

A photograph of two women embracing. The woman on the left has short grey hair and is wearing a grey and black striped sweater. The woman on the right has dark hair, is wearing a white sweater and a tan knitted headband, and has her arms around the first woman. They are standing in front of a large, ornate rug with a red, blue, and gold pattern. The text 'Annual Review' is overlaid in large white letters on the left side of the image.

# Annual Review

2017

Changing lives for good





“

*“Kol Yisrael arayvim ze la zeh”: “Every Jewish person is responsible for every other Jewish person”. But it’s also crucial that we realise that it is our religious responsibility to reach out and to help every single human being in the world, because everybody is created in the image of God. And that is certainly something that World Jewish Relief is helping us to do.*

”

CHIEF RABBI EPHRAIM MIRVIS





## Welcome from the Chair



**Dan Rosenfield**  
Chair, World Jewish Relief

Thank you to our supporters, partners, staff and trustees for everything that we have achieved together over the past year to tackle Jewish poverty and to help those in crisis around the world.

World Jewish Relief is a leading Jewish international development charity. Jewish values sit at the very heart of everything we do, whether that be supporting vulnerable Jewish communities in Ukraine or helping Syrian refugees find work in Bradford.

Throughout this year, indeed throughout every year since our formation in 1933, we have supported the world's poorest Jewish communities. These are members of our extended Jewish family, yet they still live in conditions that are simply unacceptable. We tackle poverty, bring dignity and replace isolation with community.

Our dementia care programme, in partnership with Jewish Care, does not just improve quality of life for those struggling with the disease, as well as their families – it creates a support network and cultural understanding that will inspire a step change in the way dementia is dealt with across Eastern Europe.

But we must also do more to break the cycle of poverty across generations. Our livelihood programmes bring much-needed training and support to those out of work in Ukraine, Georgia, Belarus, Moldova and Rwanda. We focus on sustainable employment so that graduates of our programmes find work and a lasting income for them and their family. That is the route to independence, dignity and hope.



I am also proud of our efforts to help Jews and non-Jews alike. When disaster strikes, British Jewry rallies behind us. When Hurricane Matthew destroyed lives and livelihoods in Haiti, we were there. As millions were left starving by the devastating food crisis across East Africa, we responded. And as the refugee crisis continues, we have led our community's response in Greece, Turkey and the UK.

At home here in the UK, we have this year piloted and now expanded a scheme to ensure Syrian refugees are employable, job-ready and play an active role in British society. Using the expertise we have built up from our existing livelihood programmes, we were able to identify the key barriers to work - English language, demonstrable qualifications and access to local employers - and support our beneficiaries on the journey towards integrating into British society. I am delighted that key foundations and HM Government have decided to fund the programme in four areas across the UK.

So, as I look back on the last year, I reflect with pride at our impact both within vulnerable Jewish communities and across our humanitarian work. But we must strive to do more. In the coming year, we will challenge ourselves and our supporters. We will accelerate our programme of home repairs. We will expand our livelihood programmes. We will broaden the lessons from our dementia partnership. We will make our emergency response even quicker and even more impactful.

On behalf of all the individuals, families and communities we assist, thank you for your support.



**We supported  
42,899  
people in  
19 Countries**

# Strategic Report

## Who We Are

World Jewish Relief is the UK Jewish community's international development agency. Inspired by Jewish values, we empower people in poverty to live with dignity, self-reliance and hope.

## How We Achieve This

- We empower those out of work or living with disability to find employment, become self-reliant and free from poverty.
- We meet the physical and emotional needs of older people
- We respond on behalf of the Jewish community to catastrophic disasters worldwide, providing both immediate relief and longer-term recovery support.
- We provide effective interventions through trusted local partners, enabling individuals and communities to support themselves.

## Our ambition and impact

In 2015 we set ourselves the ambitious target that by 2020 we would have supported 50,000 older Jewish people, brought 100,000 people out of poverty and cemented our role as the Jewish community's responder when international disaster strikes. Since then, we have supported 52,753 older people, helped reduce the poverty of 66,293 people and responded to five international disasters.

## Who we help

We support the world's poorest Jewish communities, predominantly in Eastern Europe, because Kol Yisreal ayayvim ze la zeh – every Jewish person is responsible for every other Jewish person. We work beyond our community, inspired by the Jewish values of caring for the stranger and recognising the dignity and potential of all people.

