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HUMAN RELIEF  
FOUNDATION

مؤسسة الإغاثة الإنسانية

annual report 2009

## Message from the Chairman

Each year, widespread damage brought on by natural and man-made disasters increases at an unprecedented level. It has taken the collective effort of many charities and relief organisations to instil some form of composure in situations of chaos and upheaval - sometimes at enormous cost.

This year, the urgent responses required in war torn Gaza and the displacement of refugees in both the SWAT Valley of Pakistan and Iraq required thorough expertise given the ongoing nature of both conflicts. Our teams had to negotiate dangerous environments where hostilities continued in order to get much needed supplies to those most in need. Alongside these, we've concerted our efforts in long term community strengthening programmes in line with our yearly aims, goals and objectives. Please take some time to read more about the work we have been conducting around the world in this report.

In the past, Human Relief Foundation reported deaths of aid workers in countries of conflict such as Iraq and Gaza. This in essence underlines the immense sacrifices carried out daily by aid workers across the world.

As ever, none of this work would have been possible without your help and support. In this time of recession, your generosity has increased. Remember – it is the poorest who are hit hardest during any recession. Please continue to support our work and give generously.

Thank you.

**Dr Haytham Al-Khaffaf**  
Chairman



## Message from the Director

Dear Supporter,

I would like to convey to you my warmest thanks for yet another year of successful endeavours.

Human Relief Foundation (HRF) has nearly reached two-decades of success in providing humanitarian aid and assistance to needy societies and communities around the world.

The work, dedication and commitment utilised in transforming lives has been extremely inspirational - our success is tantamount to your efforts.

We have been investing in empowering societies by offering education and training programmes, for example HRF has initiated training programmes in Pakistan for women, training and educational projects for children in Iraq, doctors training courses held in Iraq, Turkey, Syria, Jordan and Sudan to improve skills and knowledge.

Recently, HRF is in the process of implementing a new management system titled PQASSO to oversee the successful running and operations in all branches, locally, nationally and internationally.

We have also successfully opened an office in the Kingdom of Jordan. This is the Foundations' 5th international key office alongside Iraq, Sudan, Pakistan and a new office in France which will oversee the work in neighbouring European countries.

Despite the financial crisis, HRF continues to work with much commitment and enthusiasm, and in doing so it plans to finance its projects through institutions like DFID and the UN. It will also continue to co-operate with other international agencies.

With the will of Allah, and your important dedication we can be confident to say we will carry on with our vital work.

Thank you.

**Dr Nabeel Al – Ramadhani**  
Director





# Iraq

Providing support to those displaced as a result of disaster, the Human Relief Foundation (HRF) has had a global impact for over eighteen years.

Iraq remained deeply divided in 2009. Approximately 15% of the population were displaced inside and outside Iraq, and they had limited prospects of durable solutions. At the end of 2009 between 2.7 and 2.8 million people were believed to be internally displaced, close to half of whom were displaced prior to 2003. They were dispersed across Iraq in rented accommodation, informal settlements or public buildings, or occupying private houses which others had fled from. They were relying on the support of host communities as well as national authorities, international humanitarian agencies and non-governmental bodies.

According to the UN, at least 4 million Iraqi people still did not have enough food, around 40% of the population did not have access to clean drinking water, and 30% did not have access to adequate health care services. The education system was near collapse with schools and universities lacking essential materials such as books, and teachers and students terrorised by violence. Many schools were bombed. The unemployment rate remained extremely high at 50%.

### Conditions in Iraq

Whilst the country is now in the middle of major development and economic rehabilitation programmes, a general lack of access to basic services and unemployment still prevails.

Some returnees and internally displaced people (IDPs) remain in circumstances that cry out for humanitarian intervention.

More IDPs and refugees are returning to their areas of origin in Iraq, although large-scale returns have not taken place. Some 300,000 IDPs and nearly 80,000 refugees returned spontaneously in 2008 and 2009. At the same time, the majority of some 1.5 million IDPs have not found solutions to their plight. There are also occasional reports of new displacements.

### Their Needs

Returnees in Iraq encounter, among other things, a lack of physical security, a dearth of livelihood opportunities and difficulties in availing themselves of social services. If returnees are not helped to re-establish themselves in their places of origin, tensions flare up between them and local people. For their part, many IDPs live in dire conditions and do not have access to assistance. As their displacement proceeds, their need for humanitarian assistance increases. Since 2003, many refugees have been targeted in violent attacks. Although the direct threat has subsided, they remain vulnerable and require protection and basic necessities like food, water, clothing and shelter for their survival.



#### HRF responses

#### Projects for the (IDPs)

Programmes of assistance were carried out in cities such as Baghdad, Fallujah, Dyala, Qaiam, Karbala, Basra, Tikrit, Sammara, Sader City, Mosul, Telafar, Singer, Mahmoodya and Najaf.

#### Types of Assistance Provided:

- Tents
- Covers
- Sheets
- Non-Food items
- Clothes
- Footwear
- Kitchen Facilities
- First Aid Items
- Basic Medicines
- Toys & Gifts for Children

#### Education Projects

Last year, more educational programmes were employed in Basra, Tikrit, Mosul and Kirkuk.

#### Types of Work Accomplished:

- Maintenance and repairs to Educational and Vocational Institutions including Medical, Dental and Halls of Residence buildings
- Establishment of training courses covering IT, Sewing, Vocational and Drug Abuse
- Support to Post-Graduate Students

#### Health Projects

Health projects were covered in areas such as Baghdad, Mosul, Basra, Fallujah, Samara, Karbala, Diyala, Nasryah, Anbar, Tikrit, Najaf, Kirkuk, Ramady, Tala'far, Singer, Nineveh, Suleymanya and Deyalak.

#### Types of Work Carried Out:

- Maintenance and rehabilitation programmes
- Providing furniture to hospitals and medical centres
- Provided educational literature such as medical books and awareness leaflets
- Running of mobile clinics in remote areas and setting up camps for displaced people
- Provision of various medical supplies, instruments and equipment to hospitals, clinics and medical centres
- Capacity building programmes including training for doctors and medical staff

#### Livelihood Programmes

Livelihood programmes were established in areas of Baghdad, Mosul, Basra, Fallujah, Diyala, Karbala, Nasrya, and Samara.

