other synagogue Drop ins, some focusing on families and others on those who have recently been granted refugee status.

As the Drop in has developed, so our structure has changed. It was first established as a project of the New North London Synagogue (NNLS), but in 2018 the Drop in became registered as an independent charity, although it still retains close links to NNLS. To accommodate the increase in the numbers of asylum seekers attending the Drop in, in 2016 we transferred some of our longer-standing clients to a new sister Drop in established by the New London Synagogue, and in 2019 we set up a satellite Drop in East London where clients in the area could receive their supermarket voucher, without having to travel across London.

However, everything came to an abrupt halt

when the pandemic took hold. We held our last full Drop in in March 2020, mainly outside due to the emerging pandemic, and then we had to close our doors. In August and September 2020 we reopened and provided an outdoor only service just for new clients, but this has again had to cease to comply with Covid-19 restrictions.

This report relates primarily to our regular Drop in sessions, as they were operating before they were disrupted due to Covid-19. We hope to reopen the Drop in again as soon as possible, but in the meantime, throughout this period we have been sending all our regular clients £25 supermarket vouchers every month by phone, since April 2020. With the addition of the new clients who attended our sessions in August and September 2020, we are now supporting 619 clients every month, at a cost of £15,475 a month.

Life is very difficult for the asylum seekers. They are often disbelieved when they explain to officials the kind of persecution they managed to flee from; they are not allowed to work and often have to survive on as little as £5 a day, or in some cases receive no support. In only a few cases do they receive the trauma therapy they need to help them process and recover from the terrible experiences they have suffered in their home countries, on their journeys to sanctuary and sometimes after they arrive in the UK.

We are immensely grateful to our wonderful team of volunteers who give so readily of their time and commitment, and to all those who contribute generous financial support, enabling us to provide the supermarket vouchers and travel expenses which are a lifeline for our clients.

Our heartfelt thanks to you all for making the Drop in possible.

