

**TOGETHER  
AGAINST HUMAN  
SUFFERING!**



**BUILDING A MORE  
UNITED FUTURE  
TOGETHER!**



Hëllef um Terrain is a non-profit association founded in September 2024. Its mission is to prevent and combat all forms of human suffering, particularly insecurity, poverty and discrimination in the Grand Duchy of Luxembourg. It aims to promote equal opportunities and social inclusion and to protect against all forms of violence.

Hëllef um Terrain is managed by Philippe Schrantz, who has proven experience in managing large-scale structures in Luxembourg. He is assisted by Thomas Bocart, who also has extensive experience in his field.

The Board of Directors is made up of volunteers with solid skills in the fields of governance, finance, social affairs, human resources, law and IT.

Strict procedures and rigorous control of commitments and payments have been put in place to ensure that the funds received are used responsibly and to best effect. A financial audit is carried out annually by an approved auditor, giving donors the certainty that every euro entrusted to us will be used transparently and effectively.

#### **Management:**

Mr Philippe Schrantz,  
General manager

Mr Thomas Bocart  
Administrative and financial  
director

#### **Board of Directors:**

Mrs Netty Klein-Hoffmann

Mr Vafa Moayed

Mrs Sophie Le Maner

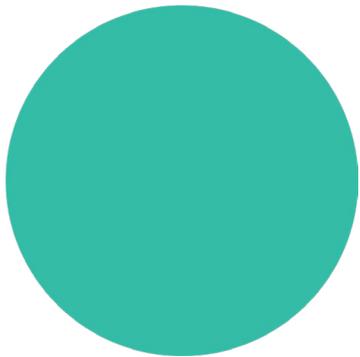
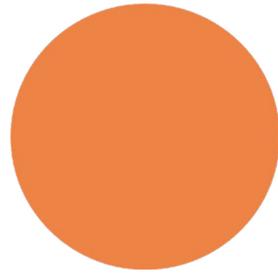
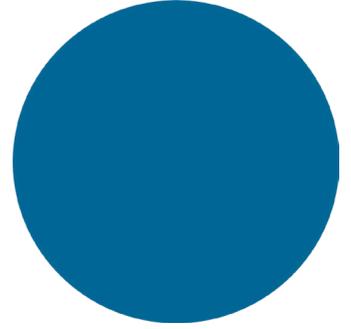
Mrs Marisa Roberto

Mr Willy De Jong

Mr David Hagen

Mr Pascal Rakovsky

Mrs Evie Roos





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# Social grocery shops – a lever against precariousness



The mission of our four social grocery shops in Luxembourg, Esch-sur-Alzette, R edange and Diekirch is to help people living in poverty by offering them food and basic necessities at much more affordable prices than those available in supermarkets. This initiative helps to improve the purchasing power of vulnerable people while giving them access to fresh, quality produce – such as fruit and vegetables – as well as health and hygiene items for adults and children.

These grocery shops are accessible only to people who hold a card issued by an approved social service, enabling them to buy products that they would not otherwise be able to afford. As well as providing access to products, our teams and volunteers offer personalised advice tailored to the needs of each beneficiary, in a warm environment where a warm welcome and support are at the heart of our action.

Some of our grocery shops also offer a 'Kleederstuff', a second-hand clothing shop supplied by donations, as well as a 'Kaffistuff', a convivial space where customers can share a coffee or a pastry, strengthening social ties and solidarity.

At present, only the Diekirch social grocery shop does not benefit from the support of the public authorities. Yet the need is real: last year, more than 1,000 people benefited from its support, including 314 children. The needs are numerous, particularly to cover the rent of premises, utilities and staff costs, but also to buy essential items such as nappies and school bags, which we distribute free of charge to the children of the beneficiaries.

Thanks to your support, we can continue to help vulnerable families in their daily lives.

# Inclusion through work

Many people in precarious and excluded situations have major difficulties accessing the labour market. There are many reasons for this: medical problems, lack of knowledge of local languages, addiction problems, experience of homelessness, etc. They need ongoing support and regular, motivating monitoring to help them overcome these challenges.

This is why we have set up work-based inclusion activities, all supervised by professionals. These activities enable some people to take part in gardening or cooking workshops, while others engage in small-scale technical work or cleaning. As well as adding structure to their day, these tasks help them to combat boredom, escape isolation and reintegrate socially.

These activities also give them the opportunity to demonstrate their skills to others and, above all, to prove to themselves that they are capable of carrying out rewarding tasks. This sense of achievement helps them to regain their self-confidence. What's more, they develop new skills that stabilise their psycho-social situation and pave the way for future professional opportunities.