#### Types of Support Provided:

- HRF provided aid and support to orphanages, elderly homes, the disabled and social care institutions
- Aid was provided in the form of food, blankets, covers, clothes, walking sticks, wheelchairs, hearing-aids and transport

#### Water Projects

Water projects have been implemented in the following areas: the Western parts of Iraq (Al-Anbar Province), the Northern parts of Iraq (Naynawa Province), the South East of Iraq (Waset Province) and other areas of campsites for the displaced people.

#### Types of Work Carried Out:

- 8 wells drilled, alleviating the suffering of 5,000 families
- Repairs to existing water plants
- Distribution of water through tankers and bottles



*“I have been suffering every single day without a sponsor or a monthly income”*

## Huge Ramifications

# Story of Hanna

The war in Iraq has had enormous ramifications on multiple sectors of the country's governmental institutions, from the economy to health, infrastructure and education. Many aid organisations have committed to help remedy the situation, but the sheer scale of devastation means that progress is slow.

Buried beneath the anarchy, there are people like Hanna whose family has been devastated. Her two daughters, both under 10, caught an illness that left them with severe physical deformities. With their limited medical supplies, the doctors were unable to save the girls. Hanna's grief was unbearable. Taking her remaining children - her son and eldest daughter, Hanna moved into rented accommodation. With no income except for charitable donations, she was scarcely able to maintain her home. Struggling to survive became a way of life for Hanna and her children.

Human Relief Foundation (HRF) picked up Hanna's story and brought it to the forefront, determined not to let her suffer in silence. Providing help is of course the fundamental function of an aid organisation. HRF, however, wanted to do more than just provide temporarily supply relief; believing instead that it is imperative that stories like Hanna's remain predominant in the minds of others; encouraging not only donations, but compassion in a time of environmental, social and political chaos in many places around the world.

Hanna's Story, in her own words:

*My name is Hanna, I am going to tell you about the bitterness of my hard life which I have been living. It is the fate from Allah (Almighty) fall onto me and my family... I am patient but there are things out of the control of the human being which are very difficult to overcome.*

*I had three daughters and one son, all of them less than 10 years old. My little daughter (Meriam) of 2 years fell ill. I went to every doctor I knew... my little Meriam passed away. I was shocked and couldn't utter a word; I didn't know what to do after all the doctors tried desperately to find a cure. The lack of money prevented me from travelling to neighbouring*



*countries in order to show her case there. I miss her and miss the times when I used to play with her.*

*I remember her when she used to laugh. She was my last child; I really*

*loved her too much. The years passed, one day my other two daughters caught an unknown disease. The illness changed their body features. Their faces and limbs changed. Day after day their bones started to bend, and as time went by their situation increased. The specialist doctors said they had not seen such a case like this before.*

*There is little stuff in my house. I sold all I had whether it was expensive or cheap, trying to reduce the case from worsening. So we have gone to Syria and indeed, we were able to recover the older daughter but she was also having a weakness in her eyesight and in her speech. The situation of my younger daughter was increasing day after day. Her speech and limbs were worsening, and she started to collapse in front of the biggest doctors and hospitals in Iraq and Syria. I spent the last penny I had with me. I sat looking at her struggling, she found it difficult to speak while she was feeling the heaviness of the pain and moving like fish coming out of water. Ten years of pain and suffering to keep my younger daughter (Tibaa) alive, but I couldn't succeed. She also died. I buried her next to her sister.*

*I have been suffering every single day without a sponsor or a monthly income apart from the charitable payments given to me from here and there, if there is any. I live in a rented house and before HRF found me, we had no money to pay for it. In addition to covering my eldest daughter's (Zainab) expenses plus the expenses of my son who is in primary school, we are in need for everything to make us survive - food, water, clothing, sanitation, education and a living. In spite all of this we are still patient and thank God.*

There are many more untold stories, just like Hanna's, fortunately, for Hanna, a kind donor came forward and provided her with a source of regular income.

We offer our gratitude in return for the help we receive from our donors, as it is with your dedication that we can alleviate ongoing sufferings around the world. Please help to carry on supporting people like Hanna.



## Vocational Training Centre (VTC) for Orphans in Iraq

Human Relief Foundation (HRF) has successfully been running Orphan's Vocational Training Centres in Nineveh and Salahuddin (Iraq) for the last 3 years with more than 1,200 orphans successfully completing their training and then entering the job market providing an income for themselves and their family.

In 2009, HRF appealed for £100,000 to train 200 orphans aged 16-20 over 2 programmes in Al-Anbar Province, Fallujah, West of Baghdad in a span of 12 months

### Success Story



Here, Hamza Yousaf, aged 10 in Baghdad is currently undergoing a vocational training programme which will enable him to learn new skills while he gains invaluable experience in the field of electrical work. HRF spoke to him before he started his course...

"I was beginning to think that I had no hope of doing anything with my life and my family as everyday was a struggle to get by with the provisions but now I am hopeful that I have been given this opportunity by HRF to gain a qualification through which I will be able to get a good job with a good income".

After the orphans have completed their training course they can potentially earn approximately £500 a month either employed or self employed.

Designed as a grassroots programme which instils self confidence and self reliance in participants this is one of many community developments programmes HRF implemented throughout Iraq. The program champions' local solutions to local problems by building ownership and capacity in neighbourhoods across the country.

### In Short

HRF set up a series of Vocational Training Centres (VTCs) where individuals learnt skills which translated into a means to earn a living. So far, we have delivered courses in IT, Construction, Plumbing, Carpentry, Electrical Work, Hairdressing, Motor Mechanics, Tailoring, Sewing and Ironmongery. These courses tend to the daily and practical needs for the community the orphans work in. Implemented by HRF, the VTC programme has been providing vocational training opportunities to the orphans and the unemployed in various regions of Iraq since 2006. Under its vocational training component it works mainly through training institutions to educate the orphaned youth in basic vocational skills, and then offers them the opportunity to reinforce these skills during actual work.





# The Need for Training of Iraqi Medical Staff

As a result of the turmoil in Iraq in the last few years, the standard of health care has been adversely affected. We felt there was a need for updating the knowledge of medical staff and doctors within Iraq, as their practices had been cut-off from external medical and research institutions. They were also in need of establishing contacts with medical information centres in order to acquire modern publications, journals, literature and CD's, etc...