The Drop in Team

OUR CLIENTS

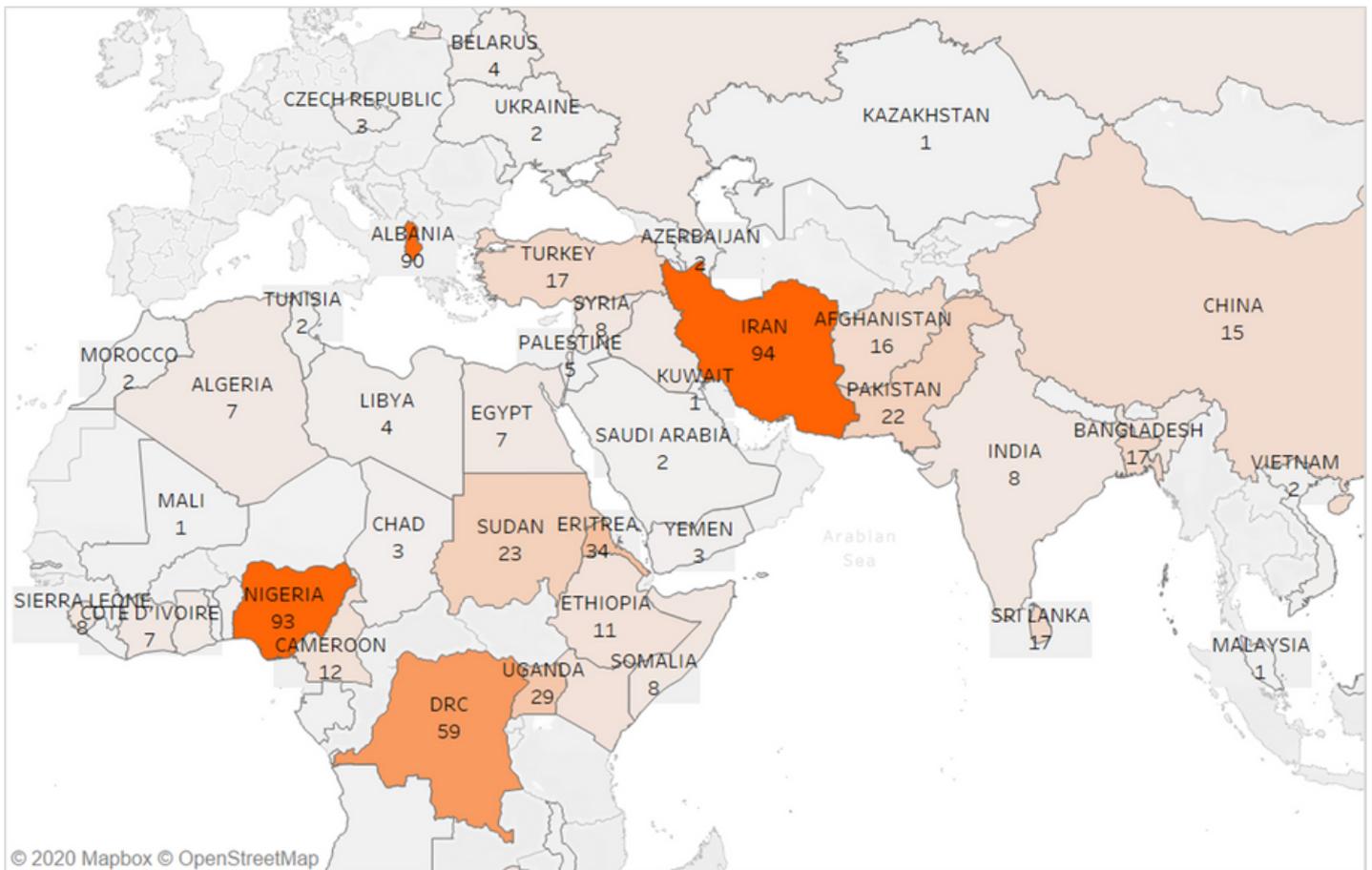


OUR CLIENTS

Asylum seekers have often suffered severe persecution in their countries of origin and have made the perilous journey to escape because they feared their lives were at risk. Rape, imprisonment, torture and other forms of persecution have made them flee their home, family and community and abandon their livelihood.

Asylum applications to the UK are relatively low in international terms, with 35,566 in the year to December 2019 – significantly lower than the peak of 84,000 applications in 2002. 85% of the world's refugees are living in countries neighbouring their country of origin, and within Europe in 2018, Germany received the highest number of asylum applications (161,900), followed by France (114,500).

Between April 2018 and March 2020 we saw first-timers from 68 different countries come to the Drop in, with the largest numbers of clients coming from Iran, Nigeria, Albania, the Democratic Republic of Congo and Eritrea.



New clients' countries of origin



OUR CLIENTS



VOLUNTEERS OVERVIEW

The Drop in is organised by and dependent upon volunteers. In the past year, we have opened up a satellite centre in East London, so that asylum seekers living in that area can collect their money and voucher without having to cross London to get to East Finchley. This initiative is supported by the Ilford-based Ismaili community. We welcome them as partners.

Our Trustees and Coordinating Committee develop policies, plan training sessions and liaise with our donors, the host venues, the New North London Synagogue, and our partner Drop in run by the New London Synagogue, as well as the many organisations who support us with donations of money, food, toiletries and clothing.

On a monthly basis, over 100 volunteers help on Drop in Sundays, in addition to the 30 or more who attend the pre-Drop in clothes sorting. Many people cook or bake and prepare salads at home and deliver them, others drive to collect donations. To mark significant dates in their calendar, the Ismaili community based in East Finchley prepare and serve fresh curries to our guests.

We have increased our volunteer coordinating team to share the workload, which includes responding to all enquiries, sending out monthly reminders, developing new roles and allocating jobs at Drop in sessions to ensure that gaps are filled. Each Drop in area is led by an experienced team leader and new volunteers work alongside them to 'learn on the job'. Team leaders liaise with their volunteers and organise 'who does what' especially during holiday periods.

The range of volunteer jobs at the Drop in is huge. Many require physical stamina as they involve standing or serving for long periods: monitoring queues, escorting people from one part of the large site to another, entertaining children inside and playing endless games of football in the playground, working in the clothing hall or on one of our three refreshment counters (lots of washing up as well as serving food and preparing 'take away' parcels). There are less physically demanding roles for receptionists, data entry volunteers, interviewers and interpreters to greet new clients, assess their eligibility and show them round. We are fortunate to have the support of lawyers, doctors and therapists who bring their specialist skills. Whatever their role, volunteers offer a friendly welcome, kindness and sympathy to the many asylum seekers we see.

We no longer have volunteers under the age of 17 at our Sunday sessions. However, youngsters can still help at clothes sorting, organise collections of rucksacks and other essentials and prepare and deliver food for asylum seekers.