## Where we work

Country	Participants	Programmes	Partners
Ukraine	23,227	46	28
Moldova	6,798	13	12
Georgia	826	6	5
Belarus	1,175	6	4
Greece	1,366	4	2
Nepal	1,297	3	3
Rwanda	937	2	2
Haiti	601	2	2
Turkey	1,762	1	1
India	44	1	1
UK	169	1	1
Poland	680	1	1
Serbia	77	2	2
Hungary	23	1	1
Kazakhstan	29	1	1
Russia	981	1	1
Syria	710	1	1
Uganda	840	1	1
Kenya	1,357	1	1
<b>Total</b>	<b>42,899</b>	<b>94</b>	<b>70</b>

# Older people

Older people remain one of the most vulnerable groups within the communities of Ukraine, Moldova, Belarus and Georgia. Already struggling to survive on minuscule pensions, the effects of economic turbulence, rising utility bills and inflation hit them even harder this year; but we, in turn, have stepped up our support.



## Homes

Millions of people live in homes that have been neglected since the fall of the Soviet Union. This year, World Jewish Relief's home repair programmes across Georgia, Moldova and Ukraine tackled these dire living conditions by undertaking critical renovations to windows, roofs, kitchens and plumbing. We repaired 327 homes, making 509 people's living conditions safer and more comfortable, thereby improving their quality of life.

Across the programme's 12 locations, we have installed water heaters and windows in order to ensure participants are warm and dry and utility bills are reduced; we repaired faulty wiring and hazardous flooring and doors to ensure that participants felt safe in their homes; and we installed modern plumbing and sanitation facilities to grant participants the basic right to dignified housing conditions.

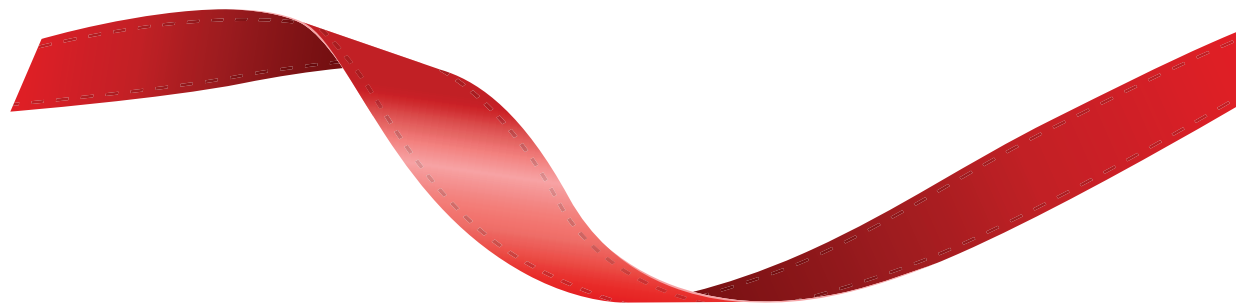
Before we started the repairs this year, 26% of people said they felt warm and dry in their homes, whilst afterwards this rose to 97%. Similarly, only 28% of participants said they felt comfortable and dignified in their homes before the repairs but afterwards this had increased to 89%.



**6,294**  
people given food packages, food cards or hot meals.



**97%**  
felt warm and dry in their homes after our repairs.



## Health

This year, our healthcare projects provided life-changing treatments, operations and essential items which ensure that older people can live fulfilled and independent lives.

We provided cataract surgery or glasses for 1,740 people who could not afford it on their own, as well as medication for 724 people. We provided funds for insulin, glucometers and test strips to enable 136 people to manage their diabetes, a condition prevalent in Eastern Europe. Our projects also provided 372 advice sessions for older people on topics such as diabetes management, eye-care and health and lifestyle advice, to avoid the dangers of high blood pressure, heart disease and strokes.

Our homecare services, this year made available to 2,397 people in six countries, are life-changing for older Jewish people, many of whom are house-bound and reliant on these services. Homecare workers enable people, most of whom live alone, to live with dignity by helping with shopping, cooking, cleaning, bathing and provide a source of companionship. Homecare is provided for older Jewish people including Holocaust survivors as well as Righteous Among the Nations.

