

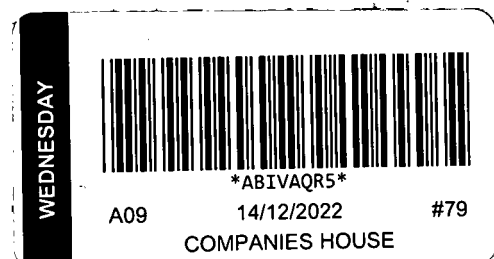
Refugee Action

Annual Report and Accounts 2021-2022

A company limited by guarantee

Registered charity number: 283660

Registered company number: 01593454



**REFUGEE ACTION
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

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**CHARITY REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR
ENDED 31 MARCH 2022**

Refugee Action is an independent, national charity with 40 years of experience of developing and delivering solutions to the challenges faced by refugees and people seeking asylum in the UK.

Our vision is that refugees and people seeking asylum will be welcome in the UK. They will live free of poverty and injustice, and successfully rebuild their lives. We provide practical support to refugees and people seeking asylum; train and support other charities to help build capacity and expertise across the sector; and make the case to government for policies that improve their ability to access justice and rebuild their lives.

Registered charity number: 283660

Registered company number: 01593454

Registered office

179 Royce Road, Manchester M15 5TJ

Chief Executive and Secretary

Tim Naor Hilton

Trustees

Penny Lawrence (Chair)

Joe Jenkins (Vice Chair)

Chris Randall (Resigned October 2021)

Irmani Smallwood (Resigned October 2021)

Amaf Yousef

Tom Skrinar (Honorary Treasurer)

Ros Lucas

Serge Eric Yamou

Emmanuel Serrano

Ellie Mahsoori

Mary Njoroge (Appointed September 2021)

Catherine Lebadou (Appointed September 2021)

Independent Auditors

Haysmacintyre LLP

Chartered Accountants and Statutory Auditors

10 Queen Street Place

London EC4R 1AG

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Bankers

National Westminster Bank plc PO Box 282, 7 Derby Place, Derby DE1 9DS

Solicitors

Field Seymour Parkes LLP
1 London Street, Reading, RG1 4PN

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1. MESSAGE FROM THE CHAIR

I am delighted to introduce Refugee Action's annual report. This was one of the most turbulent years in our 40-year history. Refugees and people seeking asylum have faced so many challenges, from the increased demonisation of people seeking asylum as the Nationality and Borders Bill made its way through Parliament, through the devastating impacts of the conflicts in Afghanistan and Ukraine to the continuing challenges of the Covid pandemic. As a charity, together, we stepped up and have needed to live our values like never before:

- We have *courageously* fought for people seeking safety in UK, advocating for the people we support, challenging the most toxic and damaging of government policies and fighting for a refugee protection system that is rooted in humanity and justice
- We have sought to do this in *collaboration*, so strengthening the refugee sector and the communities within it
- We have held fast to our ambition to *shift power* and become an anti-racist organisation – ensuring all we do is with, not for, refugees

Our new Chief Executive has more than risen to all these challenges with thoughtfulness and humility as well as expertise, but I also want to recognise and appreciate all our talented staff and volunteers who have used their immense skill, expertise and passion for the cause to fight against the injustices that refugees and people seeking asylum experience. I must also thank all those whose support and generosity has made this possible. We're hugely appreciative of the generosity of the individual donors, trusts and foundations, and local authorities who support us and make it possible for us to achieve the impact we have for refugees and people seeking asylum.

Our organisational commitment to 'shift power' to people with lived experience of displacement this year has enabled a pathway from our Expert by Experience programme onto our Board. Our Experts by Experience steering group played a role in developing our 2021/22 plan and our new plan for 2022/23. We were delighted to welcome the Chair (Cathy Lebadou) and Vice-Chair (Mary Njoroge) of this steering group onto our Board of Trustees in October, meaning that 60% of our Trustees have lived experience of being a refugee, alongside all the other skills and expertise that they bring to their roles. As a Board we are now exploring together how we need to change our processes and systems to ensure that power is distributed more equitably.

The Board of Trustees has also supported the Executive team to make significant progress in realising its commitment to ensuring that there is a shift in power across

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the whole charity, fully embedding anti-racist practise in all that we do internally as well as externally as Tim outlines in more detail below.

Finally, I want to thank my fellow board members. It's a great responsibility but also a tremendous pleasure to chair such a committed, talented, and diverse team. We all look forward to supporting Refugee Action in all it will achieve for refugees and people seeking asylum in another challenging year ahead.

Penny Lawrence
Chair of Trustees

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2. MESSAGE FROM THE CHIEF EXECUTIVE

I became Refugee Action's Chief Executive in March 2021. My first year leading this charity has been an incredible experience, as our brilliant team of staff, volunteers, Expert by Experience network members and Trustees have fought for justice for refugees and people seeking asylum in the face of an increasingly hostile political context, two major global refugee crises (in Afghanistan and Ukraine) and a devastating tragedy in the Channel that claimed the lives of 31 people seeking safety.

Over the last year:

- For two in three of the people we supported in the asylum process (over 67%), the support they received was transformational in securing accommodation, financial support and or access to legal representation.
- 80% of people supported through our Asylum Crisis services went on to receive a successful asylum claim.
- Our Lift the Ban campaign secured huge forward momentum on the issue of right to work for people seeking asylum, winning three votes in the House of Lords and biggest Conservative rebellion in House of Commons
- 253 local and grassroots organisations were supported to build their capacity and expertise, strengthening resources and services across the sector
- More than 377 refugees received high quality resettlement support from arrival in the UK, enabling them to begin to rebuild their lives in safety and a further 600 people from Afghanistan were supported after the evacuation of Kabul in August 2021
- We supported 15 organisations to work towards setting up Expert by Experience (EBE) programmes

When I took up this role, I made the following commitments, building on Refugee Action's journey to 'shift power' to people with lived experience of displacement:

1. Significantly accelerate our organisational shift in power towards people with lived experience in partnership with our brilliant Experts by Experience network
2. Deeply embed our anti-racism plan in all that we do, both internally and externally. We will become a part of the anti-racism movement, not just a supporter.
3. Transform the employment of refugees within Refugee Action, at all levels, by creating career support pathways. This must include the next Chief Executive

Power in the refugee and asylum sector remains concentrated in the hands of people without lived experience. This power structure keeps the voices and influence of refugees mostly absent and hidden because the asylum system strips

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people within it of power and agency. From my first day in the role, I have committed to 'stepping up to step aside', to work with our Anti-Racism Working Group and Expert by Experience networks to break down the structures that marginalise people.

Our Expert by Experience network has gone from strength to strength over the last year. The Expert by Experience steering group shaped and guided the development of our annual plan. Individual Expert by Experience groups across the charity shaped our support services (e.g., our work supporting people seeking asylum in temporary hotel accommodation in Bradford); our campaigning (through the RAS Voice campaigning advisory group; and our Good Practice & Partnerships work supporting other charities in the sector (through the Early Action Panel and the Asylum Guides Expert by Experience group).

It has been a privilege to spend a significant amount of time with members of the Expert by Experience network over the last year. Their experiences of the last 12 months have been devastating, whether it is their own personal experience of the trauma of the asylum system or the impact of yet another global event bringing back the trauma of their own exile and dangerous journey. One person from the Expert by Experience network, wrote an incredible blog about the impossible choice facing her husband – to stay in France, separated from his beloved family or take his chances in a barely-seaworthy boat across the Channel. Providing a platform so that a wider audience can hear these stories goes right to the heart of who we are as a charity.

I'm also delighted to report that we created a new Senior Leadership Team role, the Head of Experts by Experience and Partnerships and we were able to welcome Mohamed Omar into this role in February to lead on our Expert by Experience Programme, our external support of other charities with a particular focus on shifting power, and to have the cross-cutting lead role on anti-racism across the charity. On this last point, in partnership with our Anti Racism Working Group, we worked to place anti-racism at the heart of our work, including how we operate internally and how we ground all our campaigning messages to reform and improve the asylum system through an anti-racist lens, linking it back to the structural racism at the heart of the development of the asylum system.

Collaboration has continued to be at the heart of work from the 6-weekly cycle of sector surveys and discussions on the Insight to Action programme, through the work on better joining up local ecosystems of support on the new Explore Adapt Review and Greater Manchester Step Change programme to our role on the Governance Group of the Asylum Reform Initiative. Our belief that the only way to achieve our vision and goals is to work in close collaboration with others who share that vision is undimmed.

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A huge thank you to our incredible donors, trusts and foundations, and commissioners, whose commitment to the cause of refugee protection and justice is humbling.

Tim Naor Hilton
Chief Executive

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3. TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

The trustees (who are also directors of the charity for the purposes of the Companies Act) present their annual report together with the audited financial statements of Refugee Action ('the charity') for the year ended 31 March 2022. The trustees confirm that the Annual Report and financial statements of the charity comply with the current statutory requirements, the requirements of the charity's governing document and the provisions of the Statement of Recommended Practice (SORP) – applicable to charities preparing their accounts in accordance with the Financial Reporting Standard, applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Structure, governance and management

The charity is governed by its memorandum and articles of association (last amended in April 2015) and is a company limited by guarantee. Refugee Action's trustees are responsible for the overall management of the charity. Trustees are chosen for their expertise and their commitment to refugees, including life experience as refugees. The trustees who served during this financial year are shown above. Biographical details of our current trustees can be found on our website: www.refugee-action.org.uk

The trustees set and oversee Refugee Action's policies and plans, oversee its financial affairs, and supervise the work of the salaried Chief Executive in carrying out these policies and plans. All trustees are unpaid. Trustee vacancies are publicly advertised, and new trustees are appointed by the full board following an interview process. When first appointed, they are offered an induction programme that includes the opportunity to observe our services. Trustees also hold an annual away day at which the plans of the organisation are discussed. Refugee Action carries out an annual assessment of the risks facing the charity. Details of trustees' expenses and related transactions are disclosed in Note 6 of the accounts.

The Chief Executive is appointed by the trustees and is accountable to them for managing the charity.

Refugee Action has a Senior Leadership Team (SLT) that reports to the Chief Executive and manages the primary functions of the charity.