We would like to thank all our volunteers - whatever their role - for their dedication, energy, kindness and drive to take the Drop in forward.

REPORTS

RECEPTION

A warm and friendly welcome awaits clients at one of three busy receptions – indoor, express or first timers. Clients who are registered on the system visit our indoor and express reception on alternate months, whilst new clients come to the ‘first-timers’ area.

We have a pool of around fifteen experienced volunteers, enabling us to operate each month with a minimum of eight. Volunteers rotate between the areas on a monthly basis to get to know clients better and learn how the different areas function.

Once the Drop in opens, our bespoke database and careful coordination with the outside queues ensure swift processing. Clients show their identification, are registered on the system and then provided with £10 for travel expenses and a £15 supermarket voucher. They may also be asked to provide solicitor details and sign an authority, which we post to their solicitor giving the solicitor permission to confirm their immigration status to us. The database is updated throughout the month and confirms clients’ eligibility for the Drop in, following checks made with their solicitors. Requests to see one of our volunteer lawyers or doctors are also logged on the system.

After clients have passed through indoor reception, they can receive a cooked meal, good quality clothing – having collected a token from the reception – see lawyers, doctors and therapists, have a relaxing massage and sit and chat with friends and volunteers.

Express reception is run from the Portakabin on the school field. Here clients receive their travel expenses and supermarket voucher along with refreshments. Our partnership with City Harvest also now means that clients can collect a large array of food items to take home. And some months there is a delicious meal cooked by the Ismaili community.

As well as welcoming clients and ensuring they are quickly and accurately registered, reception clients are there to give a helping hand – to troubleshoot and signpost to other parts of the service. There is a buzz as clients share good news – a new baby, a positive decision from the Home Office or a reunion with a long-lost friend or family member. Although by no means the end of the journey, we are most happy when clients have been given Indefinite Leave to Remain, at which point they receive a final £45 worth of vouchers and are signposted to further support outside the Drop in.

There is a buzz as clients share good news – a new baby, a positive decision from the Home Office or a reunion with a long-lost friend or family member.

Clients will also talk through problems they are facing and seek advice. At reception we are there with a comforting hug as well as connecting them to another part of the Drop in that can provide them with the support they need.

RECEPTION



FOOD

We are always somewhat anxious on the morning of the first Sunday of the month - food distribution, both hot and cold meals served to clients for immediate consumption and take-away boxes, depends entirely upon the generosity of volunteers who cook and deliver dishes.

Almost without exception, the afternoon is marked by a steady stream of containers of food that has been thoughtfully, deliciously, and generously prepared and delivered.

We have volunteers who invest many hours in home preparation and arrive with almost industrial quantities of dishes and other volunteers who bring a few boiled eggs. Irrespective of quantity, we are grateful for all contributions as what we offer is greater than the sum of its parts.

Not only do we provide nourishing food, we offer a bounteousness that clients do not experience in their daily lives. We engage in short conversations, welcome both newcomers and old timers, giggle with the children, ask after the welfare of their parents, and engage with individuals with dignity and respect.

We wish we could do more to alleviate suffering and despair, but at least we know that for one afternoon, bellies are full, and we can accomplish that goal thanks to the kindness of our donors and volunteers.



DESSERTS



Miraculously, each month we manage to provide our guests with a variety of cakes, biscuits and fruit.

No two months are ever the same, but, thanks to the generosity of our supporters, we always provide a selection of home-made as well as donated manufactured cakes and biscuits. It is especially rewarding to serve cakes made by young children, who bring iced cakes still warm from the oven and the host school's children who feel this is 'their' project, too.

The desserts are a real treat for our guests who rarely have the opportunity to enjoy the luxury of cakes and fruit. The smiles on their faces and the thanks from the guests make each Drop in worthwhile for our team of volunteers who come each month.

DESSERTS

It is especially rewarding to serve cakes made by young children, who bring iced cakes still warm from the oven...



CHILDREN'S AREA

The Children's Area is now coordinated and run by a consistent team of committed volunteers. Each month we welcome approximately 30 children, from a wide range of backgrounds and experiences.

Our Children's Area consists of an arts and crafts corner, where children can do clay sculpture, painting, collage and drawing. There are puzzles and games for the children to use to play with one another. We have stories to read, cars and train tracks, small world play, and a soft play area for babies. We also facilitate an outdoor play area for more energetic children, where they can play football and other team games, under the supervision of volunteers.

