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<td>Thank you</td>
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Message from the Chair of Trustees

Today, Citizens UK is the nation’s largest, most diverse and powerful civil society alliance, operating in England and Wales. Our Founder, Neil Jameson CBE, set up the foundations of this charity in 1988 and with a small group of trustees and a grant, he set out to find leaders willing to act intentionally with others to bring about lasting social change.

In 2017 we marked twenty years since Citizens UK founded The East London Citizens Organisation [TELCO], working for the ‘common good’. The world has changed since then, politics has changed, the way we communicate has changed, but despite this, some basic issues remain: poverty, poor housing, inequality, war and famine, prevail. To tackle these issues Citizen UK continues encouraging and training a new generation of hundreds of civic leaders to hone the patient craft of politics and organising, to make life better where they can, still working together for the common good.

I want to thank our 300+ member institutions, funders, volunteers and staff; our work is made possible through their support and determination. We are grateful to the Citizens UK Council and Executive team for meeting challenges head-on in 2016/17. Their diligence, creativity and agility enabled success in campaign actions, growth, funding and training. My sincere thanks also goes to our committed Board of Trustees who pour expertise, energy and heart into our work and ensure robust governance and accountability.

We pay special thanks to our community organisers - skilfully and courageously they seek out and organise recipients of injustice, unfairness and suffering. Thank you for holding thousands of face to face conversations each year, for listening, coaching and training leaders, for all the assemblies you organise and the imaginative ways in which you build teams and craft relationships that win deals from those in power.

I also wanted to pay respect to our international community of organisers. In July 2017, I attended the USA’s national training on community organising run by Industrial Areas Foundation, our sister organisation, and originators of the craft of community organising. The training there, as with our training, reminded me why justice is worth fighting for, why citizens must learn to do politics, why our broad-based alliances take generations to build and why there are no short-
cuts to our social justice work. We will build closer international relationships so that staff and leaders can benefit from shared global experiences.

Most significantly in 2017, the Board of Trustees reluctantly accepted our Founder Neil Jameson’s decision to step down in August 2018. Neil’s decision coincides with our 2018 celebrations to mark Citizens UK’s 30-year Anniversary. Neil’s outstanding leadership, agitational teaching and inspirational optimism has enabled our country’s most vulnerable citizens to win many victories. This annual report and accounts are testimony to Citizens UK’s remarkable achievements in 2016/17, reflecting three decades of community organising, and leaders who step in where others dare not.

Dr Kaneez Shaid MBE, Citizens UK and TELCO

“If there is no struggle there is no progress. Those who profess to favour freedom and yet depreciate agitation, want crops without ploughing, they want rain without the thunder and lightning. They want the ocean without the awful roar of its many waters. Power concedes nothing without a demand. It never did and never will”

Frederick Douglass (IAF National Training Handout on Power and Self-Interest, July 2017)
Building Bridges for the Common Good

Between April 2016 and May 2017, we faced some unprecedented new challenges for both Citizens UK and wider society. These include the EU referendum and the subsequent spike in hate crime; the tragic murder of MP Jo Cox by a far right extremist; the US election of Republican President Donald Trump; a snap General Election; the continuing tide of refugees seeking sanctuary in Europe, and four appalling terrorist attacks in Manchester, London Bridge, Westminster and Finsbury Park.

These events strike at the heart of our communities, many of which are already challenged by poverty and poor housing. Though we know there are no easy solutions, there is always cause for hope.

With our many partners from faith groups, unions, communities and campaigns, our members worked hard to create sustainable, shared solutions to these issues, forging agreements within communities to work for the common good.

Citizens UK members supported long-time member the Muslim Welfare House in Finsbury Park, where the June terrorist attack happened. Our new chapter in Manchester worked with the Mayor, Andy Burnham, and others to organise a major vigil after the Stadium terror attack, and helped organise the ‘Great Get Together’ in the UK in memory of Jo Cox.

Both the West Midlands and the Greater Manchester Citizens Mayoral Assemblies asked candidates to work with us to challenge hate crime. This remains a top priority in several local CUK Chapters.

On issues spanning housing, real Living Wage, education, health and community safety, Citizens UK organised thousands of citizens at major assemblies, actions and voter-registration drives. This followed the London Citizens’ magnificent Mayoral Assembly in April 2016 in the Copper Box, attended by 6,000 citizens seeking a working relationship with the future Mayor.