## Medical Training Programme

The Medical Training Programmes are ongoing projects run by Human Relief Foundation (HRF). These programmes aim to offer support to the Health Sector in Iraq, so that the trained doctors deliver a better service to the patients in hospitals & medical centres.

The project consists of a series of training courses for Medical Staff such as Doctors and Nurses to improve their knowledge and skills as well as updating them with the new medical advances, information & practices.

The Projects Department and the Medical Group of the HRF designed an extensive programme for the training courses. Each course is suitable for doctors and/or paramedics of a specific speciality.

### Training covered the following areas:

|  |               |
|--|---------------|
| <b>Accidents &amp; Emergency</b><br>Damascus, Syria        | November 2007 |
| <b>General Medicine</b><br>Istanbul, Turkey                | February 2008 |
| <b>Advanced Surgery</b><br>Istanbul, Turkey                | June 2008     |
| <b>Care by Paramedics &amp; Nurses</b><br>Istanbul, Turkey | July 2008     |
| <b>Obstetric &amp; Gynaecology</b><br>Istanbul, Turkey     | October 2008  |
| <b>Basic Surgical Skills</b><br>Istanbul, Turkey           | June 2009     |
| <b>Histopathology</b><br>Istanbul, Turkey                  | June 2009     |





HRF employs excellent relations and wide ranging connections with various British medical institutions. HRF successfully secured \$420,000 to train Iraqi Medical Doctors and Paramedics. This fund enabled HRF in conjunction with various UK National Health Service (NHS) consultants and specialists, the Royal College of Surgeons of Edinburgh, the Royal College of Obstetricians & Gynaecologists, The Royal College of Pathologists as well as other institutions to successfully conduct a series of seven intensive medical training courses benefiting 175 Iraqi Medical doctors and paramedics.

The Foundation arranges with these medical bodies to provide, on a voluntary basis, tutors and trainers for each course. HRF makes all the necessary arrangements to facilitate the smooth running of the courses.

Our offices in Iraq co-operate with the Ministry of Health and the Iraqi Medical Association in nominating suitable candidates who are currently working in hospitals and medical-centres in different parts of Iraq.

The courses are usually held in one of the neighbouring countries (Turkey, Syria and Jordan) due to the facilities as well as the security that is available i.e. hotels, conference halls, technical support, internet, etc...

## Basic Surgical Skills

by The Royal College of Surgeons in Edinburgh (RCSEd)  
Dr Haytham Al-Khaffaf  
Consultant General & Vascular Surgeon & Chairman of HRF  
East Lancashire NHS Hospitals Trust

In June, the College hosted a free basic surgical skills course for junior doctors affected by the brain drain in Iraq

The idea to hold a basic surgical skills (BSS) course for Iraqi junior doctors came soon after the 2003 war. Following the collapse of the previous regime, Iraq's health service suffered a major breakdown and there was a brain drain of senior doctors, leaving junior doctors with little or no opportunities for proper training.

It was nearly three years ago when I approached David Smith, RCSEd's Convener of BSS courses, to explore the possibility of

holding a course in Baghdad. David was very supportive and gave his approval, but the security situation was so dire that it was not considered safe to do so. We decided to look for alternative options and, following a few telephone calls and emails, Istanbul was chosen as a suitable city.

This was to be the first RCSEd BSS course in Istanbul, and planning it took a while because of logistical problems. However, these were resolved by the diligent and thorough work of Gordon Hogg, from the Cuschieri Skills Centre in Dundee. Without doubt, Gordon was the backbone of the course and without him the course would have not been possible.

What distinguished this course from regular courses held by the RCSEd was the use of synthetic materials instead of animal parts. This was more expensive, but was considered necessary for practical reasons. This required a lot of work from Gordon who, after a few months and more than 300 emails, managed to secure the necessary course materials and recruit the help of Johnson and Johnson and Ethicon in the Middle East, as well as Storz in Istanbul, whose help and support are very much appreciated.

Then there was the issue of funding – many of the participants could not afford the course fees and transport costs. We are grateful for HRF, who raised the funds to cover all the course costs. The charity staff also organised hotel, transport and meals for both the faculty and the participants. At the end of the course, they also organised a sightseeing trip of Istanbul and I, on behalf of the College, would like to thank them for their hard work and generous hospitality.

I would also like to thank the faculty, whose expert help was paramount in running the course smoothly. Roop Tandon (Orthopaedic Surgeon), Asal Izzidien (General and Paediatric Surgeon) and Afshin Alijani (Laparoscopic Surgeon), were excellent in their approach and teaching style.

The course ran over two and a half days and covered standard topics normally done at all BSS courses. The 25 participants found the course extremely useful and enjoyable, albeit they thought it was rather short.

Overall, the course was a great success and the feedback from participants reflected their satisfaction with the contents, teaching, venue and organisation. They look forward to similar courses in the future.

Many thanks to everyone who made this course a huge success and we look forward to repeating it.





# Gaza

HRF is considered to be one of the primary medical aid providers in Gaza since the crisis in December 2008, utilising over £250,000 in an attempt to provide aid. An influx of refugees to this narrow strip of land meant that Gaza became one of the most densely populated areas on earth.

Alongside this, in early 2009, Gaza suffered a two-week bombardment resulting in mass civilian casualties, most of whom were women and children. The exact severity of this suffering, however, remains unimaginable to those of us looking on from miles away.





Here we illustrate the story of Dalal, a young teenage girl from Gaza who provides us with some perspective of the realities in Gaza

## The story of Dalal



Dalal is a young teenage girl. She lost her parents and her three brothers (Saeed, Mohammed and Ghayda) in the bombardment of Gaza at the beginning of the year. She only survived because she wasn't there at the time of bombing. At that

time, she was visiting her grandmother to find out how she was. Sadly her parents and siblings were buried beneath the wreckage of buildings caused by a rocket launched from an F-16. She has been deprived of a family – she has no brother to comfort her or a sister to play with her or a father to bring her toys or sweets or the warm arms of a mother to hold her.

Her home has been destroyed and Dalal is left with only memories of what used to be. After discovering the tragedy Dalal ran to a local TV station and started crying. The channel crew were moved to tears by her plight.

So what sin has this girl committed to have lost all she holds dear? In the midst of this sorrow, Dalal prays to God for help and for His Mercy.