SLT members in 2021/22 were:

- Tim Naor Hilton, Chief Executive
- Lou Calvey, Head of Resettlement (left April 2022)
- Zoe Grumbridge, Head of Fundraising and Brand
- Rhian Cooke, Head of Human Resources (left September 2021)
- Yemane Tsegai, Head of Finance, IT and Facilities

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- Mariam Kemple Hardy, Head of Campaigns
- Anna Shannon, Interim Head of Human Resources (started September 2021, left January 2022)
- Lai-Har Cheung, Head of Human Resources (started January 2022)
- Mohamed Omar, Head of Experts by Experience & Partnerships (started January 2022)

The SLT is assisted by a staff team that comprised 116 staff at the end of March 2022. With the help of volunteers, the organisation delivered services in four regions of England during 2021/22. These were in London, the West Midlands (the office base for all activities in the West Midlands is in Birmingham), the North-West (the main office base, Refugee Action's Head Office is in Manchester) and West Yorkshire (the office is in Bradford). The organisation also carried out training and provided support to other charities as well as communications, advocacy, and campaigning work to further the mission and objectives of the charity.

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VISION, MISSION AND OBJECTIVES

About Refugee Action

Refugee Action is an independent, national charity that works to ensure that refugees and people seeking asylum in the UK can successfully rebuild their lives. In 2019 the organisation set a three-year strategy to guide all our work and ensure that we move towards this goal. The charity defined a vision of the future we want to build and a mission statement outlining the organisation we need to be to achieve this goal. The organisation sets annual objectives for our front-line services, our campaigning and the support we provide to other organisations.

Our vision

Refugees and people seeking asylum will be welcome in the UK. They will get justice, live free of poverty and be able to successfully rebuild their lives.

Our mission

Refugee Action works to secure systemic change through our campaigns to change government policies, our direct services, and our work to strengthen and connect other service delivery organisations. We empower refugees and people seeking asylum to influence both our work and decisions made by government and are a trusted partner for others who share our vision.

Our values

1. With refugees and people seeking asylum

Our work is shaped by the experience of refugees and people seeking asylum. We stand alongside them to call for change and empower them to realise their aspirations.

2. Courageous

We're bold and creative in all that we do. We're driven by our determination to ensure that all our work enables refugees and people seeking asylum to successfully rebuild their lives in the UK.

3. Collaborative

We cannot succeed alone. We believe in collaborating with other organisations that share our vision, benefitting from their skills and strengths.

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Our strategic objectives for 2019-23

We advance these objectives through direct services to asylum seekers and refugees, support and advice to other organisations, and campaigns. We deliver direct services in London, the West Midlands, the North-West, and West Yorkshire.¹

1. A fair and effective asylum system, in which people access justice and avoid destitution.
2. Substantial improvements in services and outcomes for people in three areas or regions due to joined up holistic approach by charities, local and regional government
3. Maintain and increase the number of refugees resettled to the UK, living in safety, and successfully rebuilding their lives
4. Substantial increase in quantity and quality of English language provision & support to overcome barriers to employment, enabling all refugees to realise their potential and integrate successfully.
5. Shift power to refugees and people seeking asylum to influence both our work and decisions made by government and increase refugee representation in our staff and board.

Who do we support?

Refugee Action exists to help refugees and people seeking asylum who've survived some of the world's worst regimes. After fleeing unimaginable horrors, they find themselves in continued crises in the UK, often homeless, living in poverty and unable to work. We provide these highly vulnerable, traumatised people with the support they need to live again with dignity. Then we help them build safe, happy, and productive lives in the UK.

Public benefit

Our work is focused on improving the lives of refugees and asylum seekers. By providing advice and support to refugees and asylum seekers, our work is of public benefit by supporting those individuals, relieving their poverty and distress, and by reducing the strain on other community and statutory organisations. The trustees

¹ Please note, in the final year of our 4-year strategy, 2022/23, we have merged objectives 1 & 2; and merged objectives 3 & 4; therefore, creating three overall outward-facing objectives to guide our work.

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have had regard to the guidance on public benefit published by the Charity Commission in exercising their powers and duties.

The communications and advocacy that we undertake also has wider ramifications for the public benefit by improving public understanding of why refugees and asylum seekers come to the UK, their rights while here, and their contribution to the UK. This in turn reduces hostility towards asylum seekers and refugees and improves understanding and cohesion between different communities.

Financial review

For the year ended 31 March 2022 the charity made a surplus of £1.15m (2021: £261K surplus) increasing total funds to £4.92m (2021: £3.78m). This resulted from surpluses of £754k and £395k on unrestricted and restricted funds respectively. Refugee Action is diversifying our funding sources and investing in public fundraising, through a rolling three-year budget to ensure our long-term financial sustainability that is approved by the board annually. Details of the state of the charity's reserves are given in the Reserves Policy section below. On 31 March 2022 the charity had total reserves of £4.92m (31 March 2021: £3.78m)

Income

Refugee Action's total income for the year ended 31 March 2022 has decreased by £1.0m to £7.8m (2021: £8.8m).

During the financial year, both our donations from the public and restricted income for Resettlement have increased by £1.2m and £1.0m respectively. On the other hand, our restricted income for regranting to frontline organisations and Gateway project have decreased by £2.3m and £1.1m respectively as both activities ended in the previous financial year.

The income for the year ended 31 March 2022 included grants £4.9m (2021: £6.9m), donations from the public £2.9m (2021: £1.9m) and investment income of £1k (2021: £1k).

Expenditure

Refugee Action's total expenditure for the year ended 31 March 2022 decreased by around £2m to £6.6m (2021: £8.5m). Out of this, the cost of providing services to our clients was £5.6m (2021: £7.6m).

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Staff costs for the year ended 31 March 2022 decreased to £3.8m (2021: £4.0m). On the other hand, the percentage of staff costs to total costs has increased to 57 percent (2021: 47 percent).

The cost of raising funds for the year ended 31 March 2022 has increased by £135k to £1.1m (2021: £938k).

Treasury Management policy

The charity has an appropriate treasury management policy. The trustees consider the most appropriate treasury policy is for surplus funds to be held on bank deposit.

Reserves policy

Having considered the likely financial risks, expenditure and future levels of income of Refugee Action, the Trustees have agreed the following policy.

General fund

The General Fund comprises funds that represent accumulated surpluses and deficits in the Statement of Financial Activities after transfers to and from the Designated Funds.

The trustees consider it appropriate to retain unrestricted free reserves in the general fund that reflect the financial risks to which Refugee Action is exposed. The main financial risks to Refugee Action include, a sudden reduction in unrestricted income, a need for working capital requirements due to payment of grants in arrears, and a need to have enough funds to allow sufficient time for re-organising or closing the charity in the event of a substantial reduction in income or unexpected major financial expenditure.

Having considered the likely financial risks the trustees believe the appropriate level of free reserves to be between £1.87m to £2.51m (2021: between £1.2m to £1.7m). The year-end balance in the General Fund on 31st March 2022 amounted to £2.48m (2021: £1.6m), which is within the range of the policy.

Designated Funds

The trustees, as explained in Note 12 to the financial statements, have also established designated funds, out of unrestricted funds, primarily to cover projected deficits in our rolling three-year budgets. As at 31st March 2022 the total balance of the designated fund was £656k. This is set aside to fund the deficits on front-line

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projects and campaigns team until we achieve financial sustainability. Currently we expect to achieve financial sustainability in financial year ending 31 March 2023.

Restricted Funds

Refugee Action also holds restricted funds. As at 31 March 2022 the total balance of restricted funds was £1.79m (2021: £1.4m). Restricted funds are those subject to specific restrictions imposed by funders, as shown in Note 12 to the financial statements.

Review of this policy

The charity produces quarterly management accounts for trustees, thereby allowing the Trustees to monitor the Reserves Policy and level of reserves including restricted and designated funds on a regular basis. This policy will be reviewed annually as part of the annual audit and report to the trustees.

Fundraising statement

At Refugee Action, we're committed to the highest standards in data protection and fundraising practice. We are registered with the Fundraising Regulator and abide by their Fundraising Promise and the Code of Fundraising Practice. We adhere to all relevant legislation and best practice in the sector particularly around the protection of our supporter's data and privacy which we are deeply committed to upholding.

Since the General Data Protection Regulation became law in May 2018, we have ensured that our consent and privacy policies is fully compliant with the legislation. In cases where we work with suppliers or third parties, we ensure they work to the highest standards and are fully compliant with data protection. We have not used professional fundraising agencies to raise funds for us in the year or commercial participators, and do not currently undertake any street fundraising, door to door fundraising or telephone fundraising.

We value all the feedback we receive from our supporters and change the frequency and method of communications to them, if requested. We take any complaints very seriously and, if received, investigate, and respond to them as per our complaints policy. This year, we received five formal complaints regarding our fundraising activity. We acted swiftly and listened carefully to the supporter's concerns. In neither case did we determine there to be a regulatory or legal breach. We do, however, ensure that all complaints are carefully reviewed and used as a chance to learn and improve our fundraising practices and data management.

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Principal risks and uncertainties

The trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity and are satisfied those systems are in place to mitigate exposure to the major risks. Risks have been identified under the four headings suggested by the Charity Commission: Governance and Management; Operational; Financial; and External Environment.

The Senior Leadership Team produces an annual risk assessment which is discussed and agreed by the board and includes mitigation measures for the organisation to actively manage these risks throughout the year.

Below is a list of the top risks Trustees have identified and the management and mitigation in place:

Risk 1: *External environment:*

Hostile external environment and current government: risk that we are not able to successfully campaign for the changes we want to see.

Management/Mitigation: Campaigns, advocacy and strong coalition work to challenge implementation of key parts of Act, as well as development of campaign to repeal the anti-refugee laws (particularly ahead of General Election), develop strong sector and public movement to pushback.

Risk 2: *Operational:*

Staff wellbeing & workload: risk that staff (including SLT) burn out or suffer because of high workloads, negative/hostile external context/crises, cost of living.

Management/mitigation: Wellbeing plan developed including through staff survey and action plan; modelling safe working culture, cost of living policy, sickness benefit changes, close working with Union group, team meetings, one to ones, appraisals - focus on prevention.

Risk 3: *Financial:*

Fundraising/Finances: we fail to achieve our income targets for 2022-23 leading to a reduction in our free reserve

Management/mitigation: Monitoring meeting and framework, monthly management accounts and monitoring, additional designated fund to lower risk, develop corrective

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action plans as needed; strong case for support developed; strong relationships with funders and commissioners.

Risk 4: *External environment.*

Unforeseen crises: risk that we are either not able to respond or that there is significant impact on current delivery plans (as well as well-being).

Management/mitigation: Developing plan for how to respond to crisis alongside core work.

Our approach to safeguarding

Refugee Action continuously strives to strengthen our safeguarding practices, and to ensure we give sufficient priority and resources to this.