Our successes thus far have mainly relied on showing people and institutions how to take power in alliance with others, and encouraging powerful Citizens
groups to assist the less powerful, especially child refugees or low paid workers not earning the Living Wage.

This is made possible through our brilliant professional Citizens Organisers (The Guild of Community Organisers), our project and HQ staff, the hundreds of diverse member communities who work together for the common good (and pay dues to make this happen), an outstanding Board of Trustees supported by local Leadership Groups – and the funders who invest in our organising work.

We continue to win change on low pay, with the fantastic Living Wage Foundation building an ever growing movement of accredited employers going further than the government minimum to pay the real Living Wage.

It has been my privilege and delight to found and lead Citizens UK over the last thirty years, from 2002 as the Executive Director. However, I have decided to stand down in August 2018, leaving a proud track record of achievements. I believe we have revived the long tradition of community organising in the UK, providing communities with the tools necessary to build power and restore people’s faith in politics and in each other.

I wish before August and after, to share and reflect on lessons I’ve learned on my journey, which many of you were central to. I want to thank all who have made my 30 years of Community Organising such a wonderful and fruitful adventure. I believe Citizens UK work is at the very heart of public life and the way we learn to be democrats in the UK. We began 2017 with a UK-wide pledge to Build Bridges Not Walls, the urgency for doing so has never been greater.

**Neil Jameson CBE,**

**Executive Director, Citizens UK**
In 2017 we celebrated 30 years since the founding of the first Citizens organising chapter, Communities Organised for a Greater Bristol and 20 years with The East London Citizens Organisation (TELCO).
The CUK Council

The Citizens UK Council is comprised of leaders from across the UK and acts as the parliament of the organisation, voting and agreeing on priority issues. Over 2016/17 we addressed issues raised by the Brexit referendum, a snap General Election and dealt with internal governance.

During the election we held a weekly ‘cabinet’ which wrestled with the restrictions of the Lobbying Act - and the limitations of our communications technology. With just seven weeks notice we focused on enabling local Chapters to build deeper relationships with their prospective MPs. We were delighted when Churches Together in Maidenhead managed to get a verbal commitment to the Vulnerable Persons Resettlement Scheme (VPRS) from Theresa May.

We also ran voter registration campaigns across the country with 198 people trained as voter registration ambassadors. Seventeen colleges ran voter turnout drives with 1,966 people registered to vote at these actions. Young people used online and offline tactics from Twitter, to newsletters, canteen stalls, class announcements and email blasts to push the message to vote to over 96,000 people.

Short-term organisers were recruited to work with Refugee Welcome groups to make sure their issues were considered by candidates. The campaign was concluded by series of “Great Get Togethers”, events inspired by Jo Cox MP.

The election result has left us with a lot to think about. The balance of power has shifted in British politics, and it’s not clear what this means for Citizens UK. With such an unpredictable political landscape, we need to be ready for any eventuality.

We have identified five key areas to be the focus of national campaigns over the coming year and we look forward to agreeing specific asks for central government by mid-2018.
1. Poverty
2. Housing & Homelessness
3. Refugees & Sanctuary
4. Hate Crime
5. Mental Health

A small, determined working group also revised the Management Manual to help share best practice across the organisation. Once approved it will help to answer some of the technical and process questions for Leadership Groups and member institutions, which is essential at this time of organisational growth.

The Council was involved in the fruitful partnership with the Greenbelt Festival, the launch of Community Sponsorship and the celebrated Missing Muslims report.

2018 will bring the retirement of Neil Jameson, who has led Citizens UK from its early beginnings to the established and respected organisation we see today. Hundreds of staff and thousands of leaders have been carefully nurtured along the way, and the Council is testament to his vision of a strong civil society working together for the common good.

A strong Council to join up national concerns is crucial if we are to do Broad Based Community Organising across the UK - to continue to build power to make a difference to those in most need. Each Chapter is welcome to send 5-8 delegates, and leaders from growth areas can attend as observers. We meet three times a year and travel expenses are covered. Get in touch or speak to your organiser if you are interested in joining your chapters delegation.