*She asks "what have I done to deserve all this? I want my mum - I want my brothers and sisters to play with me – I have been deprived forever... this is the room of my parents... here Mohammed and Saed used to sleep and there me and Ghayda... oh I wish if I was up there with them... Mum now enjoy your time there... Dad enjoy your time... my beloved ones enjoy your time up there with the Merciful and the most Forgiver. I am happy for you... goodbye my mother, goodbye my father I will not forget you forever."*

Dalal may have found help, but think of the thousands of other children just like her. Gaza faced unprecedented levels of aggression; youngsters like Dalal had no choice but to pick up the pieces. HRF has actively been working in Palestine through its office in Jordan since the very beginning of this crisis. The story of Dalal is one of many. I know we can't bring her family back but we need your continued support, we can certainly help build a future for her.

### HRF in Co-Operation

HRF's work in Gaza during the last year's eruptions in Gaza was conducted in co-operation with:

Local NGOs such as the Zakah Committee & The Jordan Hashimate Charity Organisation who had the facilities and permission to work in the occupied territories including the Gaza Strip (mainly food, shelter and blanket covers) WHO, UNRWA & Red Crescent Society in terms of Medicines & Medical supplies

### Health-Care Planning

HRF through its work has previously provided humanitarian relief to many Palestinian orphans children, women, elderly people and poor families in the west bank and Gaza strip. Since the start of this crisis HRF is in continuous contact with its office in Jordan to assess the humanitarian relief needed in elevating the suffering of the people there.

HRF exerted solemn emphasis on its work during the months of turmoil which involved a lot of campaigning, press releases, events, charity dinners, TV programme appearances on behalf of Dr Nabeel Al-Ramadhani (HRF Director), national and international fundraising campaigns. HRF delivered aid supplies through UNWRA and the Palestinian Support Committee in Jordan which is an official committee linked to our charitable work in Jordan. Medicine worth around \$30,000 was also shipped from Egypt. HRF will continue to commit to the people of Gaza through its ongoing relief efforts. Dr Al-Ramadhani, Director of HRF also attended various meetings and conferences regarding the situation in Gaza and other charitable causes. In conjunction with other NGO's and parties an Emergency Medical Campsite i.e. a Mobile Hospital was to be established in order to deal with the casualties of the offensive in Gaza.

Due to the military actions in the area and the restrictions imposed on the movement of individuals, it was agreed by those organisations attending the meeting to co-operate with UNRWA (United Nations Relief Works Agency for Palestine Refugees in the Near East) to carry out this work.

The Hospital costs were around £5.5 millions and many NGO's pledged to donate and cover the cost. HRF was involved and continued to make its vital contribution which was entirely dependant upon the donations and funds raised from the general public towards this project.

### Medical Help Provided

4 x Dialysis Machines, Gastroscopy, Colonoscopy & Laparoscopy equipment  
Vital Medicines & Medical Consumables of various quantities such as Antibiotics, Heart Medicines, Diabetic, Painkillers, Vitamins, Syringes and Bandages etc...

HRF sent a team of 8 -10 Consultants including Plastic Surgeons and Orthopaedics along with necessary equipment from the UK to Gaza to treat special cases

Re-Building Gaza - this is an open-ended project in which HRF will participate towards the rebuilding process of homes, schools and offices, etc...





# Pakistan – Swat Valley Refugee Crisis

In 2009, Pakistan faced a lot of crisis relating to the security issues - it all broke out in the north western region. Moreover, the country suffered in terms of poverty, healthcare, education, and basic supplies. HRF implemented projects covering the above mentioned aspects but focused heavily upon the IDPs (Internally Displaced Persons) crisis in the NWFP region especially in Swat, Bunair, Malakand and South Waziristan. Over 2½ thousand people benefited from HRF's emergency response between May and August 2009. Nine locations surrounding the SWAT valley province were covered including 3 villages, four campsites, and a health unit in Mardan. HRF has also distributed aid in the form of food, medicine, hygiene kits, school bags, stationary, clothes and sanitation kits.

HRF developed its links with other NGO's, where a great deal of benefit was derived. HRF gained vital skills and experience from its partnership with these aid organisations.

## Work Carried Out:

Mehra-Abadi, Sector G-12/4 Islamabad, Federal Territory  
Peer-Widhai Islamabad, Federal Territory  
Sheikh Yaseen Camp Mardan, N.W.F.P  
Village Spelano-Dehrai, UC Makori Mardan, N.W.F.P  
Village Chato, UC Makori Mardan, N.W.F.P  
Village Koudrey, UC Makori Mardan, N.W.F.P.

## Aid Provided:

- Food (rice, pulses, tea, oil, beans, salt and sugar)
- Medicines and medical equipment including cotton swabs
- Hygiene Kits (soap and washing-up powder, etc.)
- Bread Ovens
- Water Coolers
- School Bags & Stationary (drawing books and comics, etc.)
- 10kg Flour Bags
- Clothes for Females
- Sanitation Kits (tissues, etc.)
- Construction of 9 Toilets and 10 Bathrooms including Utensils
- Use of a Free Doctor & Pharmacy

## Water Project:

HRF-Pakistan had implemented two projects relating to providing clean water to the community:

### Well

Location: Village Bathowal, District Gujrat  
Beneficiaries: Approximately 3,000 individuals

### Hand-Pump

Location: Jalala Afghan Refugees Camp, Mardan  
Beneficiaries: Approximately 150 individuals



## Case Study – Pakistan SWAT Valley



Qareebullah Shakerullah, 40, a resident of Swat Valley ran out of his village - Kala Kalay, Tehsil Kabal, Swat – with his wife and two children to survive. He moved out of the village in a hurry, the food supply was cut and survival became

difficult even for the fittest. He lost 7 of his in-laws due to the fighting between the army and the militants which included 3 children, women and elderly men. Hardship struck him twice; this time he was unable to register himself at the Government Registration Centres due to technical glitches.

No registration meant that neither he could move into the camp nor he could get any official relief. Therefore, he shifted with his family to a village in District Mardan known as Spelano-Dehrai. "Spelano" is a Pushto name for a local plant which is burned to run away misfortune while "Dehrai" means at height, for him this was the place of protection and the place where he wanted help to arrive.