The Senior Leadership Team continue to provide direct oversight of our safeguarding structure. A member of the Senior Leadership Team is our designated Senior Safeguarding Lead and works closely with Designated Safeguarding Officers to ensure a robust escalation system and clear oversight of safeguarding throughout the organisation. Safeguarding incidents are reported to the board of trustees, through the designated lead trustee on safeguarding via quarterly meetings; and to the whole Board once a year during the first quarter.

Refugee Action's Safeguarding Manager supports the Senior Safeguarding Lead in ensuring that our safeguarding policy, procedures and strategy are effective and compliant with legislation, and by supporting and advising on specific concerns and incidents.

Remuneration policy for key management personnel

The board of trustees and the Senior Leadership Team (SLT) make up the key management personnel of the charity and are responsible for directing and controlling, running and operating the charity on a day-to-day basis.

Remunerations for all staff is governed by Refugee Action's Salary Policy which ensures that the charity:

- Pays a fair wage to all staff which is commensurate with the seniority and complexity of their role
- Provides a transparent means to evaluate positions
- Ensure that Refugee Action remains flexible and competitive.

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Refugee Action's salary scales are set using rates agreed by the National Joint Council for Local Government Services (NJC). The NJC comprises employer and trade union representatives who negotiate and agree local government pay scales and cost of living increases. These scales are widely used in the UK voluntary and community sector.

Scales consist of 11 salary bands, against which roles are assigned based on levels of complexity, responsibility, and accountability. New starters are generally appointed on the first spinal point of the band, and progress through the scale via annual increments.

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OUR IMPACT

Our impact against objectives

"We are now settled in our new home, living in safety, free from fear. We can look at the future with hope. To Refugee Action's supporters, we would say you are changing the lives of so many people with your support. All the advice we got from Refugee Action, all the support, it was amazing." Pablo, Honduras

Thanks to the support of our donors, funders, partners, and campaigners:

- More than 1,500 adults, and their families, in the asylum process have received critical support – defending their rights, reducing isolation, and increasing wellbeing.
- For two in three people supported through our asylum crisis service (67%) the support they received was transformational in securing accommodation, financial support and or access to legal representation.
- 80% of people supported through our Asylum Crisis services went on to receive a successful asylum claim.²
- Nine in 10 of the families we supported in one of our services felt more confident to navigate the asylum process, more connected to their community and hopeful towards the future because of our support
- Our Lift the Ban campaign secured huge forward momentum on the issue of right to work for people seeking asylum, winning three votes in the House of Lords and biggest Conservative rebellion in House of Commons
- 253 local and grassroots organisations were supported to build their capacity and expertise, with more than £888K distributed in grants, strengthening resources and services across the sector
- More than 370 refugees received high quality resettlement support from arrival in the UK, enabling them to begin to rebuild their lives in safety
- Over 600 people from Afghanistan were supported in temporary accommodation after the evacuation of Kabul in August 2021

² This is based on a sample of 50 people who were surveyed in August – September 2021, having been supported previously by our Asylum Crisis services.

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- More than half of our Board of Trustees is now made up of people with lived experience
- We supported 15 organisations to work towards setting up Expert by Experience programmes
- Spent £6.6 million to provide life changing support to people seeking safety, build expertise and capacity of local organisations across the sector and challenge the toxic and damaging policies threatening the UK asylum system.

Strategic objective one: Create a fairer and more effective asylum system, in which people access justice and avoid destitution

Services: Our 21/22 objective was to deliver services that defend rights and increase hope for people seeking asylum

"It was not only support, you saved my life. You saved me. I mean that. I was worthless, I had nothing on the street, I had nowhere to go. You saved me. I have now my own bed, I can cook. I have an address to go. I feel I am a human now."

Client support by our Asylum Crisis Service

In 2021/22, more than 1,500 adults, and their families, in the asylum process have received critical support – defending their rights, reducing isolation, and increasing wellbeing.

82% of clients from one of our services felt more hopeful for the future after being supported from Refugee Action, and 94% felt more connected to their community. Given the barriers that people face, and the fact that the system is un navigable without support, working with people as holistically as possible remains a key focus of our asylum services.

As well as the ordinary ways in which the asylum system presents extreme challenges for our clients, over the past year an additional and serious challenge arose. The Home Office decided to change to a new provider for the ASPEN payment cards that people in the support system use to access their cash support. This was catastrophic for many people who were left completely without access to their support because the Home Office and their contractors failed to safeguard them. This caused a huge surge in demand for our services.

We also continued to advocate for people who are given wholly inadequate accommodation which is filthy or unsafe; and where the accommodation provider is not taking appropriate action. This is often exacerbated by the fact that Migrant

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Help, who are contracted to act as a single point of contact for raising issues, do not pass on the case to the provider in a timely manner. Contingency accommodation continues to be used at scale, which sees people, including families with children, expected to live in accommodation that does not meet their needs for months at a time.

Our commitment to the people we support is not just that we advocate for them to access support and accommodation, but that the support offered is adequate to meet their needs and is in line with what they are entitled to. This is true of dispersal accommodation and of the contingency accommodation that the Home Office have increasingly been relying on, which continues to be chaotic; a source of additional stress for clients and increased workload for our services who must deal with longer delays in dispersals, increased relocation requests and a higher number of vulnerable clients, some with ongoing medical needs. To this end, we work through all possible advocacy avenues – whether escalation through the relationships with Home Office officials that we have carefully forged, using the appeals process, or through legal challenges – to challenge what is sometimes wholly inappropriate accommodation.

Over the last year we have remodelled our service to ensure we are working as holistically as possible and the need for this is clear in the presentations of our clients, many of whom are struggling with serious mental illnesses. Our referral data, as well as showing how we help people to access further destitution support, also shows that we are supporting people with much needed wellbeing and therapeutic referrals.

In October 2021, we completed our most thorough review of our Asylum Crisis service to date. The key findings demonstrated that, alongside homelessness, the key issue facing our clients is mental health. Three quarters (74%) of clients surveyed reported experiencing mental health issues as a result of being in the asylum system, and a further 14% reported some level of stress or anxiety linked to their asylum journey. Thankfully, 98% of clients said they felt supported and listened to by Refugee Action when asked.

"I was thinking about committing suicide...It was not only support, you saved my life. You saved me. I mean that. I was worthless, I had nothing on the street, I had nowhere to go. You saved me. I have now my own bed, I can cook. I have an address to go. I feel I am a human now."

"I want to say it like this. Sometimes when there is no sun in the sky, it is dark. Refugee Action for me was like the sun, helping me like the door or an open window, letting in the light – they were calling me, helping me about money,

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about the accommodation, very good advice. Every time I pray for people like Refugee Action. Charities helped me a lot, I never forget."

The pressure on services hit a new high in August 2021, and the months that followed, when the fall of Kabul led to an increase in people seeking safety from Afghanistan. Thanks to the huge generosity of our supporters, we were quickly able to scale up our services. We increased our Emergency Support Fund and we able to invest critical funding across our asylum services to ensure we had the resources to support people in the UK asylums system fleeing from Afghanistan.

In one way or another it seems that the asylum support system is always in some sort of crisis, and it is difficult to imagine what would happen to so many people if they did not have the support of these services.

Campaigns: Our 21/22 objectives were to:

- **Defend the principle of asylum, as Refugee Action and through our key role in the Asylum Reform Coalition campaign**
- **Secure right to work for people seeking asylum.**

"The asylum system doesn't just affect us as adults. It impacts our children too. They are also forced to live for years in conditions that no child should live in. We need to change this asylum system, not just for us, but for our children too, our future generations."

Mouhcine, Expert by Experience

Defending the principle of asylum

Last year, the Government announced its New Plan for Immigration and the Nationality & Borders Bill. This new plan represents the single greatest attack on the right to claim asylum that this country has ever seen and is being levelled against a system that is already overrun with injustice. Now, for the first time, how you arrive in the UK will be treated as more important than why. Those arriving outside the vanishingly rare 'official' routes, such as refugee resettlement schemes, will be treated as second-class refugees.

Most will be denied even the chance to claim asylum in the UK and face potential deportation. Those that do manage to secure refugee status in the UK will only be given temporary protection and will be reviewed for deportation at regular intervals. The Refugee Convention is completely undermined by this Act.

"We must remember that behind our numbers and the fateful journeys we go through, we are people who have dreams, identify ourselves as human beings who were once useful to ourselves and our communities and can still be." Jack, Expert by Experience who wrote [this article on the new Bill](#)

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The below details just a small selection of highlights of the work of our campaigns team who have been working doggedly over the past year to stand up for the rights of refugees.

In November, we launched our new campaign report, *All Punishment No Protection*, following a series of focus groups run by the Campaigns Team and EBE network. The report was promoted through an OpEd by Tim in Politics.co.uk, pick-up in Byline Times and through a series of videos explaining why we rebranded the Nationality & Borders Bill the 'Anti-Refugee Bill'. We were particularly pleased to see how our phrase 'punishment, not protection' was picked up by others, including Thangham Debonnaire MP, when she spoke to Sky News just two days after the launch of our report. The following day, we led Refugee Council, Freedom From Torture and One Strong Voice in jointly handing in petitions opposing the Bill, alongside RAS Voice representatives, handing the petitions in to Number 10. Together, the petition signatures totalled 179,166!

Following the crisis in Ukraine, we launched an emergency Email Your MP action that called on politicians to vote for amendments in the Bill (ahead of its return to the Commons later that month) that would reduce the harms of the legislation. This included calling for a global resettlement scheme to take in at least 10,000 refugees a year and scrapping Clause 11 that allows the Home Office to treat refugees differently based on how they arrive in the UK. This action was taken by almost 10,000 people – a record for Refugee Action. We used the same messaging as we spoke out in the media since the outbreak of the conflict, such as BBC, Times Radio and LBC.

In June, the Government announced that it was planning the first deportation flight to Rwanda in June. In response, we spoke out strongly in the media in the lead-up to the expected departure (for example, LBC News (23m 17s), Sky News and iNews) and published social media content highlighting the colonialism and racism inherent in the plans. We also worked with SNP MP Stuart McDonald to table an Urgent Question on the subject on the eve of the scheduled flight. Noting that the flight was scheduled to depart on the 5th anniversary of the Grenfell fire (14th June), we published an OpEd in the Independent (and published this Twitter thread) that made clear the links between the systemic racism exposed by the tragedy and underlining the new deportation policy. Our response was to be clear that everyone deserves to be safe.

Even after the Bill has passed, we continue to engage opposition parliamentarians with the Fight the Anti-Refugee Laws pledge, writing to all of them in the context of the first scheduled Rwanda deportation flight. So far: 36 MPs from across multiple opposition parties have signed the pledge, along with 2 peers; over 10,000 members of the public have also showed their support by signing the pledge; over 400 organisations have pledged to fight the #AntiRefugeeLaws.