Sarah Holtam and Tim Norwood (co Chairs)

West London Citizens and Milton Keynes Citizens
Key Strategic Developments in 2016/17 for Citizens UK

Our Board of Trustees welcomed Dr Kaneez Shaid as the new Chair and Dr Steve Mowle as Vice Chair. CUK Leadership Groups will ensure local Alliance membership feels fully involved in the decisions, funding and the plans of their Chapter. Details here: http://www.citizensuk.org/governance

Citizens UK won a three-year grant from the Big Lottery of £900,000 to set up a training and mentoring scheme for new Community Organisers, particularly from BME communities.

After four years, members welcomed two new co-chairs for the Citizens UK Council, Sarah Holtam from West London Citizens and Rev Tim Norwood from Citizens:mk. The Council is the parliament of Citizens UKs and develops our manifesto for change.

The Council encouraged members and Refugee Welcome Groups to reach out to MP general election candidates to raise strategic issues on wages, jobs, refugees and action against hate crime.

This year saw the 20th Anniversary celebrations of TELCO, the East London Citizens Organisation - the first CUK Chapter to be launched in London, in 1996. Hundreds of members and citizens gathered in York Hall in East London to celebrate.
Organising actions and wins around the UK

- 93 Refugees Welcome Groups initiated ‘Welcome to the UK’ parties for Syrian refugees and support for the ‘Dubs Amendment’.

- Citizens organised a Birmingham Welcome Summit and persuaded councils to resettle refugee families under VPRS.

- ‘Safe Passage’ saw first refugees transferred to the UK from Europe and Syria through strategic litigation and worked with MPs to get 750 refugees to the UK when Calais ‘jungle’ closed.

- Successfully campaigned for the Dubs amendment to the Immigration Bill in May 2016.

- Safe Passage awarded the 2016 European Citizens’ Prize, the Jo Cox ‘More in Common’ Award at the Liberty Human Rights Awards, and the Sheila McKechnie Social Justice Campaigner Award.

- In January, Citizens UK members joined the UK wide ‘Building Bridges not Walls’ action.

- Our ‘Stand Up Stand Out’ (SUSO campaign) lobbied for a Deputy London Mayor of Citizenship and Integration in London (and Manchester and West Midlands), and organised ‘No Place for Hate’ actions.

- New Citizens Organising Team (NCOT) worked with others to promote the government’s developing Community Sponsorship scheme for resettling refugees. CUK secured £600,000 for the Citizens Community Sponsorship Foundation, (now called ‘Sponsor Refugees’).

- Welcoming Syrian Refugees: An introductory guide, was produced by Citizens UK, together with Migrants Organise, the Rural Refugee Network and TERN (The Entrepreneurial Refugee Network).

- The Citizens Commission on Islam, Participation & Public Life concluded its listening around the country, and began to prepare a report summarising findings and recommendations.
30 years since founding of the first Citizens organising chapter, Communities Organised for a Greater Bristol and 20 years with The East London Citizens Organisation (TELCO)

15,000 people participated in Citizens UK Assemblies over past 12 months

3,700 UK employers accredited with the Living Wage Foundation, leading to half a billion pounds going back into the pockets of low paid workers.

130 Citizen Leaders from the UK and Europe attended CUK’s National Leadership Training in community organising and leadership training in 2017 – an overall total of 4,000 since 1989

£600,000 secured for Community Sponsorship of Refugees
In numbers

**Community Land Trust homes** brought affordable home ownership to London and proved that this model of permanently affordable housing works leading to offers of land for other CLT’s in Redbridge, Lewisham, Haringey and other Boroughs.

![23 homes](image)

**£900,000**

Lottery funding to support training and **new Citizens UK Chapters** in ten ‘new’ parts of England.

![£900,000](image)

Mostly **young refugees** brought to the UK when the Calais ‘jungle’ was shut down.

![750 refugees](image)

**Over 1 in 3**

FTSE 100 companies are **Living Wage employers**.

![1 in 3](image)

**Marginal electoral seats** had active Citizens UK members run campaigns in them during the 2017 General Election and 10,000 new voters registered to vote.

![130 seats](image)
Highlights from Citizens UK chapters

Examples of some of the fantastic organising work from this period included:

**London Citizens**
- Supported the Faith & Community Assembly focussed on making London Open and No Place for Hate.
- Sent open letters to West Ham United, Tottenham Hotspur and Arsenal Football Clubs calling on them become Living Wage Foundation accredited employers.