This year, as parents have begun to recognise a consistent team of trusted volunteers, they sometimes leave young babies with us to be looked after, while they take a much-needed break.

Volunteers at the Drop in love their time in the creche, and their friendships with the children, which develop over the months and years.

Welcoming such a range of children, in terms of age, experience and background is always challenging, and we are ever-evolving in our strategies of supporting and working with them. This work is intensely rewarding, and the Children's Area is a joyous (and noisy) corner of the monthly Drop in. We have a wish-list of art materials and toys, which we offer to people who wish to donate to the Drop in, available upon request.

CHILDREN'S AREA

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CLOTHING

Our clothing service has grown considerably over the past two years with regular teams of up to 25 volunteers, supporting the many clients we welcome each month. Two teams continue to operate, one on the day we collect, sort and pack the donations of clothing, and the other on the Drop in day itself when we distribute the donations. Although at the Sunday Drop in, we are not able to offer volunteering opportunities to those under 17, we can introduce younger people to our work on 'sorting day'. Our very youngest 'volunteer of the month' to date was just four years old.

Without the huge amount of support from our volunteer teams we just could not provide the service our clients need. With often 150 or so clients coming into the clothing hall in an afternoon, we are constantly monitoring, reviewing and adjusting the systems we operate to ensure people are kept safe. As ever, we try to balance the need for clients to feel welcomed, whilst running the necessary queuing systems in two halls, to ensure all remains calm.

There are many and varied roles to fulfil in our section and volunteers often find their niche, taking charge of a particular area and ensuring it is managed effectively.

With, on occasions, up to 100 large laundry bags of donations to distribute, we are often in awe of the transformation that takes place in the hall - a large empty space at 12.30, which then fills out with tables loaded with goods and a team of smiling volunteers by the 1.30 briefing - and then by 4.30pm, after a hectic free-for-all when all clients can return for a second chance to choose items, the hall is once again calm, empty and clean. What a team!

As well as our regular volunteers with their very many skills energy and sensitivity to clients, we are hugely grateful for the partnerships with an ever-growing number of organisations and individuals for their voluntary support both in donations and hands-on help with distribution.

However, in the midst of all the 'busyness', it is crucial to be listening to and responding to our clients. No matter how elegant our systems are and how potentially heart-warming our clothing offerings may be, we are only a tiny part of a client's life.

When asked one Sunday if there was anything in particular one young person needed, the reply was "Yes - a passport please..."

CLOTHING



New clients welcome

The number of first-timers we receive varies from month to month - while we often welcome about thirty new clients, on some months there may be forty or fifty newcomers. Our queue is short and fast-moving. We start registering clients at 12.30pm and, fairly soon after that, we are able to take them through to the interview room. Interviews start an hour before the main Drop in opens, so that new clients have time to access all the services.

We are the first point of contact for people who are often traumatised or have experienced being pushed from pillar to post in the asylum system. A smile and a friendly welcome can work wonders! There's a chair for those who have to wait, fruit for the children and a cup of tea for people who have spent several hours on a bus to get to us. We feel quite humbled by the hugs of gratitude we are often given at the end of the day.

Induction

New clients who come to the Drop in are often unsure of what they are coming to - usually they have heard about the Drop in from friends or people they share accommodation with - but a long journey into an unknown area can be very daunting.

The induction team work to make each new client feel welcome, to ensure they are able to have the best possible experience at the Drop in and take advantage of what we can offer.

This means sitting with new clients as they wait for their interview, empathising about travel times, playing with small children, sharing drinks and snacks, while explaining how our Drop in works. Sometimes people are really sad and need a sympathetic ear. Once clients have spoken to an interviewer, one of our team will show them round the Drop in. New clients get early access to clothes and toiletries, and can be taken to appointments with our lawyers and doctors. The aim is to make sure that the clients will feel confident to return the following month, understand the various services we can offer and have enjoyed their first visit.

NEW CLIENTS



We are the first point of contact for people who are often traumatised or have experienced being pushed from pillar to post in the asylum system.

NEW CLIENTS

Interview

We have a regular team of interviewers who conduct a short interview with new clients. This is always friendly and welcoming, and we let the clients know that we are all volunteers who are here to help asylum seekers.

