

WFMA Vision, Mission, Aims and Objectives for 2024-2025

Our **vision**: a fairer and more equal society for migrants and refugees.

Our **mission** is: to provide support and advice for local migrants and refugees and to advocate and campaign for the rights of migrants and refugees.

Our **aims** are to:

1. Run an effective and compassionate drop-in support centre;
2. Campaign for migrant and refugee rights and stand in solidarity with them;
3. Fundraise to achieve WFMA's aims;
4. Ensure best practice in governance; and
5. Ensure effective communications and external relations.

Background

In 2023/24 we won funding for a part-time Communications and Campaigning Manager and gained OISC Level 1 Registration - see [Trustee's Annual Report](#).

So in 2024/25 we aim to be more effective in providing welfare and immigration advice, promoting positive messages about asylum seekers, migrants refugees, and gaining more supporters. We saw a large increase in the number of visitors to our drop-in Centre and an even greater increase in the issues they need us to help with, especially housing.

WFMA is determined to continue developing to meet its vision and aims and this is reflected in the annual objectives set out below.

We acknowledge our funders with gratitude on the "[About](#)" page of our website.

Objectives 2024-2025

Support Centre

We aim to increase the number of visitors' issues that are resolved, increase the number of regular volunteers doing more diverse forms of work, and increase and improve the training of volunteers, especially on key welfare areas such as housing.

We aim to be able to provide more information to visitors about their rights and especially the services that we can and cannot provide. This should go hand in hand with improved language translation capacity and clarity around what documents visitors need to bring to the Support Centre.

We aim to continue to develop relationships with other migrant and refugee communities and organisations

We aim to continue to develop our capacity to provide in-house OISC immigration advice, specifically:

- Train 4-5 volunteers to OISC Level 1;
- Take on as many simple cases as capacity allows;
- Rent shared office space for casework and advice;
- Send more complex cases to RAMFEL.

We aim to seek funding for a professional welfare adviser to take complex welfare cases and to train volunteers in this area of work.

We aim to explore the feasibility of carrying out in-depth interviews with visitors (with their consent and participation) in order to develop case studies.

We aim to upgrade the Casekit case management system.

Resources

We aim to continue to apply for grant funding, especially for the development of in-house immigration and welfare advice, including paid advisers and training of new volunteers.

We aim to reapply for funding for the Support Centre Manager post as the current funding ends in October 2024.

We aim to send annual reports to our funders where required.

We aim to hold three awareness raising / campaigning events during the year.

Communications and Campaigning

We aim to produce a monthly newsletter covering our work and relevant local and national campaigns and news, to be distributed to members, other organisations, journalists and people of influence.

We aim to make effective use of digital and print media to promote our work and cause, and to maximise our campaigning impact.

We aim to develop a summary of our social media policy to assist with deciding when to sign up to campaigns and share campaign information.

We aim to recruit volunteers to assist with communications and campaigning work.

We aim to develop constructive partnerships with other frontline advice and migrant justice organisations to share knowledge and coordinate campaigns. Now that Waltham Forest is officially designated as a Borough of Sanctuary, we also aim to work more closely with the local authority.

Governance and Policies

We aim to develop processes to increase volunteer and visitor input into our decision-making, e.g. workshops and/or offering a hot meal after some drop-in sessions.

We aim to review and where needed strengthen existing policies (e.g. safeguarding And equality, diversity and inclusion) and to draft and to agree on others.

We aim to recruit new trustees and identify potential new officers, especially for specific roles such as treasurer.

We aim to align reporting dates and the AGM with financial accounting.

We aim to ensure that all key documents are filed and well-organised in Google Drive.