**North London Citizens**
- Held Haringey’s borough assembly and Harrows founding assembly.
- Islington Citizens found five houses for Syrian refugees.
- Middlesex University gained Living Wage accreditation.
- Raised £28k from TfL for CitySafe zones in Brent.
- Called for new developments to offer 50% affordable homes.

**East London Citizens (TELCO)**
- Turned out 6,000 people at various events during the year.
- Saw 23 families move into London’s first Community Land Trust (CLT), while Redbridge Council pledged to build 250 CLT homes.

**West London Citizens**
- Members mobilised in support of Refugees Welcome.
- Led local housing campaigns in Kensington and Chelsea.
- Living Wage campaigns leading to Heathrow becoming world’s first Living Wage Airport, and a pay rise for Whitehall cleaners.

**South London Citizens**
- Helped resettle 350 refugee children and over 40 families.
- Helped double real Living Wage employer numbers on the South Bank.
- Secured land for Lewisham CLTs.
- Launched PACT (Parents and Communities Together) in Southwark to encourage peer to peer support for young mothers.
Citizens UK Birmingham

- Held the Police and Crime Commissioner and local council election assembly in April, with 968 citizens attending the West Midlands Mayoral Election Assembly in March.
- Held a public hearing for the Citizens Commission on Islam, Participation and Public Life
- Organised first national Welcome Summit for refugees in September.

Tyne & Wear Citizens

- Founded in 2017 with 18 institutions in membership in addition to the six founding partners. Agreed priority campaigns and started planning founding assembly.

Citizens:mk

- Organised one-day training for 54 school pupils.
- Doubled Living Wage employer numbers in the area.
- Helped resettle 30 Syrian refugees.
- Persuaded council to improve Redway pedestrian/cycle paths.

Nottingham Citizens

- Organising work on hate crime, poverty, homelessness, air pollution, modern slavery and safety in the city.
- Launched Sanctuary Project, with 500+ civil society institutions to host befriending schemes.
- Council pledged to have a dedicated officer for sanctuary and integration.
Maun Valley Citizens

• Five leaders attended national training and 20 joined local training. Held the chapters first Accountability Assembly in 2017 and prioritised campaigns.

Leeds Citizens

• Ensured local politicians, the City Council, local NHS Trust, and First Bus worked with Citizens UK on real Living Wage, health and transport campaigns respectively

• Hosted a neighbourhood election husting, a welcome event for Syrian refugees, and a road safety action in Horsforth.

Citizens Cymru Wales

• Persuaded Cardiff Council to offer financial incentives for real Living Wage Employers.

• Ten companies signed up to ethical employment practices with the Community Jobs Compact, including name-and address-blind recruitment.

• Won a free coach service for children facing a dangerous walk to school. Three villages in West Pembrokeshire received Syrian refugee families supported by ‘Sponsor Refugees’.

Greater Manchester Citizens

• Founded in 2016 with 18 institutions. Held a public assembly with mayoral candidates ahead of the Greater Manchester Mayoral elections.

• Helped organise the largest Great Get Together in memory of Jo Cox MP.

New alliances

In other parts of England Civil Society groups have initiated the building of new Citizens Alliances in Sunderland; Kirklees; Preston and Lancashire; Coventry; Enfield; Barking and Dagenham; Colchester and Taunton.
Campaigns and Projects

Good Jobs Campaign

- Two hundred young people got specialist vocational training via 100 volunteers from the six partner employers.
- More than 350 young people have engaged with Good Jobs, with 101 recruited into ‘good job’ opportunities.

Living Wage Foundation

- Accredited more than 1,000 new employers this year bringing the total to 3,700 (end of 2017).
- Put half a billion pounds back into low-paid workers pockets. 150,000 people now get a pay-rise based on the cost of living each year.
- Accredited 1/3 of FTSE 100 companies.
- The Scottish Poverty Alliance our real Living Wage partner accredited their 1000th employer.

New Citizens Organising Team (NCOT)

- NCOT helped Refugees Welcome groups set up in every Citizens UK Chapter, and in areas without an established alliance.

Safe Passage

- Safe Passage saw the first transfers of refugees to the UK from Italy, Greece, Bulgaria, Belgium and Syria through strategic litigation.
- Worked with a cross party coalition of MPs to get 750 refugees into the UK when the Calais ‘jungle’ camp closed.
- Successfully campaigned for the Dubs amendment to the Immigration Bill in May 2016.