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Throughout our campaigning over the past year we have continued to build on our expertise in supporting collaborative work across the sector, helping activities across the movement add up to be greater than the sum of its parts. This includes working as a member of the Asylum Reform Initiative to found Together With Refugees that mobilised members of the public up and down the country in response to the Anti-Refugee Bill, co-leading the Lift the Ban campaign with Asylum Matters and developing (again with Asylum Matters) the Fight the #AntiRefugeeLaws pledge that connects the refugee, women's, LGBTQI+, housing, human rights, union and international development movements.

Securing the right to work for people seeking asylum

We saw the Anti-Refugee Bill as an opportunity to increase momentum around the campaign to give people seeking asylum the right to work, using the parliamentary process to engage MPs and peers on the issue and secure commitments of support to capitalise on in the future. This involved:

- Launching new financial analysis showing that the Government would save £180.8m per year if they lifted the ban on people seeking asylum from working;
- Releasing new constituency polling that showed people in all constituencies across the country supported the policy and highlighting the results from each Cabinet member's constituency in particular. As part of this, we partnered with the Sunday Times to report on Dominic Raab's support for looking at this policy, alongside "at least three other members of the Cabinet, including the Business Secretary, Kwasi Kwarteng";
- Securing widespread and supportive media coverage across the political spectrum. In particular, we worked to raise the issue in Conservative outlets and with Conservative voices. For example, Rachel Johnson showed support on her LBC show and BBC Radio 2 with Jeremy Vine discussed the issue with Fraser Nelson, Editor of the Spectator (starts at 30:00 in);
- Capitalising on the political interest in labour shortages: working with the Recruitment and Employment Confederation and Association of Labour Providers on a supportive OpEd in The Times Red Box; securing a Financial Times article highlighting the wasted talents of people in the asylum system; and working with a group of cross-party MPs to publish an open letter calling for the ban to be "urgently lifted" to alleviate the UK's "recruitment crisis";
- Securing a letter of 66 Conservative MPs and Peers (including at least 27 MPs) to the Prime Minister calling for the ban to be lifted, covered in the Financial Times;
- In the lead up to key parliamentary votes, releasing: new financial analysis projecting that the Government will have lost £880 million as a result of the ban over the past decade by the end of 2022; and You Gov polling revealing 81% of the population believe the ban should be lifted;
- Mobilising partners and the public through engaging content highlighting the work of the coalition and the stories of people seeking asylum (here, here) to secure

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hundreds of people tweeting their MP on the morning of parliamentary votes and thousands to email their MP;

- Working closely with peers in the House of Lords, particularly Baroness Stroud (Con), to repeatedly table amendments on the right to work as part of the Anti-Refugee Bill's progress. Through this the campaign eventually won three votes in the House of Lords on the issue, with 11 Tory MPs voting in favour and 53 abstaining when the amendment went to the House of Commons. This was the biggest rebellion on the Bill and included political heavyweights, such as Father of the House Sir Peter Bottomley MP, Steve Baker MP and former Cabinet Ministers, such as Sir Robert Buckland MP and Andrew Mitchell MP. Even after the final defeat, Sir Robert Buckland wrote in CapX the next morning on why he will continue to support the campaign.

While we planned to use the passage of the Anti-Refugee Bill to raise awareness of our campaign to give people seeking asylum the right to work, we dramatically outperformed our original objectives. In addition to securing wins in the House of Lords, the issue was reported on positively and consistently across the whole media spectrum, from the Adam Smith Institute arguing the case on GB News to Polly Toynbee making an impassioned case in the Guardian. Furthermore, the 81% polling in support of the campaign demonstrated we have increased public support by 10% since 2018. Most significantly, in December 2021 the UK Government's own expert Migration Advisory Group called on the Home Secretary to lift the ban.

Good Practice & Partnerships: our 21/22 objective was to enable refugee and migrant organisations to support the communities they serve by adapting and become more resilient and sustainable.

"We hugely benefit from being able to network with other services, talk about best practice and understand what's on offer for our client group. Overall, this relationship has improved our referral mechanisms for clients and strengthened our internal knowledge about offering immigration advice." Jasmine Evans, Refugee Council

In 2021/22 we supported 268 organisations through the Good Practice & Partnerships Team (we describe an active organisation as one which either is accessing our networks and support regularly, has a partnership agreement with us or has accessed Frontline Immigration Advice Service within the last year).

To understand our impact, we sent out two surveys in this period asking organisations whether they felt they were being well supported. Of those that responded 86% reported that we were supporting them well or really well towards adapting and becoming more resilient and sustainable in the changing post-Covid context, including developing and sharing their legal advice and legal literacy services.

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At the beginning of the pandemic we established a microsite, a community workspace, a newsletter and a site which hosts our events. All these digital spaces and products continue to grow in terms of subscribers/ sign ups month on month since they were established:

- Our Meet Up group which hosts regular events including the Insight Hub now has 980 members in it from across the sector. We continue to host events and over this reporting period we have hosted 39 events through our meet up sites with at least 1,322 attendees at these events.
- Our Slack Community workspace has grown to have 421 members.
- We have now distributed 30 editions of our Good Practice and Partnerships Newsletter and have 512 subscribers.
- Our microsite is regularly updated with resources, tools and insights and has now had 21,194 users over its lifetime and those users having 37,761 sessions and viewing 74,686 pages – the most popular being guidance pages and the Frontline Immigration Advice Service pages

Spotlight on the Insight Hub: The Insight Hub acts as a sector-wide mechanism to gather insights on shared challenges, whilst offering a space for peer support and sharing of resources. There are 554 people on the Hub mailing list, which includes a range of stakeholders, such as sector organisations, funders and campaigners.

Over the past year, we produced seven Insight Hub bulletins based on a total of 325 survey responses, covering a wide range of key topics and themes.

The Bulletins are freely available on our Good Practice website and are shared widely across all our channels and networks. We encourage organisations to use the data and insights for their own work, such as to inform service adaptation, to strengthen funding proposals, and to support influencing work with local authorities.

In parallel to the Bulletin production process, we also hosted Hub calls after each Bulletin was produced, in order to explore the issues more deeply. On these calls, we invited organisations to share their experiences and resources, and hosted discussions around these challenges as a collective.

Between February 2022 – May 2022, we consulted with Hub organisations and funders to reflect on the impact and value of the Hub. The surveys, workshops and interviews all very clearly showed that the need for the Hub is staggering, and that it plays a leading role in strengthening the cohesion of the sector.

Other key findings include:

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- The Hub is the first network of its kind in the sector. With Covid-19, conditions were ripe for a space to share experiences, learn and find solidarity with one another. It generates data while remaining agile and iterative.
- Sector organisations and funders value the Hub, the data it generates and the conversations and connections it facilitates. Overall, 83% of organisational respondents feel that their time invested in the Hub is worthwhile and 66% of funders use the Hub data in their work.
- There is huge appetite from Hub members to continue the Hub and to move from insight to action. 75% of respondents said that the Hub has the potential to open up new relationships with others and they would like this continued opportunity to collaborate.

"The insight bulletins have been very useful in helping us consider what are the issues affecting our client base and therefore what we should be considering in delivering our services over the course of the pandemic." Kerry Smith, Helen Bamber Foundation/Asylum Aid

Strategic objective two: Substantial improvements in services and outcomes for people in three areas or regions due to joined up holistic approach by charities, local and regional government

Services: Our 21/22 objective was to increase in regional/ local service collaboration in Greater Manchester and West Yorkshire.

"I think being involved in Step Change has helped develop my confidence to think outside the box a bit more and drive things forward. It's also always beneficial to meet and share with other organisations working in the sector locally and nationally, to share the joys and challenges as well as learning together." Ros Holland, The Boaz Trust

We asked ourselves and partner organisations: how can we ensure that the way support services for refugees and people seeking asylum fit together enhance the support available for people to become 'more than the sum of its parts'? We worked with partner charities in regions across the UK to improve local coordination and empower people with lived experience to shape the services they need in their region.

Greater Manchester: The Step Change Consortium has been successfully mobilised in Greater Manchester and now has 11 members. the programme improves local coordination and empowers people with lived experience to shape the services they need in their region.

Key achievements and learning during 21/22 have been:

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- Partnership organisations coming together to respond to the Afghan Crisis: coordination and delivery of Afghan response donations and activities support across Manchester;
- 2,448 people seeking asylum have been assisted to secure housing, benefits, or entitlements through the programme, with over 70% successfully securing housing and benefits.
- The establishment of the Expert by Experience group, GREAT, which now has 12 members, joined-up advocacy including 11 significant campaigning moments;
- 100% of organisations reporting better coordination and collaboration across the Consortium.

West Yorkshire: We have continued the brilliant Community of Practice in West Yorkshire, which we trialled the previous year as described in last year's report. These are groups of organisations set up locally to bring together stakeholders involved in the delivery of immigration advice and support to refugees to create better local safety nets for the use of resources such as legal aid and to act early on in the asylum process. Over the past year, this Community of Practice has met four times, with a total of 34 local stakeholders.

Through the relationship with Clifford Chance and this Community of Practice, designed to create COI reports for the whole community (as described in last year's report), we were able to mobilise the Afghanistan COI Repository in partnership with ARC, Asylors and Clifford Chance in response to the crisis in Afghanistan. This is their biggest collaborative undertaking yet which lead to further funding and projects.

Other regions: We are now developing a Community of Practice in Hampshire that we piloted early in the year and will be setting one up in London. The Frontline Immigration Advice Project is supporting organisations across Newham to build legal advice capacity across the Borough as part of the Migrant Community Action Plan which is a project involving the council and VCS partners. Newham has a large immigrant population with high levels of deprivation and poor health and a large number of people needing access to immigration advice who need to be supported locally.

"Refugee Action is playing a vital role in our overall community action plan. We aim to create as much immigration legal knowledge and capacity on the streets of, say, Manor Park and Plaistow, as we can... to empty the food banks. We don't want to be a borough of food banks. We want to be a borough of solutions." Phil Veasey, Public Health Consultant

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Strategic objective three – Maintain and increase the number of refugees resettled to the UK, living in safety and successfully rebuilding their lives

Resettlement support: Our 21/22 objective was to continue to provide high quality resettlement support at scale; diversify our service offer and provide commissioned integration activity more broadly.

Our resettlement and integration services ensure that refugees access support to housing, health, and education. We tailor support based on the need of each individual refugee and empower them to make informed choices to rebuild their lives in the UK. We have seen two of the greatest refugee crises of our time in the space of one year. As a result, our resettlement team needed to respond at scale and at rapid pace to meet the urgent needs of refugees on their arrival to the UK. Between 2021-2022 we supported 1,549 refugees – a record for Refugee Action.

