

## RESOURCE TEAM

The impact of the pandemic has meant that the Resource Centre has remained busy. During 2021 we have helped 76 adults and 126 children. Referrals have come from some regular sources which include British Red Cross, Barnardos, Adavu, The Springfield Project, Birmingham and Solihull Women's Aid as well as many self-referral, with a large number of them being families that we helped in 2020 who are still struggling to improve their lives and adequately clothe themselves.

We have supported families from 15 countries or regions; with the majority of referrals coming from Romania, Albania, Afghanistan and Africa. Most of the families we have supported are Refugees in need of the very basic items; clothing, bedding, shoes and toiletries.

During the pandemic we have also had many UK families seek support with some of their clothing needs, this has been mainly due to household incomes reducing, due

to loss or reduction in employment and/or sickness affecting the household income.

We have maintained good levels of stock throughout 2021 and in the main we have been able to meet the need of most families that have been referred to us. We have some very dedicated volunteers who have worked with us over many years to sort the donations prior to going into stock, ensuring that the items that are to be distributed are in the best possible condition.

During 2021 the Resource Centre is still running on an appointment basis; preparing parcels in advance of collection, which allows for a more speedy interaction and less time for close contact between staff and clients in the hope of keeping everyone safe.

**Sandra Osbourne**  
Project Manager