Sponsor Refugees Foundation

- This new Foundation secured generous support from funders during 2017. It launched in October of the same year with member communities pledging to sponsor families from the Refugee Camps around Syria.
Financial report

Citizens UK is owned by its participating organisations who fund our work through membership dues. This preserves our independence and keeps power with the people. Our work is also supported by charitable trusts and personal donations. Financial statements are for the year ended 31 March 2017

Table 1: income 2016 - 2017

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations and legacies</td>
<td>3,573,614</td>
</tr>
<tr>
<td>Donations and grants in kind</td>
<td>59,830</td>
</tr>
<tr>
<td>Membership dues</td>
<td>492,512</td>
</tr>
<tr>
<td>Training services</td>
<td>45,990</td>
</tr>
<tr>
<td>Projects and other income</td>
<td>770,592</td>
</tr>
<tr>
<td>Investments</td>
<td>278</td>
</tr>
<tr>
<td><strong>Total income</strong></td>
<td><strong>4,942,816</strong></td>
</tr>
</tbody>
</table>

Figure 1: income 2016 - 2017

[Pie chart showing income sources]
Table 2: expenditure 2016-17

<table>
<thead>
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<th>Expenditure on:</th>
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<tbody>
<tr>
<td>Raising funds:</td>
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<tr>
<td>Fundraising costs for grants and donations</td>
<td>173,135</td>
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<tr>
<td>Charitable activities</td>
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<tr>
<td>Capacity building for community organising</td>
<td>4,233,006</td>
</tr>
<tr>
<td><strong>Total expenditure:</strong></td>
<td>4,406,141</td>
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</tbody>
</table>

Figure 2: expenditure 2016-17

96p in every £1 spent was invested back into capacity building for community organising in local chapters and through national actions across the UK.
### Table 3: Year on year income comparison

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted funds 2017</th>
<th>Restricted funds 2017</th>
<th>Total funds 2017</th>
<th>Total funds 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income from:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donations and legacies</td>
<td>1,963,342</td>
<td>1,610,272</td>
<td>3,573,614</td>
<td>2,611,663</td>
</tr>
<tr>
<td>Donations and grants in kind</td>
<td>59,830</td>
<td>-</td>
<td>59,830</td>
<td>87,973</td>
</tr>
<tr>
<td><strong>Charitable activities:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Membership dues</td>
<td>492,512</td>
<td>-</td>
<td>492,512</td>
<td>424,705</td>
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<tr>
<td>Training services</td>
<td>45,990</td>
<td>-</td>
<td>45,990</td>
<td>18,898</td>
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<tr>
<td><strong>Other trading activities:</strong></td>
<td></td>
<td></td>
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<tr>
<td>Projects and other income</td>
<td>770,592</td>
<td>-</td>
<td>770,592</td>
<td>435,450</td>
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<tr>
<td>Investments</td>
<td>278</td>
<td>-</td>
<td>278</td>
<td>309</td>
</tr>
<tr>
<td><strong>Total income</strong></td>
<td>3,332,544</td>
<td>1,610,272</td>
<td>4,942,816</td>
<td>3,578,998</td>
</tr>
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#### Financial year ended 31 March 2017 compared to 31 March 2016.

A full report is available online at: bit.ly/CUKannualreport1617
The report launch of ‘Missing Muslims’ by the Citizens Commission on Islam, Participation and Public Life in July was a key part of our work building civic participation in 2017 and beyond.
The growth in numbers and diversity would have not been possible without the considerable investment in our work by individuals, members and specifically from trusts:


...and of course our 300+ dues-paying members and principle partners.
The growth in numbers and diversity would not have been possible without the considerable investment in our work by individuals, members and specifically from trusts and foundations. Trustees are particularly grateful to:


...and of course our 300+ dues-paying members and principle partners.
Citizens UK is the home of community organising in the UK. Its ambition is to develop the capacity of ‘organised’ people to participate more effectively in public life, and to see a strengthening of our civil society institutions, such as churches, schools, synagogues, mosques, trade unions and community organisations. These institutions are ever more critical to a healthy democracy and teaching citizens how to work together for the common good.

This is a summary report. A full digital copy of our annual report and accounts can be accessed on the Charity Commission website: bit.ly/UKannualreport1617