Welcoming evacuees from Afghanistan at the airport

Refugee Action staff were part of the emergency response workers who supported newly arrived Afghan refugees at Birmingham airport. The team carried out basic welfare checks ensuring that refugees had necessary provisions such as a warm blanket and directed them to onsite medical assistance where it was needed. Their presence offered a sense of safety and a friendly welcome to the refugees.

Supporting Afghans in hotels

Alongside our mainstream resettlement services, we have also been working with over 600 Afghan evacuees still stuck in hotels waiting for permanent accommodation. It has been an incredibly challenging time for Refugee Action staff working in the hotels. There are a very high number of safeguarding cases, a visible deterioration in people's mental health the longer they are in hotels, and in some cases even hunger strikes. However, there have also been some extremely positive moments thanks to Refugee Action's work.

- *Celebrating and encouraging female empowerment:* In the first quarter of 2022, over 50 sessions were run specifically for Afghan women in the hotels, which also included some sessions for mothers and babies. The sessions have included: advice on health and wellbeing; yoga classes; English language classes; knitting and crafts sessions; and empowerment, which was particularly celebrated around International Women's Day. We have also supported women to apply for their DBS check and apply for work. Two of the women we have supported are now working as teaching assistants in a local college, thanks to our help. One woman said: "This is first time to have the opportunity in life to talk about issues affecting women and being listened to."

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- *Supporting children to integrate:* Alongside Refugee Action's casework with children to address significant safeguarding concerns, a prime focus for the staff working in hotels was getting children into schools and running other activities in the hotel to begin their integration. We have seen children who were withdrawn and untrusting come out of their shells and become happy, confident, and playful children once more.
- *Empowering young people:* Refugee Action also organised for 30 16-25-year-olds to visit a university. They took part in lectures, question and answer sessions, and information about funding and access to university. Some of the direct comments from young people about the experience included: *"It was a new and outstanding experience"; "I was able to talk with other students"; "I was shocked by the mixed culture"; "I feel very privileged and grateful to be invited"*. This visit had a hugely positive impact for all involved regarding their wellbeing. They felt less anxious about not knowing what the future holds. Some reported they felt they were starting to integrate better in the local area around their hotels as they have familiarised themselves with activities available in the community.

Our response to the Ukraine crisis

Our immediate response to the Ukrainian crisis involved a lot of private advocacy with various government departments – Department for Levelling Up, Housing and Communities, Department for Health and Social Care and the Home Office. We have 40 years of expertise in refugee resettlement and so we pushed hard to be in these conversations and advocate for refugees coming to the UK.

In the first few weeks following the crisis, we also began supporting six children with cancer and their families who arrived in the UK from Ukraine for treatment. We worked with the parents to ensure they were comfortable, advocated for their status in the UK to be changed to allow them to have a dignified life (they were originally only granted six months which was causing a great deal of worry for the parents). We supported them to apply for benefits, bank accounts and know their local areas. We continue to give them ongoing integration support.

With the launch of the Homes for Ukraine scheme, Refugee Action is now providing the wraparound care for refugees arriving into the regions in which we work for a 12 month period. Our role will be supporting the move-on period as refugees leave their host families and access longer-term accommodation. We will help people get set up in their new homes and signpost them to relevant services in their community.

Afghan emergency appeal – enabling our rapid and urgent response

In response to these two crises, we have had to greatly scale the Refugee Action resettlement team. During Covid-19, the Home Office effectively stopped all resettlement

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work and many of our team were on furlough or made redundant – in April 2021, we had just two Managers and three Caseworkers. By the end of the financial year, we had a team of more than 50. While much of our staffing costs are covered through Local Authority funding, the speed, scale, and effectiveness of our response was only possible thanks to the overwhelming generosity of our supporters responding to our Afghan emergency appeal in August 2021. This enabled us to increase our capacity to immediately to provide 24/7 support at the airport and then wraparound care to the thousands of people in hotels, as well as in urgent advocacy around the resettlement of people fleeing Afghanistan. Crucially it meant we could act immediately – responding to needs as they arose, rather than waiting for statutory funding and contracts to be agreed.

Campaigns: Our 21/22 objective was to secure strong new government commitment to resettlement

In July 2021, we launched a new campaign to get the Government to #CommitToResettlement. The campaign is calling on the Government to commit to resettle 10,000 refugees per year. As part of the launch we released [this video](#) and worked with [Yaghoub](#) and [Saharo](#) to tell their stories of why resettlement matters. We were also quoted in [The Independent](#) following the Government announcement of a work-visa scheme masquerading as refugee resettlement.

Over the past year, we have continued to call for the Government to commit to a global resettlement scheme, including signing a letter with others in the Asylum Reform Initiative calling for the Government to resettle at least 10,000 refugees a year that was placed in The Times. We repeated the call for safe routes in statements made to the [Independent](#) and [iNews](#), calling Ministers' "dawdling" over the details of its Afghan resettlement scheme "indefensible".

Strategic objective four: Substantial increase in quantity and quality of English language provision & support to overcome barriers to employment, enabling all refugees to realise their potential and integrate successfully.

Services: Our 21/22 objective was for refugees make progress towards their employment goals either through direct provision of employment support or through collaboration with, and referrals into, existing programmes run by partners.

"Working is what's important in life. When you work, you are active. Your emotions and body wake up. It gives you hope. Having a job would make me proud of myself, I could support my kids, my mum. I could help feed them. This would help me sleep at night. I would start to focus on what I can do next." Aamiina, client on the

Pathways to Employment project

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We have run small-scale face-to-face pre-employability projects regionally in our past but this January we launched a new digital pre-employability programme Pathways to Employment. Using everything we've learnt from our transition to working remotely over the pandemic, we chose to launch an entirely digital version of this project because it removes any geographical barriers faced in the past; grows the number of participants that can benefit; and is a cost-effective upscaling of a current project.

The project involves a series of online 8-week courses to introduce refugees to the UK job market; provide expertise on the functional English language needed; support them to plan their employment journey; set targets and complete practical tasks to achieve them. We also provide mentor matches working with volunteers from industries appropriate to the individual aspirations of the refugees.

Since the project began in January:

- 57 people have received support and mentorship
- 9 people have been supported in accessing university courses
- 8 clients have secured a job or internship
- 35 clients have secured a voluntary position (likely due to their refugee status not allowing them to access paid work)
- 100% of clients reported improved confidence in searching for work: *"The course is excellent and varied with useful information and the important thing is there are people like Emily to implement the project, a lot of moral support and follow up."*

Refugee Action is a well-respected organisation, both across the sector and outside the sector. Whilst we have only just launched a small-scale version of the project, it has already gained traction as an impactful and transformational programme. The Department for Work and Pensions mailed every refugee in the country about our service on the 8 March and by the end of the day we had already received five emails from different job centres who want to refer refugees into the next programme. The same day we received a call from the NHS North-West lead who wants to work with us to set up job placements to fill their thousands of vacancies. The project has huge scope to grow and create transformational change for refugees across the UK.

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Strategic objective five: Shift power to refugees and people seeking asylum to influence both our work and decisions made by government and increase refugee representation in our staff and board.

Our 21/22 objective was to continue to shift power to refugees and people seeking asylum, including by increasing the influence of the national steering group in significant decisions

'We stick together as a family and help other people widely from this platform. My ideas are appreciated and that gives me power and encourages me.' Member of Refugee Action's Expert by Experience network

Refugee Action's journey to shift power to those with lived experience began with the RAS Voice group (Refugee and Asylum Seekers Voice), a group which influences our campaigning, in 2016. At the end of 2021, this process reached a significant milestone when Refugee Action created a new Department (Experts by Experience & Partnerships) and recruited a Head of Experts by Experience & Partnerships (Mohamed Omar) who started in January 2022. The Experts by Experience Manager and Experts by Experience Campaigns Co-ordinator subsequently moved from the Campaigns Department into the Experts by Experience & Partnerships Department, although the links to the Campaigns Team remain strong:

Refugee Action's Expert by Experience Steering Group was set up in August 2020 with the aim of influencing and steering Refugee Action's overall strategy and annual plans. Over the last year, the group met with the Chief Executive and SLT members quarterly to steer the current year's plan and to develop a set of recommendations for the 2022/23 annual plan, which were then included in the plan. Members of the Expert by Experience Steering Group also took part in the recruitment of two senior roles in the charity (Chief Executive and Head of EBE & Partnerships).

Over the last year, the Chair of the EBE Steering Group was Cathy Lebadou; and the Vice-Chair was Mary Njoroge. They both also became Trustees of Refugee Action in October 2022, as we aimed to create a development pathway for people with lived experience to create increased influence. At the end of 2022/23, they both stepped down as Chair and Vice Chair of the EBE Steering group. Refugee Action thanks them both for their incredible input into Refugee Action as part of the steering group since its inception. They were replaced for the new year by Mercy Okpebholo Ray as Chair and Steven Shyaka as Vice Chair.

Our Board is now made up of 60% of people with lived experience and our staff numbers with lived experience have increased from 20 to 25% in 2021/22 – a 25% increase.

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Whilst this is a positive increase, we believe we can do better and are currently looking at our ringfencing policy for future roles.

Refugee Action's Expert by Experience groups

'It is important to involve people with lived experience in campaigning. We need to decide on the method of campaigning. We can do this through art, marching, media work. We need to go out more and keep our voices heard.'

We now have Expert by Experiences groups across the charity working across a variety of departments and regions. This includes:

- **RAS Voice:**
 - Supported by Refugee Action, this campaigning group of people with lived experience of the asylum system amplify and humanise voices through advocating for a fair refugee protection system in the UK.
 - They have influenced and shaped Refugee Action's Lift the Ban, Asylum support campaigns
 - In summer 2021 RAS Voice held with other EBE led organisations, an event called the People with Lived Experience Virtual Rally which saw more than 100 people with lived experience attending to discuss the new Borders Bill.
 - RAS Voice have become a credible commentator on Expert by Experience rights in the sector working in collaboration with local and national groups such as One Strong Voice (including handing in the #AntiRefugeeBill petition in Downing Street in November 2021).
- **BRAVE:**
 - This Bradford based group have influenced the [Welcome to Bradford website](#) which aims to sign post newly arrived asylum seekers into Bradford.
 - They also presented during the Refugee Week 2021 a piece of Artwork completed on the theme of "We cannot walk alone" which was followed by an online creative craft session for the local people in Bradford.