The aim of the interview is to check that the new clients have claimed asylum, and are therefore eligible for the Drop in; to gain an understanding of their reasons for claiming asylum and where they are in the asylum process; and to learn about their needs so that we can do our best to help them. We arrange for them to see our volunteer lawyers, doctors or therapists, and signpost them to other resources that may be helpful. If relevant, we refer them to our HCI team who help them complete the application entitling them to free prescriptions, dental treatment and eye checks.

Following the interview, eligible clients are registered on our database and receive a £15 supermarket voucher and £10 travel expenses; those who are not eligible are still given travel expenses and a hot meal.

LAWYERS, DOCTORS AND HC1 FORMS

The team of experienced volunteer asylum lawyers on the rota are the jewel in the crown of the Drop in. They attempt to place cases, where the client does not have a solicitor, with a reputable firm with a legal aid contract. We have four or five lawyers on the rota for each Drop in, seeing approximately 15 clients. The only route out of poverty and misery is for the clients to obtain legal status, and referral to a good solicitor is essential.

In addition, at each monthly session, we support around 5-10 clients seeking medical advice.

We have a team of regular volunteers who work hard to create a calm, welcoming and effective reception area for everyone who wants to see the lawyers and doctor, and we are very grateful to these professionals for offering their time and skills.



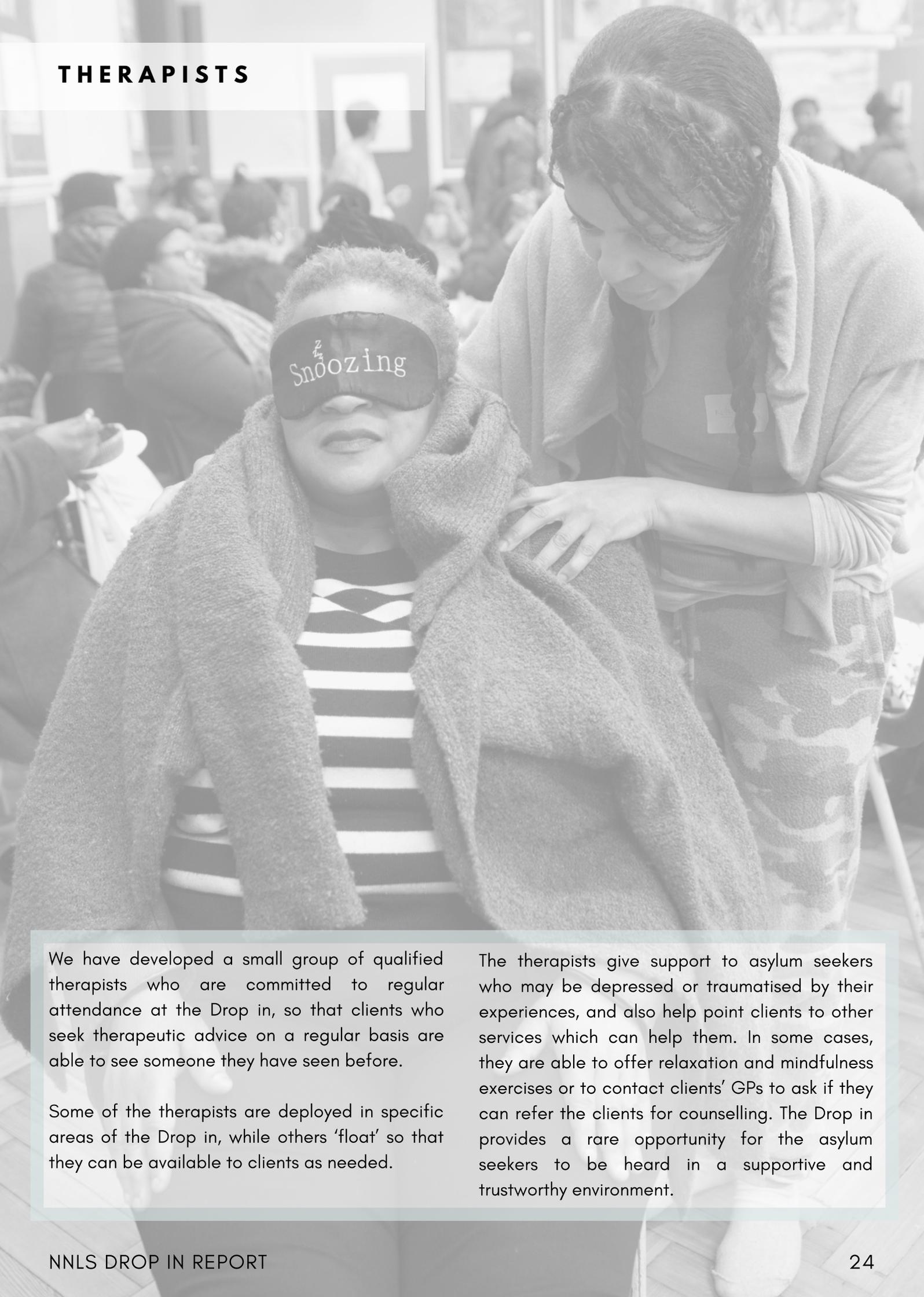
HC1 forms from the NHS entitle asylum seekers to receive free prescriptions, dental treatment, sight tests and glasses, as well as essential travel costs to hospital appointments. Our HC1 team work with individuals to complete the forms and send off between 10-20 forms each month.