For some, even buying basic food supplies is a challenge, so this year we provided 6,294 people with food packages, food cards or hot meals.



**2,600**  
people helped  
with medication,  
eye surgery or  
glasses.



### Polina Adamovskaya, Kryvyi Rih

Polina Adamovskaya, 24, is a young volunteer within our Warm Homes programme in Kryvyi Rih. When Polina was 7, her parents brought her and her sister to the local Jewish Community Centre. Ever since then, the girls have participated in the centre's programmes. When Polina learnt about the "Warm Homes" project, in which older people gather regularly to eat, drink, talk and support one another, she immediately offered to volunteer. Polina began to appreciate the importance of giving back to the community, whilst she has also enjoyed interacting with older People. As Polina has said: "Who, if not us? We have grandmothers and grandmothers have us. But who will come to older people, who have no-one? Only us".

## Happiness

Social opportunities are limited in the countries where we work, leaving many older people isolated and depressed, particularly people who struggle to leave their own building.

Our activities at the Jewish community centres (Heseds) provide company and solace for those whose social circles have shrunk with age. There they socialise, celebrate Jewish holidays and meet new friends.

For those who cannot travel long distances we provide Warm Homes – gatherings over tea and snacks which are organised within walking distance of people's homes. This year 2,529 people attended Warm Home gatherings. For people who cannot leave their house, we arrange for volunteers – older and younger, students or paid staff – to visit them at home and help them to feel part of a community and

reduce their isolation. This year 1,248 people benefited from this type of support.

Our projects encourage older people to volunteer, motivating them to take control of their lives and contribute to the community, where otherwise they might become disengaged or depressed when they become less active. This year, 1,157 older people engaged in volunteering activities including hospital visits, delivering talks and assisting with events.

Our unique dementia project with Jewish Care has continued and this year we trained 445 people in dementia and person-centred care. We also started working with two partner organisations to provide services for people living with dementia and their relatives. These day centre activities provide respite, support and vital information.

# Livelihood Programmes

The work is inspired by Maimonides' "Eight Levels of Tzedakah"; the highest level of charity being to support people to support themselves, through finding them a job or helping them to set up a business.

Working through local partners, our livelihood programmes economically empower disadvantaged individuals to build prosperous and fulfilling lives for themselves and their families. Our projects support people to feel needed and capable, preserving their dignity and transforming them from simply being a charity’s beneficiary into one with the capacity to give back to others.

### Empowering the younger generation (Moldova and Ukraine)

This year, we started a career orientation programme for 463 high school students. Young people who are unemployed after graduation often struggle, facing lower long-term pay, increased chances of subsequent unemployment and lower life satisfaction. The project helped students to ascertain what their greatest strengths and values are, which ultimately could be used to decide on a particular type of employment; it gave them an overview of the labour market and they gained a sense of the workplace through meetings with successful businesspeople.

### Enabling sustainable employment (Ukraine, Moldova, Belarus, Rwanda)

World Jewish Relief, through nine local partners in Ukraine, Moldova, Belarus and Rwanda, empowered 2,820 disadvantaged individuals to find sustainable employment and build lives of self-reliance and dignity for themselves and more than 5,640 members of their families. This also enabled them to transform their own mindsets and begin to realise their potential.

Within six months of graduating from our training programme, 77% had found employment.

78% of those successfully employed now earn more than the average salary in their respective country which enables them to support themselves and their families rather than just making ends meet.



**77%**  
of participants had found employment within 6 months of graduating

## Maximising the independence and well-being of people with disabilities (Ukraine, Georgia and Moldova)

People with disabilities in the countries in which we work are the most marginalised group in the labour market and in society overall. This programme maximises their independence and well-being, whatever their disability. 170 young adults with disabilities improved their well-being and independence by socialising, learning how to cook, clean, take care of personal hygiene, exercise, communicate and build relationships.

577 people with disabilities gained social and professional skills as a platform towards gaining employment. Despite huge barriers, 159 people with disabilities found jobs, often for the first time in their lives.

### RWANDA



# 1,155

young farmers enabled to increase their average income by 142%

## Supporting entrepreneurship and creating jobs (Rwanda, Ukraine, Moldova and Uganda)

Our entrepreneurial work supports people with business potential and a willingness to make a difference. We are social investors, providing micro-equity to generate 'social return' - jobs for disadvantaged people and support to enable people to provide free services to the most vulnerable.