Shifting power across the sector

Through our partnerships and collaboration with partners we are also committed to shifting power more widely across the refugee, asylum and migration support sector.

This year we supported 15 organisations to work towards setting up Expert by Experience programmes and we set up a co-production network because of this work which met quarterly with a total of 116 attendees from across the sector.

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We also set up an Expert by Experience Action Group to develop and create guidance on facilitating work with Expert by Experience groups and diversifying trustee boards. And as part of the Greater Manchester Step Change Consortium, Manchester Refugee Support Network were contracted to set up a cross-Consortium Expert by Experience group called GREAT to shape the work of the sector across Greater Manchester

Developing career pathways for people from a refugee background

Our aim for the year was to “explore, develop and roll-out a long-term plan for increasing refugee employment at all levels of Refugee Action and to achieve a small increase over the next year.”

During the last year, the number of people Refugee Action employs who have lived experience of being a refugee increased from 20% to 25%. We also increased the number of people on our Senior Leadership Team with lived experience of being a refugee having created the new Head of Experts by Experience and Partnerships role.

To develop the longer-term plan, we carried out a series of sessions run by the consultant Angie Bangbose involving members of the Anti-Racism Working Group and the Expert by Experience Steering Group to look at barriers to employment for refugees within Refugee Action. This resulted in a report and a decision to set up a Refugee Employment taskforce with membership from across the charity. The taskforce will launch in 2023 and will review, through an anti-racist lens, job design across the charity, decision-making by recruitment panels and how to improve support for job applicants from a refugee background. Alongside this, we will also create lived-experience-only application processes.

Journey to become a truly anti-racist charity

As well as the key priority of developing career pathways for people with lived experience, we developed our anti-racism strategy in other ways. This involved continued close working between the Anti-Racism Working Group, made up of staff with racialised and minoritized identities, and the SLT.

The new SLT role, Head of Experts by Experience and Partnerships, has been tasked with taking a cross-cutting lead on Refugee Action's anti-racism work. We were more explicit in our external communications around how racism and structural racism impacts on the experiences that refugees and people seeking asylum have in the UK.

This included an opinion piece in Politics.co.uk identifying how the current asylum accommodation system is rooted in structural racism. It also included identifying

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how the war in Ukraine created a refugee crisis that was shaped by structurally racist views (from television reporters saying that Kyiv “isn’t Iraq or Afghanistan”), African residents of Ukraine being turned back at borders and the UK welcoming Ukrainian refugees whilst pushing legislation through Parliament that demonises and reduces the rights of refugees fleeing other wars, persecution, and human rights abuses.

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LOOKING AHEAD – PLANS FOR 2022/23

We move into 2022/23 following one of the most turbulent years in our 40-year history, a year that witnessed the rights of refugees further eroded, with the Nationality and Borders Act about to pass as the year closed. The new year will present as many challenges as the last, if not more. While the context we work in continues to test us, we are fuelled by hope and our shared vision of a UK where refugees are welcomed and live free from poverty and injustice.

Despite the extremely challenging and hostile context, there are reasons to be hopeful:

- Public support and understanding around refugee protection has never been higher; 200,000 people signed up to offer Ukrainian refugees their homes and rooms; and polling suggests that 8% of the UK population would do this for refugees from anywhere. Charities, networks, and individuals are mobilising to fight back against the erosion of refugee rights.
- There is a great opportunity, as well as interest and support, to look at how power works within the refugee support sector and to create deliberate proactive strategies to shift power to people with lived experience of being a refugee.
- And collaboration across the refugee support sector continues to grow across service delivery and campaigning.

The Objectives and KPIs for our work for 2022/23 are below. These cover our plans for our external-facing work only.

Please note, we have merged strategic objectives 1 and 2; and have also merged strategic objectives 3 and 4. So for 2022/23, we now have three main objectives in what is the final year of our current strategy.

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2022-23 Objectives	2022-23 KPIs
19-23 OBJECTIVE 1: A fair and effective asylum system, in which people access justice and avoid destitution	
Asylum Services: Deliver services that defend rights and increase hope	70% of people we work with experience one or more of the following: rights have been defended; become less isolated; increase their well-being and sense of belonging; contribute their experiences to highlight flaws in the system
Campaigns: Develop public, political and media narrative that the new Nationality & Borders Act laws are “anti-refugee” and mobilise supporters and politicians (particularly Labour) to act in support of an alternative vision of refugee protection	Measurable cut-through in political & media narrative that new laws are “anti-refugee” with opposition support to repeal laws; and vision for refugee protection with cross-sector allies (eg climate movement, housing) developed
Good Practice and Partnerships: Work with refugee and migrant organisations to increase their ability to support the communities they serve and shift power to those with lived experience	250 organisations supported, of whom 100 report increased ability to support the communities they serve with 20 of those reporting taking steps towards shifting power to those with lived experience
19-23 OBJECTIVE 2: Maintain and increase the number of refugees resettled to the UK, living in safety, and successfully rebuilding their lives	
The people we work with will progress in their integration journey	80% of overall cohort made progress in their integration journey
19-23 OBJECTIVE 3: Shift power to refugees and people seeking asylum to influence both our work and decisions made by government and increase refugee representation in our staff and board.	
Shifting power culture change: Staff, volunteers, trustees & EBE members go through transformative ‘learning journey’ focussing on power, race, intersectionality, allyship, accountability, history of migration and decolonisation; and identify priority longer term changes in culture, structure and behaviour	Staff, volunteers, trustees & EBE members report positive changes in culture, structure, and behaviour; and priority longer term changes in culture, structure and behaviour identified (measured via staff survey).
Expert by Experience Network: Build the confidence across the whole network to feel they can	60% of EBE Network members report that they feel they can challenge

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challenge Refugee Action colleagues and have increased influence over Refugee Action activities	Refugee Action colleagues and influence Refugee Action activities.
Career pathways: Significantly increase the % of staff at all levels who have refugee lived experience	Aspirational target of at least 50% of staff at each grade having refugee lived experience (to be a longer-term target across 2-3 years); and methods to achieve this tested, implemented & communicated internally & externally
Create spaces for continuous reflection on how we become a fully anti-racist charity	Significant progress made towards becoming a fully anti-racist charity, with measurement framework in place and Anti-racism Working Group growing, thriving & increasing its influence

REFUGEE ACTION ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

Thank you to our supporters and partners

We achieve nothing alone. Everything we do at Refugee Action, and the difference we make, is the result of the support we receive and those with whom we collaborate.

Our funders and donors

Many thanks to the trusts, foundations, companies and individuals who have made significant grants this year to support our work including those who wish to remain anonymous:

Local authorities:

- Birmingham City Council
- Bradford District and Craven Clinical Commissioning Group
- City of Bradford Metropolitan District Council
- Herefordshire County Council
- Liverpool City Council
- London Borough of Islington
- Shropshire County Council
- Solihull Metropolitan Borough Council
- St Helens Council
- Staffordshire County Council
- Wirral Council
- Worcestershire County Council

Funders and donors:

- Comic Relief
- Paul Hamlyn Foundation
- The Esmée Fairbairn Foundation
- Unbound Philanthropy
- Trust for London
- AB Charitable Trust
- The Legal Education Fund
- Bell Foundation
- Barrow Cadbury Trust
- The National Lottery Community Fund
- Joseph Rowntree Charitable Trust
- The Segelman Trust

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- Airbnb.org
- Broken Paradise Ltd
- Co-op Foundation
- Dennis Toye
- Donors to our Radio 4 Appeal
- Gilead Sciences Ltd
- Greenwood Place
- Harriet Truscott
- Jonathan and Mary Scherer
- JUSACA Charitable Trust
- P2G LLP
- Sandy Maudgil
- The Calypso Browning Trust
- The Jongen Charitable Trust
- Yorkshire Building Society Charitable Foundation

Services, Campaigns and Good Practice and Partnerships partners

Thank you also to every organisation with whom we have partnered and collaborated with on our Services, Campaigns and Good Practice & Partnerships work:

- Abigail Housing
- ASHA
- Action Foundation
- ARC
- Asylos
- Asylum Link
- Asylum Matters
- Asylum Support Appeals Project
- AVID
- Baobab
- Beacon Bradford
- Bethel Project
- Black Country Women's Aid
- Birmingham City Council
- Boaz Trust
- Bolton CVS
- Booth Centre
- Bradford City of Sanctuary
- Bradford Rape Crisis

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- BRASS
- Bristol Hospitality Network
- Bristol Refugee Rights
- British Future
- British Red Cross
- Brushstrokes
- Capital of Cycling
- CARAG
- CARAS
- CAST
- Central England Law Centre
- Clifford Chance
- Coram Children's Centre
- Coventry Refugee & Migrant Centre
- Croydon Young Refugees Forum
- DASH
- Deighton Pierce Glynn
- DLA Piper
- Doctors of the World
- Eagles Wing
- Fatima House
- First Choice Homes Oldham
- Freedom from Torture
- George House Trust
- GMIAU
- Heart & Parcel
- Helen Bamber Foundation
- Home Manchester
- Hope Projects
- Joining Communities Together
- Lewisham Refugee and Migrant Network
- Manchester City of Sanctuary
- Manchester Refugee Support Network (MRSN)
- Micro Rainbow
- Migration Exchange
- MIN Voices
- NACCOM
- Nechells POD
- Nottingham and Nottinghamshire Refugee Forum
- PAFRAS

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- Paiwand
- Peace House
- Plymouth Hope
- Praxis
- Rainbow Haven
- Refugee and Migrant Centre (RMC)
- Refugee Council
- Refugee Support Devon and Cornwall
- Refugee Women Connect
- Restore
- Revive
- Safe Passage
- Sanctus
- Scottish Refugee Council
- Sheffield City of Sanctuary
- SHINE West Bowling
- SIDE Labs
- Solace
- Solidaritech
- Southwark Day Centre for Asylum Seekers
- Southwark Refugee Communities Forum
- Spring Housing Association
- St Augustine's Centre
- St Chad's Centre
- St Margaret's Church
- St Peters Centre
- Stockport Homes Group
- Stoke on Trent & North Staffordshire CAB
- SWAP Wigan
- The Gateway Education & Arts Centre
- The Hive
- The Huddersfield Mission
- The Migrants' Law Project
- Voices Network
- Welsh Refugee Council
- West Midlands Regional Strategic Migration Partnership (RSMP)
- Wharfedale Refugee Volunteer Group
- Wolverhampton RMC
- The Yorkshire Dales Millennium Trust
- Young Roots

**REFUGEE ACTION
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Statement of trustees' responsibilities

The trustees (who are the directors of Refugee Action for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources: including the income and expenditure of the charitable company for the year. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the detection and prevention of fraud and other irregularities.