For all our services, we work closely with the interpreter coordinator to match clients with Arabic, Farsi and other language speakers.

This year we refined our approach by adding a desk to provide a clear first point of contact, offering a baby-change area, and designating a space downstairs for consultations with those with buggies or access requirements.

We liaise with most other areas of the Drop in, from the new clients team to the clothing area. Clients benefit from our joined up approach which ensures their experience is as smooth as possible.

THERAPISTS



We have developed a small group of qualified therapists who are committed to regular attendance at the Drop in, so that clients who seek therapeutic advice on a regular basis are able to see someone they have seen before.

Some of the therapists are deployed in specific areas of the Drop in, while others 'float' so that they can be available to clients as needed.

The therapists give support to asylum seekers who may be depressed or traumatised by their experiences, and also help point clients to other services which can help them. In some cases, they are able to offer relaxation and mindfulness exercises or to contact clients' GPs to ask if they can refer the clients for counselling. The Drop in provides a rare opportunity for the asylum seekers to be heard in a supportive and trustworthy environment.

INTERPRETERS

Our growing band of volunteer interpreters provide invaluable assistance with the clients' interviews, inductions and meetings with the lawyers and doctors.

We have built up our interpreter database and can now provide a service in-person or over the phone for all the languages our clients speak.

- **ALBANIAN**
- **AMHARIC**
- **ARABIC**
- **HINDI**
- **GUJARATI**
- **FARSI**
- **FRENCH**
- **KURDISH KURMANJI**
- **KURDISH SORANI**
- **LINGALA**
- **MANDARIN**
- **PUNJABI**
- **RUSSIAN**
- **TAMIL**
- **TIGRINYA**
- **TURKISH**
- **URDU**



EAST LONDON DROP IN

As the number of clients supported by the Drop in has grown substantially, a satellite Drop in has been created in East London. This Drop in runs in parallel to the East Finchley one, with the same dates and times, so clients can choose which one to go to. This service not only reduces pressure on the East Finchley site, but also allows some clients to access basic services at a more convenient location. Many of our clients are based in East London, so by providing services more locally we have been able to reduce their travel time and travel costs. The East London Drop first opened in March 2019 with 12 clients and had grown to 159 by March 2020.

The clients attending the East London Drop in have access to the supermarket vouchers, travel money and cold snacks. We use the same database as the reception team at the main Drop in, therefore ensuring that clients who attend are eligible for the project.

As we only run a light service, there is a very calm atmosphere. Clients do not need to queue for long and the volunteers have time to chat to the clients and get to know their stories. Many clients stay around after they have collected their vouchers to have a snack and a drink, catch up with each other and ask the volunteers questions.

FOLLOW UP WORK

We ask all clients to sign an authority giving their solicitor permission to discuss their case with us and confirm their immigration status. This helps to ensure that we are targeting the most vulnerable with our support.

Following the Drop in, we try to find reputable legal aid lawyers for clients who are unrepresented, and from time to time also assist with housing and health problems, as well as signposting and referring to other services.

In addition, we work collaboratively with other NGOs in the asylum sector, especially when we have clients in common, and attend forums to discuss common problems and share good practice. We have researched and developed a series of information sheets to help clients access other services outside the Drop in. These sheets range from other resources that provide help and advice to asylum-seekers, to organisations offering English lessons and sources of support for LGBT asylum seekers. Our aim is always to try to offer the most practical form of assistance possible.