In Moldova and Ukraine, 42 entrepreneurs launched small businesses. They have already created 61 jobs for vulnerable community members. In addition, 111 new jobs were created this year by businesspeople whom we supported the previous year. The businesses created include two bakeries, a company delivering healthy food and one that farms strawberries. Four of the companies are providing free services (such as challah delivery) to vulnerable older members of the Jewish community.

In rural Rwanda, our project, supported by Comic Relief, continued transforming young subsistence farmers into modern agricultural entrepreneurs. Over the past three years, the project has enabled 1,155 young farmers to increase their income by 142% on average. The 27 most successful farmers generated more than £1,000 each in only four months - without the project's support it would have taken them more than a decade to earn that much. In Uganda, 93 members of the local Jewish community have harvested watermelons, onions and peppers that they have grown for the first time.



### Aleksey Filippenkov, Zaporizhia

Aleksey is 19 years old and he lives with his parents, a brother and a grandfather. Aleksey is already the family's main breadwinner, supplemented by his grandfather's small pension.

Aleksey was previously a volunteer within the Jewish community. After University, Aleksey was seeking employment, not easy given the tough economic times that Ukraine is experiencing. He wanted to set up his own business which could then employ other vulnerable people,

so he joined World Jewish Relief's Business Platform programme, supporting Jewish entrepreneurs in Zaporizhia to grow their businesses and create jobs for people who would not otherwise be able to find them.

As part of the programme, Aleksey met Vitaly, a well-known businessman who inspired him to open a mobile coffee-brewery. Vitaly also offered him an internship in his company and acted as Aleksey's mentor.

Aleksey has now set up a company called Coffee Brew Bike, an unusual, unique business in Zaporizhia. It brings him and his family a steady income. World Jewish Relief is going to support him to build a second bike which will enable him to expand his business, become financially independent and, most importantly, to create two more jobs for other disadvantaged people. His family's financial future now seems secure.

# International Disasters

World Jewish Relief leads the UK Jewish community's response to major international disasters, responding to both immediate emergency needs and helping communities to rebuild following these catastrophic events.

## Haiti

In October 2016, Hurricane Matthew passed through Haiti, causing widespread damage, claiming the lives of 546 people (officially, although estimates suggest it could be up to three times that number) and wrecking the homes of tens of thousands. Flooding destroyed crops and took animals' lives, leaving millions of people without food or a source of income.

We launched a programme in La Gonave, a small island on which other aid agencies were not working. This programme supported 80 vulnerable families through cash transfers to buy food and to start rebuilding their homes and livelihoods. These cash transfers assisted 80 households (400 people) with \$250 each to buy vital food. 24 heads of households also received vouchers to buy building materials to repair their homes.

Our second programme was in Southern Haiti where 75% of inhabitants found themselves either without a roof or completely homeless within minutes of the hurricane striking. We repaired 24 families' roofs and the entire homes of 10 families, supporting a total of 201 people.

**Salomon Brutus**, National Programmes Manager, KORAL, said:

*"We really appreciate the way in which World Jewish Relief tries to understand the problems of people especially the most disadvantaged. Furthermore, KORAL appreciates the capacity that World Jewish Relief has to respond quickly in emergency situation. World Jewish Relief leaves the community to identify their needs and propose the adapted solutions without imposing anything. The staff of World Jewish Relief are always available to help and give support through a respectful communication."*

## East Africa

In April 2017, we launched an emergency appeal in response to the food crisis in East Africa, where over 20 million people were on the brink of starvation. Conflict, successive rain failures and severe droughts made this emergency unprecedented.

World Jewish Relief has supported 1,357 households in Kenya. Through our local partner, we distributed 42 litres of water a day for two weeks to 1,010 households and provided food vouchers of 2,500 Kenyan Shillings (the equivalent of £20) per month for two months for 947 families. These vouchers enabled families to buy basic commodities such as rice, cooking oil, pulses and flour. We prioritised the most vulnerable people including pregnant women and new mothers, orphanages and households with children below five years old who are more prone to malnutrition and diarrhoea.

In Uganda, we supported Sudanese women who suffered abuse and fled their homes to escape the conflict in South Sudan. We provided women with livelihood training and psycho-social support so that they could recover from trauma and set up their lives in their new country.