Help did not dishearten him since it came in the form of Human Relief Foundation (HRF). HRF recognised that 85% of the displaced population was moving towards the local people for food, clothing and shelter and not towards camps. Therefore, it decided to help men like Qareebullah so that their momentary refuge was calm and peaceful. Through its IDP RELIEF PROGRAMME, HRF provided sanitation facilities, medicines and consultation, food rations, non-food items and school bags to the IDP families taking refuge in the village.

*"HRF rescued me, and whatever relief I have received so far is from their side," he remarked with poise. "For three months, me and my family survived due to the apt relief provided by HRF and I am very much grateful to them," he said. "My son Fawad, 7, was suffering from Pneumonia for a month and his health was deteriorating, with the Grace of the Lord, the HRF medical team provided consultation and medicines in time, and today my son is alive and happy," he informed with a gleam in his eyes.*

Moreover, HRF recognised the fact that there was unavailability of toilets at the place he was living. Therefore, HRF constructed two toilets and a washroom to eradicate the existence of disease through the provision of sanitation facilities.

*"I am moving to Minghora on the 19th August where I would stay for a month and then I would move towards my village when it gets cleared," he informed a HRF official. He carried on, "there is uncertainty to go back, but I will, because it's my land". Surely, his land needs people like him to rebuild it. The taxi driver from Kala-Kalay who earns less than £27 a month has now started his voyage towards home because his land is waiting to welcome him with open arms. An unforgettable journey for him, many like him and for us has come to an end, fruitfully & fortunately.*

HRF continues to undertake short-term rehabilitation and reconstruction. They are committed to working closely with local infrastructures to ensure that relief reaches all those that need it without delay in areas of material devastation.



## Redevelopment of IDPs: Vocational Training Centre (VTC) Project – Swat, Pakistan

The setback in SWAT valley increased the number of orphans in the region. Many of the orphans do not have a guardian. The absence of parents means that most of these orphans are neglected due to various reasons such as financial, social and personal, etc... Due to these problems, orphans become idle and waste their time in unworthy pursuits, ultimately bringing failure and doom.

### Objective

HRF planned to tackle this problem by constructing an infrastructure, i.e. a Vocational Training Centre (VTC) which will improve the skills of the orphans and strengthen them to bear their own expenses. This will then enable them to stand on their own feet without the support of their guardians.

### Targeted Population

Primarily, orphans, who lost both parents, above the age of 16. It was proposed that around 100 orphans would complete their training within 6 months. HRF's future goals include training a further 1,000 orphans over a period of 5 years.

### Courses Offered

- Plumbing • Masonry • Welding • Construction
- Hairdressing • Computing • Tailoring



## Pakistan SWAT Valley

### Abdul Basit Khawaja

Media & Project Manager – HRF Pakistan

The earthquake in October 2005 in Kashmir killed 70,000 people and displaced 3.3 million people; HRF was quick to act and was able to provide emergency assistance as well constructing both temporary and permanent shelters in the region of Muzaffarabad, Kashmir.

More recently the vents in SWAT valley left thousands of Pakistani civilians displaced and without basic necessities. HRF was quick to act and appealed to the public who allowed for HRF to conduct the necessary programmes for these people.

Last year, Abdul Basit, Media and Project manager for HRF Pakistan, conducted an assessment of the situation of the IDPs in Swabi and Mardan. He was interviewed about the crisis where he revealed his first hand experiences:

*Q: You recently visited IDP camps in Swabi and Mardan with your organisation, Human Relief Foundation. Can you tell us a bit more about your trip, and specifically can you address how dire the current situation is?*

As soon as the crisis erupted in parts of Swat, Buner and Dir, we knew the people who suffered the most from this conflict would be the civilians. So, we rushed to Swabi and Mardan, where most of the IDPs were moving to, to understand their problems and then become the catalyst that will bring relief, peace and harmony into their lives once again.

The current situation is very treacherous for the IDPs. The number of people is increasing everyday, and people who think it is going to stop at the one million mark are erroneous. I want to tell them that

there are many parts in Swat (such as Bahrain and Kalam) where people are still stuck, once they get a chance, they will move out too, and therefore the numbers will increase. I would also like to share an important point that people who are living in camps at the moment are just around 100,000, i.e. 90% of them are living with friends, families, schools and even in poultry farms! These people are wandering in the streets of Mardan and Swabi asking for help; certainly this crisis has made them beggars and they do not like this one bit.

Moreover, the biggest threat I can foresee is related to health issues. The problems are plenty: many people are living in a single tent, pregnant ladies are under severe trauma/stress plus there are no proper facilities for delivery, food quality is under par, malaria threat is obvious, toilets are few and far between and most shockingly, there are no separate toilets for males and females at most of the camps. The list is long; action speaks louder than words, and it's time for action.

*Q: What completely surprised you during your visit? What inspired you?*

The thing which astonished me the most was how the IDPs reached safer places. One person told me that he walked for few days to reach Daragai with his family, from there, he hired private transport and reached Swabi. I and most of us could never walk for days!

*Q: What more can the international community and Pakistani citizens do to help?*

The international community, overseas Pakistanis and Pakistani citizens need to act instantaneously as their brothers and sisters are in distress. They are in dire need of the basic amenities required to sustain a life and most horrifically the high temperatures in Mardan and Swabi are exacerbating their injuries. I would appeal to everyone to continue sending donations. The resources of the government and non government relief organisations will not be enough as the IDP numbers increase. Also, I would ask doctors in general, female volunteers & midwives, and pharmaceutical companies to visit these people and try to control the spread of disease and to facilitate the traumatised pregnant ladies.





## Ramadhan

Our Ramadan campaign is one of the major campaigns that Human Relief Foundation (HRF) runs every year. The aim of the project is to provide enough aid and help for poor people during the month. Last year, donations were collected and allocated to one or more of these project areas:

- Zakat Ul-Fitr
- Meal for Fasting
- Eid Gifts
- Eid Clothing
- Food Parcels
- Feeding Needy Families

In 2009, during the month of Ramadan, HRF distributed thousands of food packs to needy individuals, benefiting hundreds of thousands of people in over 13 countries worldwide, as well as handing out Eid gifts amongst the children and orphans.

**Your donations made a world of difference!**  
**Thank you.**



## Qurbani

One of the major projects undertaken by HRF on an annual basis is the Qurbani Project.