With your support, we can provide these people with a real springboard towards integration into the world of work.

# Financial support



The many vulnerable people who call on our services sometimes find themselves in situations where urgent financial assistance is essential.

Requests vary. They may concern, for example, a resident of a hostel for people seeking international protection who needs money for regularisation or family reunification procedures, a single mother who needs help with nursery fees, a homeless person with an urgent medical problem, a refugee who wants to follow a training course for which he needs

specific equipment, or a vulnerable person who cannot afford to pay his rent deposit. Sometimes, requests are simply for food or clothing.

Each request for financial assistance is rigorously examined. If the request does not exceed €300, it is submitted to a social worker for approval. For higher amounts, a Social Committee meets to make a decision. In all cases, the person must have exhausted all other possibilities for assistance from external bodies before turning to us.

Depending on personal and administrative circumstances, some financial aid may be partially repayable.

Thanks to you, we can offer these people invaluable help to overcome urgent financial obstacles and regain a degree of stability.

# Health for everyone

Access to healthcare is a fundamental right for every human being. But for many people, this right remains elusive. These include people in precarious situations, such as the homeless or young people seeking or receiving international protection. In addition to the financial barrier, the complexity of the administrative procedures, unfamiliarity with local healthcare systems and the language barrier make these processes even more difficult, hindering or delaying their access to much-needed care. This delay in access to care can have a direct impact on their health and worsen already precarious situations.

That's why we take action to guarantee and facilitate access to healthcare for all the people in our care who need it. For example, we enable people who cannot afford it to obtain emergency care or medication. We provide financial assistance to young refugees who cannot afford it, so that they can continue their psychological care without having to pay in advance what they would normally have to pay for themselves. We also cover the cost of eye care and orthodontics. This care is essential for their daily well-being and to enable them to live in dignified conditions.



Your support will enable people in vulnerable situations to access medical care that is vital to their health and quality of life.

## Support in finding a home



Our supported accommodation is designed for people who, although capable of leading an independent life, are finding it difficult to access stable housing because of their difficult background: a long period spent on the streets or very modest incomes.

We offer communal or individual housing solutions, with multidisciplinary support that adapts to the needs, pace and wishes of each individual. This support includes help with budget management and preventing overdue payments, referrals to medical and psycho-

social care services, monitoring of medication, support with administrative formalities, and regular visits by a mentor.

The aim is to build a relationship of trust, strengthen each person's social and personal skills, and support their motivation, in order to help them achieve real independence.

Our homes often need to be refurbished before they can be lived in. This may include minor renovations, adding furniture or appliances, or installing a kitchen.

Thanks to your support, these people will be able to access decent housing and receive the support they need to reintegrate into society over the long term.

## A warm night's sleep



Thousands of people in Luxembourg are currently living in very precarious conditions, mainly because the cost of housing is far too high. And when rents become unaffordable and the burden becomes insurmountable, the street is often the only way out.

Our teams work tirelessly to help homeless people, and we act on all fronts: from emergency reception to professional integration, via accommodation and psychosocial support.

Every day, our streetworkers go out to meet people living on the streets - in Luxembourg City and Differdange - to listen to them, support them and guide them according to their needs. Many people refuse to go to our accommodation facilities for their own reasons, but that doesn't mean they don't need support. Unfortunately, our teams often find that many of them do not have essential equipment, particularly to cope with the winter. To help them better endure nights outdoors and prevent them from suffering too much from the winter temperatures, especially during cold waves, we distribute sleeping bags adapted to winter conditions, designed to withstand extreme temperatures.

With your help,  
we can offer a  
little warmth and  
dignity to those  
who need it so  
much.

# Recreational and integration activities



Our organisation works on a daily basis to provide support and hope to the most vulnerable members of our society, in particular refugees, homeless people and those living in very precarious conditions. In order to offer them a better quality of life, we set up specific projects aimed at enhancing their well-being and social integration and restoring a little dignity through recreational and cultural activities.

We firmly believe that taking part in leisure activities, excursions, cultural outings or sporting events can offer them much more than just a moment's entertainment. These moments of respite enable them to re-establish social links, boost their self-confidence and regain the emotional balance they need to overcome the challenges of everyday life.

Together, we can offer enriching and therapeutic activities to those who need them most.



**BCEE LU53 0019 7855 2172 3000**

Photos: Adobe Stock

41, rue du Puits Romain L-8070 Bertrange

For all your questions: [dons@hut.lu](mailto:dons@hut.lu) or 26 155 - 263

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