## Syrian Refugee Crisis

In September 2015, World Jewish Relief launched our refugee crisis response. Driven by the immense needs and the unprecedented scale of emergency we brought immediate relief to some of the most vulnerable refugees, in particular women, girls and unaccompanied minors, in Greece and Turkey. As conditions have continued to deteriorate over the past year, we launched three new programmes.



TURKEY-SYRIA BORDER

# 1,762

refugee women  
provided with social and  
psychological support

## Turkey-Syria border

On the Turkey-Syria border, we established a Women's Support Centre, which provided social and psychological support to 1,762 refugee women as well as vocational training and a crèche – the only facility of its kind for female refugees in the region.

In Athens, Greece, we gave 302 unaccompanied minors legal and social support ensuring that vulnerable - and in many cases traumatised - children received the protection and education that they need.

In partnership with Praxis, a Greek NGO, we developed a mobile school project in Patras, Greece. The mobile school is a cart on wheels that can be installed anywhere and provides an opportunity for unaccompanied children to access informal education whilst they are cut off from the formal schooling system. Between March and June 2017, the mobile school reached 192 children.





## Refugee Crisis: UK response

In April 2016, World Jewish Relief launched a training and employment programme to respond to the needs of Syrian refugees arriving in the UK. We aim to help 1,000 refugees by 2020.

The Syrian Refugee Employment Programme has completed its pilot project in Bradford in partnership with Horton Housing Association.

We have worked with 50 clients over 12 months and have provided English language support, qualification verification, vocational training, careers advice and guidance and job brokerage. There were 22 clients who were considered to be closest to the job market and to date 13 of those have found work in a range of jobs including a civil engineer, dental technician and bricklayer.

In January 2017 we expanded our programme to Coventry to support 70 Syrian refugees on their journey into employment.

Due to the success of the initiative we are being supported by the Home Office to provide a regional programme in Yorkshire. We are now working in Leeds, Wakefield, Scarborough, York, Halifax, Huddersfield, Skipton, Sheffield, Doncaster and Barnsley.

## Ukraine emergency context

The prolonged conflict in Eastern Ukraine has continued, with the precarious security and economic situation and political fragility resulting in a prolonged humanitarian crisis. Eastern Ukraine has practically no formal employment, scarce resources and meagre social protection. In the winter, the population suffers from inadequate food supplies and the absence of cash to purchase sufficient food.

Since 2014, World Jewish Relief has provided emergency relief items to assist people affected by the war in Ukraine. Over the past year, our emergency response has reached 7,400 people with food and essential items. We have worked with three partner organisations to deliver essential aid to those in the conflict areas.

In Kiev, World Jewish Relief supported 2,028 internally displaced people (IDPs) with essential items including winter clothing for children, wood and bed linens to help them survive the harsh winter conditions. World Jewish Relief also worked in Eastern Ukraine within the buffer zone and along the contact line, supporting 4,548 people with firewood and emergency food.



## Nepal Earthquake

Rasuwa and Dolhaka districts in Nepal were amongst the hardest hit by the 2015 earthquake. Our April 2015 appeal supported victims with immediate relief, but we also stayed in Nepal to help families affected by the crisis in their longer-term recovery process.

Using a market-based approach, we supported 1,937 smallholder farmers to produce commercial vegetable crops that are in great demand within the market and hence generate a greater household income. The income that farmers have generated has enabled them to access services including schooling and health services, as well as to support themselves to begin the reconstruction of their homes.



to produce commercial crops to generate a greater household income.



### Rojina Ghale, Nepal

Rojina's life was devastated by the earthquake that struck Nepal in 2015. She lost her house and her ability to support herself and her family. In 2017, she still lives under temporary shelter.

When World Jewish Relief responds to a disaster we don't just help people with immediate aid, we stay in the country to support communities to build back better. Rojina had never grown tomatoes before our project supported her. Now she not only grows tomatoes, but is able to sell them to market in order to buy food and send her children to school. Now she's diversifying from just tomatoes and is planning to use the infrastructure that she has developed to grow and sell cauliflowers too! She said: "This business makes me very happy. I am earning money and I will certainly continue".