The meat from your sacrifice was distributed to the poorest and most needy communities, including widows, orphans and victims of natural disasters. We distributed both fresh and canned meat immediately on the day of Eid.

Last year, the average donation for Qurbani was £50, prices of Qurbani Meat started from as low as £25. HRF's duty was to facilitate and help donors send their Qurbanis to the countries of their choice. This form of distribution also provided the most efficient and cost saving means to ensure that the sacrifices reached the target.

Every year, HRF appeals to local and national donors to offer their sacrifices. This year, the Qurbanis were slaughtered, shipped and then distributed to the poor and needy families in the following countries: Afghanistan, Bangladesh, India, Iraq, Kashmir, Kosovo, Lebanon, Pakistan, Palestine, Somalia, Sudan

### Objectives Achieved

- Delivery and distribution of meat to 10,000 families' in the countries mentioned above.
- Performance of an in depth needs analysis to inform all future fundraising projects
- Eid gifts distributed amongst the poorest children







## LONDON CHARITY SHOP

*A Day in the Life of Umm Sara by Safa Suling Tan (Sisters Magazine)*

It took a one and a half hour trek across London to meet Mevlida Umm Sara at the Human Relief Foundation's (HRF) London branch. But it was well worth the effort, says Safa Suling Tan.

I automatically felt a sense of ease when I saw her. Her face lit up when she spotted me as I came into the charity shop located in front of the HRF office in Manor Park, East London. We went to the coffee place round the corner for a chat. Though Mevlida Umm Sara is versed in a variety of languages - Russian, Arabic, Danish, and Bosnian, for a start - we chatted in English as I am sadly not as accomplished as she.

*Would you be able to share a bit about yourself and your background, sister?*

I am from Bosnia. I grew up in Srebrenica. I left Bosnia in 1994, two years after the war started. They attacked Srebrenica first and brutally because the Muslims in Srebrenica were strong in their Deen and we were 'extremists' in their eyes and they had to get rid of us first. Thirty eight of my relatives died in the war, many of the men, like my two brothers, husband, cousins and uncles, died fighting. I was twenty and had only been married for a couple of months when the war started.

I fell sick and the UN brought me to Denmark in 1994 with a few other women to seek treatment. My husband and I had adopted a baby girl and I brought her to Denmark with me. That was where I met my Algerian husband. We came to the UK in 1998 with our three daughters.

*How did you come to work for Human Relief Foundation?*

I have been doing voluntary work for HRF for nine years now. I always had my day job too. It was only one and a half years ago that I decided to drop everything else and concentrate on HRF, and now I am working full time for HRF.

*What charity work does HRF concentrate on?*

We have many different projects, many of which are ongoing. We provide shelter, education, hospitals, food and clean water to Iraq, Palestine, Pakistan, Kashmir, Sudan, Ethiopia and Lebanon. HRF is the main charity in Iraq: we have three offices there. Most other charities help Iraq through us. We sponsor the education there and we also have two hospitals where we supply both medicine and staff. We sponsor orphanages too; we are sponsoring 7000 orphans at present worldwide and there are 3000 more on the waiting list. HRF does not travel from country to country. We always make sure that there are locals there working for us. In this way we help provide jobs and also use the locals' knowledge of who needs help in their communities.

*What do you do at HRF?*

Many things! Masha'Allah, the charity shop makes good money. But we do not just have a charity shop here in the London branch; we also have a warehouse in Hainault that houses all the clothes and furniture that the public donates. We distribute leaflets three times a week and we have collections also three times a week, around London, not just in the East. We only have one driver though - that's my husband!

Sometimes, we sell the clothes wholesale to companies that buy second hand clothes to send to Eastern Europe and India etc... We save a lot of money this way as we save on shipping costs. Those clothes that are

dirty or torn, we give for recycling and there, we also get some money. I manage all this. I go down to the warehouse whenever there is a company coming to see the stock to place an order.

Then there are the charity and fundraising events, charity dinners as well. When we organise charity dinners, we approach restaurants for help, and sometimes they provide the food free of charge as Sadaqah, Alhamdulillah, so that we can raise more funds.

*What do you like about working at HRF?*

At the end of the day, when I count the money we have raised, I feel so happy when I think of how many families this money will feed, Insha'Allah. I get a deep sense of satisfaction. And the time spent working just flies because I enjoy the work so much. I do feel tired of course as I am a human being but there is not a single day that I wake up and think that I don't want to go to work. I feel proud that I have been involved in the process. For example, I know in Bosnia that thousands more would have died if it were not for the charity organisations, by the Grace of Allah. I would never think of giving up on this.

And what I really like about working here is that there is no pressure and no hierarchy. Everyone does everything. There is no job segregation. It doesn't matter if you are the branch manager or an admin clerk; we all work as one family, everyone helps one another - everyone's suggestions are listened to and everyone feels valued.

I left my sister, deeply humbled. She has experienced a life many of us cannot even imagine. And yet, there is no darkness in her. Looking into her eyes I saw flickers of sadness when she talked about the war and her losses, but these are quickly replaced by the serenity and joy of acceptance; and what remains is a lightness that comes from Sabr and tawakkul in the face of Allah's tests and trials.

## HRF HELPS VICTIMS OF CUMBRIAN FLOOD CRISIS

In December 2009, Human Relief Foundation (HRF) helped victims of the devastating Cumbrian floods. HRF is known to be at the forefront in providing emergency aid and relief in natural disasters around the world; however, this time the decision was made to help victims on its doorstep.



Yousaf Razaq, Project Co-ordinator at HRF said: 'One of our slogans is 'putting a smile on the face of the suffering'.

We work with children around the world. As the flood waters devastated the Cumbrian region HRF launched a concert tour

for orphans in Iraq. We also work with children and orphans during times of religious festivals so it struck us as to how difficult it would be for the children in the flood hit areas to celebrate Christmas.

HRF made a donation of £5,000 to the Cumbria Community Foundation (CCF) to be made available for Christmas celebrations organised for children and young people. CCF is a registered charity that has been working since 1999 to improve the quality of life for people experiencing disadvantage in Cumbria. Debs Muscat, Acting Director at CCF, said: 'We know from our 2005 Carlisle flood experience that community celebrations are a very important way of helping communities recover. Having a donation specifically to bring people together to celebrate Christmas is wonderful and I know that it will be very gratefully received. I look forward to thanking HRF in person when they visit one of the parties.'