INCOME & EXPENDITURE ACCOUNT

	Unaudited Year to 31-Mar-20	Audited 19-Mar-18 to 31-Mar-19	
INCOME			
DONATIONS		DONATIONS	
Monthly / other	35,982	Monthly / other	45,071
Major donations	122,150	Major donations	118,850
TOTAL DONATIONS	158,132	TOTAL DONATIONS	163,921
OTHER		OTHER	
Gift Aid	6,999	Gift Aid	8,385
Deposit Interest	757	Deposit Interest	492
TOTAL INCOME	165,887	TOTAL INCOME	172,798
EXPENDITURE			
Direct Costs		Direct Costs	
Vouchers / Travel / Clothes etc.	132,728	Vouchers / Travel / Clothes etc.	89,258
Other costs		Other costs	
Venue Hire	2,980	Venue Hire	3,500
Other	7,759	Other	234
TOTAL EXPENDITURE	143,468	TOTAL EXPENDITURE	92,992
NET INCOME	22,419	NET INCOME	79,806
FUNDS AVAILABLE			
Reserves as at 31.03.19	313,190	Reserves transferred at 19.03.18	238,340
NET INCOME	22,419	NET INCOME	79,806
	335,609		318,146
Bank Funds	332,770	Bank Funds	318,146
Outstanding debtors	1,199	Outstanding debtors	2,422
Gift Aid claim	1,640	Gift Aid claim / prepaid expense	4,172
	335,609		324,740
Advance drawn - next Drop in	-	Advance drawn - next Drop in	(11,550)
NET FUNDS at 31.03.2020	335,609	NET FUNDS at 31.03.2019	313,190
Designated funds for Special Projects	75,000	Designated funds for Special Projects	75,000
FUNDS AVAILABLE	260,609	FUNDS AVAILABLE	238,190



THANK YOU

We would like to express our gratitude to:

All those who have provided financial support for the Drop in over the last two years

- Anonymous donors
- Lapid Trust
- London Churches Refugees Fund
- Milton Damerel Trust
- New North London Synagogue
- Pears Foundation
- SC & ME Morland's Charitable Trust
- The Monument Trust
- The Sam and Bella Sebba Charitable Trust
- Valerie Lipman
- Wilson Solicitors LLP

All those who have helped by providing 'in kind' donations

- Bags of Love (Piece of Cake)
- Bloody Good Period
- City Harvest
- Costco
- Goods for Good
- Good News shoes
- Hands on London and Calling London
- Haringey Migrant Centre/ Red Cross
- Helping Hands
- Ranir Oral Care Products
- The pupils and staff of Martin Primary School

All those who have set up standing orders, made donations to mark special occasions and held fundraising events for the Drop in.



NNLS DESTITUTE ASYLUM SEEKERS DROP IN DONATIONS FORM

PLEASE RETURN THIS FORM TO:

NNLS Drop In c/o ACCOUNTS, NNLS, 80 EAST END ROAD,
LONDON N3 2SY Email: dropin@nnls-masorti.org.uk



To: _____ Name of Bank
_____ Address
Post Code _____

Please pay Barclays Bank, Leicester, LE87 2BB
Sort Code: 20-76-90 Account Number: 13930637 Reference: Drop In
for the credit of the NNLS Destitute Asylum Seekers Drop In, the sum of
£ _____
Commencing on 10th _____ and monthly thereafter until further notice.

Please debit Account number: _____ Sort code: _____
Account Name _____
Address _____
_____ Post Code _____
Signed _____ Date _____

OTHER OPTIONS...

I would like to make a one-off donation of £ _____

I would like to donate £ _____ using charity vouchers

GIFT AID I would like my donation to be treated as a Gift Aid donation. Please sign below. I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for each tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities or Community Amateur Sports Clubs (CASCs) that I donate to will reclaim on my gifts for that tax year. I understand that other taxes such as VAT and Council Tax do not qualify. I understand the charity will reclaim 25p of tax on every £1 that I will give.

Signed & Full name _____
Email address _____
Date _____

NNLS Destitute Asylum Seekers Drop In - Registered Charity No. 1177599

THANK YOU



The NNLS Destitute Asylum Seekers Drop is a registered charity No 1177599.

Trustees

Chair: David Raff

Treasurer: Stephen Coleman

Rickie Burman

Rachel Karp

Mildred Levison

Anita Vasisht (from 7th December 2020)

*For more information contact: info@nnlsdropin.org.uk
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