## Financial Review

World Jewish Relief has seen a strong financial year in 2016/17. Income increased by 5% which was significantly higher than budgeted and has enabled us to spend more on supporting vulnerable people. The level of grants awarded to our partners of £5.4m shows an increase of £0.2m (4%) from last year with increases in our programmes for older people and those helping people to find sustainable employment.

### Income

Income has increased by £0.3m from £6.0m in 2015/16 to £6.3m this year.

Income from events rose by £0.2m from £1.8m to £2.0m due to a successful Annual Dinner in January 2017 attended by HRH The Prince of Wales and the continued success of our Business and Pomegranate events.

Major Giving income increased from £1.5m to £2.1m due to expanding our UK refugee programme.

Income from appeals for Hurricane Matthew in Haiti, the food crisis in East Africa and continued support for the refugee crisis has generated a total of £0.6m.

### Expenditure

There has been an overall increase in expenditure of £0.4m rising from £7.6m in 2015/16 to £8.0m in 2016/17.

We spent £3.0m on our older people portfolio. We increased home repairs expenditure by expanding to the towns of Sumy and Poltava in Ukraine; continued with our critical older people programmes delivering homecare, medication and food packages to the most vulnerable; and developed a new dementia programme in conjunction with Jewish Care.

Our sustainable employment programmes saw total expenditure of £1.4m as we rolled out our livelihood programmes to Kyiv and Kherson in Ukraine and are now working in five locations with our UK Refugee programme.

We spent £0.7m on our emergency programmes in Haiti, East Africa, Nepal, Greece and Turkey.

Total fundraising costs increased from £1.3m to £1.4m largely due to an increase in staff in the team. Communication costs remained the same as the previous year at £0.4m.

## INCOME

# £6.3m

Increased by £0.3m

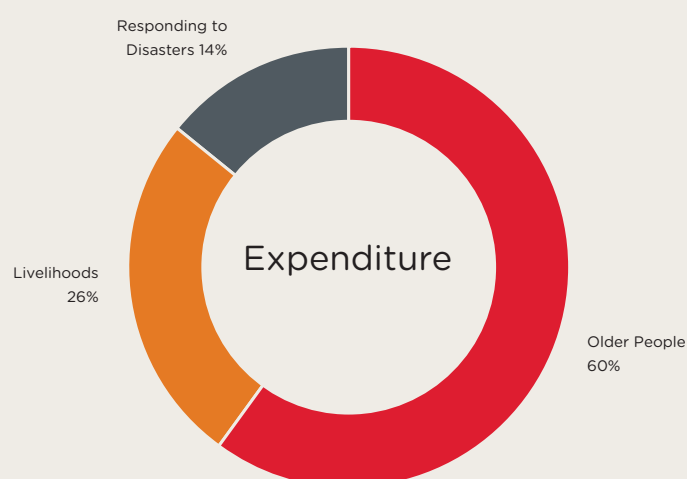
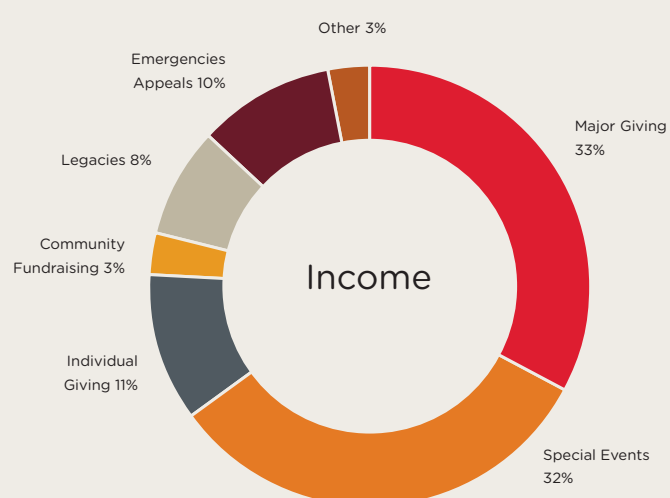
## EXPENDITURE

# £8.0m

Increased by £0.4m

## Financial Position

In 2016/17 the overall position was a deficit of £0.9m, reducing our total reserves from £14.1m at 30 June 2016 to £13.2m at 30 June 2017. Almost 60% of these reserves are restricted and the movement in funds is in line with the Council of Management's expectations.





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