## New Offices Opened in JORDAN TO HELP PALESTINIAN REFUGEES and in FRANCE TO OVERSEE THE EUROPEAN OPERATIONS



Human Relief Foundation (HRF) successfully opened an office in the Kingdom of Jordan. This is the Foundations' 4th international key office alongside Iraq, Sudan and Pakistan.

The authorities in Jordan granted HRF permission to work within the Kingdom. The new office is based in the capital city of Amman with skilled personnel who will oversee the day-to-day developments alongside current, ongoing and future projects.

The new office forms an integral part of the Foundations aims and objectives. The Kingdom borders Syria, Iraq, Palestine, Saudi Arabia and Egypt. At present its focus is to work with Iraqi and Palestinian refugees that have migrated over the last 4 years. Estimates are that there are around 700,000 to 1.7 million displaced people within the Kingdom of Jordan from these 2 countries.

Additionally, a new office in France has also been established in the City of Leon. It is expected that this new office will oversee the work in neighbouring European countries.

## HRF's NEW WEBSITE

After months of hard work and strenuous efforts, HRF's new website went live in March 2009 HRF decided it was time to scrap the old HRF website and give it more of a revamp!

As a charity, it is important we make the most of the internet and associated services so that we can keep our users informed and up-to-date. We recognise the internet is a powerful tool for communication, deliverance, recognition and information. Most successes of an organisation are directly tied to the explosive success of the internet. As new services are created, HRF is also there at the cutting edge when majority of users discover the service.

As any other charity, HRF also looks at the internet as a valuable source of feedback and user engagement. We welcome any feedback which could prove valuable for our line or work.

Enjoy a piece of mind whilst knowing that any donation you make online is completely secure.



## GAZA Dinner

HRF since 27 December 2008 has been actively working in Gaza delivering much-needed aid supplies and in the UK raising funds and awareness. We raised over £250,000 in support of the affected victims of the Gaza Crisis.

It delivered £100,000 worth of emergency aid including food, blankets and medical supplies through its partners in Jordan, Egypt and Gaza. However, there were still requirements for long-term rehabilitation programmes and rebuilding the infrastructure beginning with the under-resourced hospitals as well as schools, universities and water-treatment plants. The local authorities agreed to concentrate on the construction whereas NGO's including HRF were relied upon to provide the equipment.

On 8 February 2009 a much-publicised charity dinner took place at the Premier Banqueting Suite in Leeds where just under £40,000 was raised. Speakers included George Galloway and Yvonne Ridley with entertainment being provided by Hamza Robertson. On the very same day a group of women in Bradford managed to raise just over £7,000 at the Pakistan Community Centre on White Abbey Road. On Valentines Day over £2,000 was raised at the Rio-Grande in Bradford where the star feature was Canadian-born singer Raghav. Various other donations were received from community centres and religious institutions throughout the UK.



[www.hrf.org.uk](http://www.hrf.org.uk)



## Fundraising for SWAT Valley, Pakistan

Last year, HRF organised various fundraising events in association with other organisations and individuals. Fundraiser, Samina Shah put on three star-studded charity nights in the city of Bradford, West Yorkshire. Proceeds of the 3 nights went to HRF's work in the Swat Valley in Pakistan.

A myriad of celebrity guests turned up including Hollywood-based singer, songwriter, producer and composer Idris Phillips who pledged his support as well as Canadian crooner and UK album chart-topper Michael Bubel. Other guests included pianist Imani Hakema also from the city, Manchester-based comedian Mani Liaqat and London dancer and model Majid Hussain.

## Funds Raised for Vocational Training Programme for Orphans in Iraq

In November, a two day Eid Concert titled "Allah Made Me Funny" was organised by a Bradford based artist. Funds raised went towards HRF's ongoing campaign to improve the vocational skills of Orphans in Iraq. There were performances from stars such as Preacher Moss, Prince Abdi, Mecca 2 Medina, Khaleel Muhammad, Muslim Belal, Abdullah Rolle, Poetic Pilgrimage, Hamza Robertson and Usman Rehman.

In the same month, A 10 day Eid Shopping Festival in the city of Leicester was held to raise funds for the Orphans in Iraq.





# Gift Aid

At HRF we endeavour to help our donors understand us. We are regularly asked about Gift Aid - what it is and how it works.

Below you will find answers to most of your questions

## Gift Aid - What is it?

Gift Aid is one of the simplest and most effective ways of giving to charity. Using Gift Aid means that for every pound you give, the charity you are supporting will receive an extra 25 pence from the Inland Revenue. This means that a £10 Gift Aid donation, is worth £12.80 to the charity - imagine what a difference that could make to the charity you support, and it doesn't cost you a thing!

On top of this, higher rate taxpayers are eligible to reclaim as much as £23 from the taxman for every £100 donated to charity, by including details of their Gift Aid donations on their Self Assessment form. (For details of how this is calculated see the section Gift Aid - How does it work below). Next time you give a donation to charity, make sure you use Gift Aid. Look out for the Gift Aid It logo or tick box on the donation form or appeal, complete the declaration and send it off.

## How Does It Work?

Gift Aid is surprisingly easy to use. Gift Aid can apply to donations of any amount, large or small, by cash, cheque, postal order, direct-debit, standing order, debit or credit-card or even in a foreign currency (including the euro). If you are a UK taxpayer, all you have to do is give the charity a simple Gift Aid declaration. This might involve completing a short form

## Do I Qualify?

Providing you pay as much tax (income and/or capital gains) as the charities will be entitled to reclaim on your donations in the same financial year, you are entitled to use Gift Aid. For example, if you wish to Gift Aid your charitable donations that total £100 in one year, you will need to have paid at least £25 in to the taxman in respect of that tax year. To qualify for Gift Aid, what you pay in income tax or capital gains tax must at least equal the amount the charity will claim in the tax year.

## What does the Gift Aid declaration commit me to?

Absolutely nothing! It just ensures that if you choose to donate to HRF, we can claim an extra 25% back from the Inland Revenue.

## How long does the declaration last for?

To simplify matters for both you and HRF, the declaration wording normally covers present, future and past donations. We are able to claim on any gifts made since the Gift Aid scheme was revised on 6 April 2000, as long as you are eligible.

## Who will have access to this information about me?

Only HRF and the Inland Revenue. We will not share it with anyone else.