Statement of disclosure of information to auditors

There is no relevant audit information of which the charitable company's auditor is unaware.

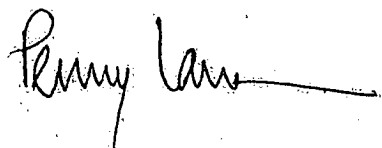
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information, and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Haysmacintyre LLP were appointed as auditors during the year. Haysmacintyre LLP has indicated its willingness to continue in office.

**REFUGEE ACTION
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

This report was approved by the Board of Trustees on 26 October 2021 and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'Penny Lawrence', with a long horizontal stroke extending to the right.

Penny Lawrence

Chair of the Board of Trustees

**REFUGEE ACTION
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

**4. INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF REFUGEE
ACTION FOR THE YEAR ENDED 31 MARCH 2022**

Opinion

We have audited the financial statements of Refugee Action for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of the charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

**REFUGEE ACTION
ANNUAL REPORT AND FINANCIAL STATEMENTS
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Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Welcome from the Board Chair, the Welcome from the Chief Executive and the Trustees' Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report (which includes the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the Trustees' Annual Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (which incorporates the directors' report).

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charitable company; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or

REFUGEE ACTION ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement set out on page 45, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charitable company and the sector in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to regulatory requirements of the Charity Commission, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Act 2011, Companies Act 2006 and payroll taxes.

We evaluated management's opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to posting inappropriate journal entries and management bias in certain accounting estimates and judgements such as the income recognition policy

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applied to grant income. Audit procedures performed by the engagement team included:

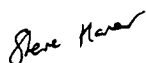
- Inspecting correspondence with appropriate regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Review of minutes of meetings to identify expected material amounts of voluntary income;
- Identifying and testing journals, in particular journal entries posted with unusual account combinations, postings by unusual users or with unusual descriptions; and
- Challenging assumptions and judgements made by management in their critical accounting estimates, including review of how grant income has been recognised at the year end.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Steven Harper (Senior Statutory Auditor)

10 Queen Street Place

For and on behalf of Haysmacintyre LLP, Statutory Auditors

London

Date: 12 December 2022

EC4R 1AG

**REFUGEE ACTION
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

5. STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Restricted Funds £'000	Unres- tricted Funds £'000	Total 2022 £'000
INCOME FROM:				
Donations	2	177	2,744	2,921
Investment and other income		-	1	1
<i>Charitable activities</i>	3	4,867	-	4,867
TOTAL (Total Income)		5,044	2,745	7,789
EXPENDITURE ON:				
<i>Raising funds:</i>		-	1,073	1,073
<i>Charitable activities:</i>				
Asylum advice and community development services		4,370	678	5,048
Regrants to other institutions				0
Campaigns		279	240	519
TOTAL (Total expenditure)	5	4,649	1,991	6,640
NET INCOME/(EXPENDITURE)		395	754	1,149
Transfers between funds		-	-	-
NET MOVEMENT IN FUNDS FOR YEAR		395	754	1,149
TOTAL FUNDS AT START OF YEAR		1,397	2,378	3,775
TOTAL FUNDS AT END OF YEAR		1,792	3,132	4,924

NOTES

Details of movements in restricted funds are given in Note 12.

The notes on pages 55 to 75 form part of these financial statements.

All income and expenditure derive from continuing activities.

**REFUGEE ACTION
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

**STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND
EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Restricted funds £'000	Unrestricted funds £'000	Total 2021 £'000
INCOME FROM:				
Donations	2	432	1,467	1,899
Investment and other income		-	1	1
<i>Charitable activities</i>	3	6,899	-	6,899
TOTAL (Total Income)		7,331	1,468	8,799
EXPENDITURE ON:				
<i>Raising funds:</i>		-	938	938
<i>Charitable activities:</i>				
AVR - Choices		-	-	-
Asylum advice and community development services		4,799	33	4,832
Regrants to other institutions		2,272	-	2,272
Campaigns		277	219	496
TOTAL (Total expenditure)		7,348	1,190	8,538
NET INCOME/(EXPENDITURE)		(17)	278	261
Transfers between funds		-	-	-
NET MOVEMENT IN FUNDS FOR YEAR		(17)	278	261
TOTAL FUNDS AT START OF YEAR		1,414	2,100	3,514
TOTAL FUNDS AT END OF YEAR		1,397	2,378	3,775

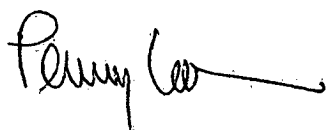
REFUGEE ACTION
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

BALANCE SHEET

Registered company number: 01593454

	Note	2022 £'000	2022 £'000	2021 £'000	2021 £'000
FIXED ASSETS					
Tangible fixed assets	8				15
CURRENT ASSETS					
Debtors	9	1,560		1,505	
Cash at bank and in hand		4,242		2,942	
		<u>5,802</u>		<u>4,447</u>	
CREDITORS: amounts falling due within one year	10	<u>(878)</u>		<u>(687)</u>	
NET CURRENT ASSETS			4,924		3,760
TOTAL ASSETS LESS CURRENT LIABILITIES					
CREDITORS: amounts falling more than one year					
NET ASSETS	12		<u>4,924</u>		<u>3,775</u>
CHARITY FUNDS					
Restricted funds	12		1,792		1,397
Unrestricted funds:					
General Fund	12		2,476		1,597
Designated funds	12		656		781
			<u>4,924</u>		<u>3,775</u>

The financial statements were approved, and authorised for issue, by the Trustees on 15 November 2022 and signed on their behalf by:



Penny Lawrence

Chair of the Board of Trustees

The notes on pages 55 to 75 form part of these financial statements.

**REFUGEE ACTION
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022**

	2022 £'000	2021 £'000
Cash flows from operating activities:		
Net cash provided by (used in) operating activities	1,299	1,432
Cash flows from investing activities		
(See reconciliation below):		
Dividends, interest and rents from investments	1	1
Net cash provided by (used in) investing activities	1	1
Change in cash and cash equivalents in reporting period	1,300	1,433
Cash and cash equivalents at the beginning of the reporting period	2,942	1,509
Cash and cash equivalents at the end of the reporting period	4,242	2,942
Reconciliation of net movement in funds to net cash flow from operating activities		
	2022 £'000	2021 £'000
Net movement in funds for the reporting period (as per the statement of financial activities)	1,149	261
Adjustment for:		
Depreciation charges	15	20
Dividends, interest and rents from investments	(1)	(1)
(Increase)/decrease in debtors	(55)	1,223
Increase/(decrease) in creditors	191	(71)
Net cash provided by (used in) operating activities	1,299	1,432

The notes on pages 55 to 75 form part of these financial statements.

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1. ACCOUNTING POLICIES

1.1 Basis of preparation under FRS 102 SORP 2019

The Financial Statements of the Charity, have been prepared under the historical cost convention in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland (FRS 102), the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)), the Charities Act 2011 and the Companies Act 2006.

The Charity constitutes a public benefit entity as defined by FRS 102. The financial statements are prepared in sterling which is the functional currency of the Charity and rounded to the nearest £1,000.

1.2 Going concern

The trustees assess whether the use of the going concern assumption is appropriate, i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the Charity to continue as a going concern. The trustees make this assessment in respect of the foreseeable future, which the trustees consider to be a period of at least one year from the date of authorisation for issue of the financial statements, and have concluded that the Charity has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the Charity's ability to continue as a going concern, thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Company status

Refugee Action is a company limited by guarantee in the United Kingdom. The members of the company are the trustees named on page 3. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The address of the registered office is given in the charity information on page 3 of these financial statements.

The nature of the Charity's operations and principal activities are to provide aid to refugees and asylum seekers, to promote the development of refugee communities, to improve access to employment and enhance opportunities for refugees and asylum seekers, and to raise awareness of refugee issues, influence policy and campaign for refugee rights.

1.4 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objects of the Charity and which have not been designated for other purposes.

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
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Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The cost of administering such funds is charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.5 Income

All income is included in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy and that receipt of the funds is probable. The following specific policies are applied to particular categories of income.

- Donations and legacies are included in full in the Statement of Financial Activities when probable. Grants, where entitlement is not conditional on the delivery of specific performance by the Charity, are recognised when the Charity becomes unconditionally entitled to the grant.
- The value of services provided by general volunteers has not been included in the accounts.
- Income from contracts and grants, where related to performance and specific deliverables, are recognised as the Charity earns the right to consideration by its performance.

Income tax recoverable in relation to donations received under Gift Aid is recognised at the time of the donation.

The Charity receives government grants in respect of Refugee Resettlement projects. Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred until entitlement is met.

1.6 Expenditure

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources. In particular office costs and support costs (which include governance costs) have been allocated on the basis of the number of staff working in offices on different functions.

Fundraising costs are those incurred in seeking donations and legacies. Campaigns costs are those costs incurred to secure practical changes by government that benefit asylum seekers and refugees, and to broaden and deepen public and political support for refugees. Support costs are those costs incurred in support of expenditure on the objects of the Charity and include the functions of Chief Executive's office, Finance,

REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

Human Resources and Information Technology teams. Governance costs included as part of support costs are those associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to the strategic management of the Charity. Irrecoverable VAT is charged as an expense against the activities for which expenditure arose.

1.7 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, in a straight line over their expected useful lives as follows:

Furniture, fittings and equipment	- 5 years
Computer equipment	- 4 years
Leasehold improvements	- Over the period of the lease

All fixed assets costing more than £1,000 are capitalised.

1.8 Debtors receivable and creditors payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure

1.9 Cash at Bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.10 Liabilities and provisions

Liabilities are recognised when there is a present obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

1.11 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1.12 Employee benefits

When employees have rendered service to the Charity, short-term employee benefits to which the employees are entitled are recognised at the undiscovered amount expected to be paid in exchange for that service. Termination benefits, including redundancy costs, are recognised when the company has an obligation to pay the benefits and they can be measured reliably

1.13 Pensions

Refugee Action has a group personal pension plan with Royal London (see note 14). The Royal London plan is a defined contribution scheme and contributions are recognised in the period in which they relate.

The pension charge for the year comprises the amount payable by the Charity to Royal London scheme and to employees' individual pension schemes where they are not part of the Royal London schemes in the year.

1.14 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value. This is detailed in Note 15.

1.15 Taxation

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a Charitable Company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

1.16 Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1.17 Foreign currencies

Transactions in foreign currencies are recorded at the rate ruling at the date of the transaction. Monetary assets and liabilities are retranslated at the rate of exchange ruling at the balance sheet date. All differences are taken to the SOFA.