## What should I do if my tax status changes or I want to cancel my declaration?

Please notify us in writing at:  
HRF, PO Box 194, Bradford, BD7 1YW, UK.

## What if I don't pay UK tax?

Then, unfortunately, you are not able to make a Gift Aid declaration. If you want us to make a note of this on your records, please let us know by writing to us at:  
HRF, PO Box 194, Bradford, BD7 1YW, UK.

Further information on Gift Aid is available from the Inland Revenue (IR) website and on the IR helpline 0845 3020203.

## Financial Summary

### Total Income £2.2 million

85%  
Projects

10%  
Management  
& Administration

5%  
Publicity  
& Fundraising

### Project Expenditure

13% Healthcare & Water

16% Ramadhan

12% Education

10% Qurbani

21% Social Welfare, Orphans & Widows

28% Emergency Relief



**Your details**

Name: (Mr/Mrs/Miss/Dr) .....

Address: .....

..... Post Code: .....

Tel: ..... Email: .....

**Donation by credit/debit card**

Card No: \_ \_ \_ \_ | \_ \_ \_ \_ | \_ \_ \_ \_ | \_ \_ \_ \_ | \_ \_ \_ \_ | Start Date: \_ \_ | \_ \_ Expiry Date: \_ \_ | \_ \_

Issue No: \_ \_ | \_ \_ Security Code: \_ \_ | \_ \_

Card Type: ..... Signature: .....

**Ongoing relief projects**☐ Zakah £ .....☐ Sadaqah £ .....☐ Orphan/Widows £ .....☐ Health Care £ .....☐ Education £ .....☐ Water £ .....☐ General £ .....☐ Iraq £ .....☐ Gaza £ .....☐ Kashmir £ .....☐ Sudan £ .....☐ Other £ .....**Help us save costs and the environment**☐ Please tick this box if you would like a receipt  
(if you do not tick this box - you will not receive a receipt)**Gift aid  
declaration**I am a UK tax payer and I wish Human Relief Foundation to  
reclaim on all donations I make hereafter until further notice.  
I understand that I must pay income tax at least equal to the  
amount reclaimed.

Signature: .....

Date: .....

**Donation by Standing Order**Please complete this form and send to: HRF, FREEPOST  
BD3125, Bradford, BD7 1BR, UK

Dear Bank Manager,

Please debit my/our account below with the amount of

£..... each month starting from...../...../.....

until ...../...../..... or until further notice.

To the benefit of: Human Relief Foundation  
HSBC BANK PLC, 47 Market Street, Bradford, BD1 1LW.  
Sort Code: 40-13-15 Account No: 94176294

ID: (for office use only) .....

REF: .....

Name: (Mr/Mrs/Miss/Dr) .....

Address: .....

City: .....

Post Code: .....

Tel: .....

Email: .....

Your Bank: .....

Bank Address: .....

City: ..... Post Code: .....

Sort Code: \_ \_ | \_ \_ | \_ \_

Account No: .....

Signature: .....

Date: .....

**Tel +44 (0) 1274 392727**

Office Use ID: ..... Date: ..... £ ..... Rec No: .....

☐ CA ☐ CH ☐ CR ☐ PO ☐ SNT ☐ AW ☐ EX ☐ NGA ☐ NAPlease make all cheques and postal orders payable to: **HUMAN RELIEF FOUNDATION** and send to: HRF, PO Box 194, Bradford, West Yorkshire, BD7 1YW, England, UK.



Working in partnership with the following world organisations



## Our Vision

We strive, for a world of empowered individuals and communities, better able to address human suffering and crises by coming together and pooling resources, engendering hope, respect for human dignity and concern for fairness and equality.

## Our Mission

To be at the forefront in saving and preserving life, improving the lives of vulnerable people and providing humanitarian assistance to those who need it most, without discrimination as to nationality, race, religious beliefs, class or political opinions.

### LONDON

755 Romford Road,  
Manor Park, London, E12 5AW  
United Kingdom  
Tel & Fax: +44 (0) 208 514 6540

### GLASGOW

577-579 Pollokshaws Road,  
Glasgow, G41 2QQ, Scotland,  
United Kingdom  
Tel & Fax: +44 (0) 141 424 1110

### BIRMINGHAM

637 Bearwood Road,  
Birmingham B66 4LB,  
United Kingdom  
Tel & Fax: +44 (0) 121 434 5332

### FRANCE

103 Rue Du, 1 er Mars 1943  
69100, Villeurbanne, France  
Tel: +33 4 7204 3131  
Fax: +33 9 5582 8671

### BAGHDAD, IRAQ

Hye Al-Adel,  
District No. 647, Street No. 31,  
Building No. 21, Baghdad, Iraq  
Tel & Fax: +964 1 555 9684  
Email: baghdad@hrf.org.uk

### MOSUL, IRAQ

Hye Al-Furqan,  
Main Street, PO Box 322,  
Mosul, Iraq  
Tel/Fax: +964 60 710 983  
Email: mosul@hrf.org.uk

### SUDAN

PO Box 40,  
Airport Post Office,  
Khartoum, Sudan  
Tel: + 249 1230 4455  
Fax: + 249 1832 62100

### PAKISTAN

13 Raja Haq Nawaz Plaza,  
G-11 Markaz,  
Islamabad, Pakistan  
Tel: + 92 333 511 7428  
Email: pakistan@hrf.org.uk

### JORDAN

The Union of Professionals Building,  
Opposite Ministry of Trade &  
Industry,  
Al-Abdali, Amman, Jordan  
Tel: + 962 65 688 714  
Email: jordan@hrf.org.uk

Human Relief Foundation would like to thank all the donors for their kind generosity and much needed continued support in all countries. It is due to this kindness that our relief projects are now benefiting thousands of people throughout the world. Your support is vital to our charitable and development programmes and we maintain hope that you will continue to support us in our relief work and worthwhile efforts.



### Head Office

PO Box 194, Bradford, West Yorkshire, BD7 1YW, England, United Kingdom.  
Tel: +44 (0) 1274 392727 [www.hrf.org.uk](http://www.hrf.org.uk) [donate@hrf.org.uk](mailto:donate@hrf.org.uk)

NGO in Special Consultative Status with the Economic & Social of the United Nations  
Charity Registration Nos. 1043676 & SC038671