2. DONATIONS

	Restricted Funds £'000	Unrestricted Funds £'000	Total 2022 £'000
Donations from the public	<u>177</u>	<u>2,744</u>	<u>2,921</u>
	<u>177</u>	<u>2,744</u>	<u>2,921</u>

The restricted income was received from Segelman Trust (£50k) and the balance from others.

Year ending 31st March 2021

	Restricted Funds £'000	Unrestricted Funds £'000	Total 2021 £'000
Donations from the public	<u>432</u>	<u>1,467</u>	<u>1,899</u>
	<u>432</u>	<u>1,467</u>	<u>1,899</u>

The restricted income was received from J M T Cochrane (£80k) and Segelman Trust (£50k).

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

**3. INCOME FROM CHARITABLE
ACTIVITIES**

	Total 2022 £'000	Total 2021 £'000
Home Office grants and contracts:		
Gateway Settlement services	37	1,026
Working English Project	0	118
Grants from other public authorities:		
Liverpool City Council	180	307
HMRC - Job Retention Scheme	61	222
The National Lottery Community Fund:		
Preventing Homelessness - Manchester	752	24
Liverpool Asylum Seeker Destitution	24	50
Transitions project - Bradford		54
Early Action Project	449	307
Asylum Crisis West Midlands	130	96
Digital Design Project	138	117
Asylum Covid Response	0	197
GPP Covid Response	57	205
City of Bradford Metropolitan District Council	53	53
NHS Bradford Districts CCG	91	91
Birmingham County Council	1,185	373
Staffordshire City Council	436	0
Shropshire City Council		40
Worcestershire City Council	0	77
Manchester City Council	9	
The Legal Education Foundation	53	37
Comic Relief	346	1,130
Sigrid Rausing Trust	65	65
Unbound Philanthropy	85	100
Esmée Fairbairn Foundation	90	650
The Barrow Cadbury Trust	27	86
John Ellerman Foundation	50	50
Paul Hamlyn Foundation	95	585
City Bridge Trust, the funding arm of The City of London Corporation's	30	85

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

charity, Bridge House Estates (1035628)		
Trust for London	50	45
The Joseph Rowntree Charitable Trust	50	288
AB Charitable Trust	55	330
The Utley Foundation	25	25
The Rayne foundation		20
Islamic Relief UK	1	5
The Blue Thread grant		10
Lloyds Bank Foundation for England & Wales	32	25
Air BNB	111	
Migration Foundation of Metropolitan Thames Valley	8	
The Olwyn Foundation	10	
The Bell Foundation	47	
Yorkshire Building Society Foundation	30	
Big Integration Partnership Ltd	4	
Sundry donations		7
	<u>4,867</u>	<u>6,899</u>

All of the above income was restricted

The Charity received grants from the Home Office for the Gateway Protection Scheme closure costs as shown in Note 3. In addition, Refugee Action has also received grants from HMRC for the furlough scheme and from local authorities for the Syrian & Afghan Resettlement Scheme, Family & Children's service and Advice & Health project. There were no unfulfilled conditions for any of these projects.

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

4. NET INCOME / EXPENDITURE

This is stated after charging:

	2022 £'000	2021 £'000
Depreciation of tangible fixed assets	15	20
Auditors' remuneration - audit (excluding VAT)	19	19
Other fees payable to auditors (excluding VAT)	-	-

5. ANALYSIS OF EXPENDITURE

Year ending 31st March 2022

	Staff costs £'000	Office costs £'000	Other direct costs £'000	Alloca- ted Suppo- rt costs £'000	Total £'000
Costs of generating funds					
Fundraising & publicity	550	58	328	137	1,073
Charitable expenditure					
Asylum advice & community development services	2,258	165	1,813	812	5,048
Regrants to other institutions	-	-	-	-	-
Campaigns	364	29	50	76	519
Costs of activities in furtherance of Charity's objects	2,622	194	1,864	888	5,567
Support costs	584	65	376	(1,025)	-
Total expenditure	3,756	317	2,568	-	6,640

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

5. ANALYSIS OF EXPENDITURE (continued)

Year ending 31st March 2021

	Staff costs £'000	Office costs £'000	Other direct costs £'000	Allocated Support costs £'000	Total £'000
Costs of generating funds					
Fundraising & publicity	450	59	316	112	938
Charitable expenditure					
AVR Choices	-	-	-	-	-
Asylum advice & community development services	2,729	297	3,268	811	4,842
Regrants to other institutions	22	-	2,231	9	2,262
Campaigns	323	44	55	74	496
Costs of activities in furtherance of Charity's objects	3,052	341	3,322	885	7,600
Support costs	541	67	389	(997)	-
Total expenditure	4,043	467	4,028	-	8,538

Of the total £6.6m (2021: £8.5m) expenditure £4.6m (2021: £7.3m) was restricted with the balance of £2.0m (2021: £1.2m) being unrestricted. During the financial year no regrants to other institutions were made (2021: 2.2m to 64 institutions).

Details of Staff costs and Support costs are given respectively in Notes 6 and 7.

Direct Office costs and Direct Support costs have been allocated between activities based on head count of staff employed on those activities.

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

6. STAFF COSTS AND NUMBERS

Staff costs were as follows:

	2022	2021
	£'000	£'000
Salaries	3,078	3,316
Social security costs	310	323
Pension costs	293	321
Redundancy payments	1	62
Agency staff	74	21
	3,756	4,043

The redundancy payments were in relation to 1 (2021: 19) staff made redundant. The total expenditure of £1k (2021: £62k) was charged to restricted funds.

The average monthly numbers of employees during the year was as follows:

	2022	2021
	No.	No.
Fundraising and publicity	11	10
Asylum advice and community development services	63	70
Campaigns	8	6
Support costs	11	11
	93	97

Trustees and Key Management Personnel remuneration and expenses:

The total amount of employee benefits received by key management personnel, as defined within the Trustees' Report, is £364,334 (2021: £460,721). The Chief Executive's benefits excluding employer's pension was £65,024 (2021: £89,067). All other employees earned less than £60,000.

4 Trustees (2021 – 0) received reimbursements for travel and subsistence expenses amounting £497 (2021 - £0). No Trustees received any remuneration (2021 – Nil).

The Charity contributes 8 percent of basic salaries plus £600 per annum to an independently operated, voluntary, non-contributory, money purchase scheme open to those of its permanent employees who wish to participate. The Charity pays contributions for those employees who opt to participate in the scheme but has no liability to provide pensions to former employees. Until July 2017 staff had an option to opt for the contribution to be made to their own personal pension schemes instead of the Charity's scheme. At the year-end there were outstanding underpayments amounting to £178 (2021: £763), which are included in Debtors.

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

7. SUPPORT COSTS

	2022	2021
	£'000	£'000
Finance	185	174
Human Resources	223	188
Information Technology	362	364
Chief Executive's office	214	230
Governance costs	41	41
Other support costs		
	1,025	997

Governance costs

	2022	2021
	£'000	£'000
Staff costs (see below)	16	16
Overhead allocation	1	1
Audit and accountancy fees	23	23
Trustee expenses	1	1
	41	41

Support costs are allocated between activities based on head count as explained in Note 5.

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

8. TANGIBLE FIXED ASSETS

	Furniture, fittings and equipment £'000	Leasehold improve- ments £'000	Total 2022 £'000
Cost			
At start of the year	109	-	109
Additions	-	-	-
Disposals	(48)	-	(48)
At end of the year	<u>61</u>	<u>-</u>	<u>61</u>
Depreciation			
At start of the year	94	-	94
Charged for the year	15	-	15
Eliminated on disposal	(48)	-	(48)
At end of the year	<u>61</u>	<u>-</u>	<u>61</u>
Net book value at start of the year	<u>15</u>	<u>-</u>	<u>15</u>
Net book value at end of the year	<u>-</u>	<u>-</u>	<u>-</u>

REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

9. DEBTORS - Amounts falling due within one year

	2022 £'000	2,021 £'000
Grants receivable	1,271	1,353
Prepayments	34	54
Other debtors	255	98
	<u>1,560</u>	<u>1,505</u>

10. CREDITORS - Amounts falling due within one year

	2022 £'000	2,021 £'000
Trade creditors	391	453
Taxes and social security	366	117
Grant income repayable	-	-
Accruals	56	57
Deferred income	65	60
	<u>878</u>	<u>687</u>

Deferred income reconciliation note:

	2022 £'000	2,021 £'000
Opening deferred income	60	366
Deferred income released during the year	(60)	(366)
Income deferred	<u>65</u>	<u>60</u>
Closing deferred income	<u>65</u>	<u>60</u>

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

11. COMMITMENTS

At 31 March 2022 the Charity had future minimum lease payments under non-cancellable operating leases on its premises as follows:

	2022	2,021
	£'000	£'000
Expiry date:		
Within 1 year	148	67
Within 2 to 5 years	<u>277</u>	<u>14</u>
	<u>425</u>	<u>81</u>

REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

12. STATEMENT OF FUNDS 2022

	Brought Forward £'000	Income £'000	Expen- diture £'000	Transfers In/(out) £'000	Carried forward £'000
DESIGNATED FUNDS					
Fixed assets	15	-	(15)		(0)
Front-line services and campaigns fund	766			(110)	656
TOTAL GENERAL FUND	781	-	(15)	(110)	656
	<u>1,597</u>	<u>2,745</u>	<u>(1,976)</u>	<u>110</u>	<u>2,476</u>
UNRESTRICTED	<u>2,378</u>	<u>2,745</u>	<u>(1,991)</u>	<u>-</u>	<u>3,132</u>
RESTRICTED FUNDS					
Community development projects	629	2,851	(2,448)	-	1,033
Gateway Settlement	16	37	(53)	-	-
VPRS projects	734	1,877	(1,867)	-	743
Campaigns	16	279	(279)	-	16
Other projects	2		(2)	-	-
RESTRICTED	<u>1,397</u>	<u>5,044</u>	<u>(4,649)</u>	<u>-</u>	<u>1,792</u>
TOTAL FUNDS	<u>3,775</u>	<u>7,789</u>	<u>(6,640)</u>	<u>-</u>	<u>4,924</u>

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

DESIGNATED FUNDS

Refugee Action is in the midst of an ongoing strategy to achieve financial sustainability by 2022-23, a process triggered by the loss of over 80% of our income following the closure of a Home Office funded programme in 2015-16. The strategy is based on investing our reserves to enable us to substantially increase our public funding base, run campaigns and deliver front-line services. Trustees have thus established the Front-line services, and campaigns fund to help finance the investments required for these activities until 2022-23. Following a thorough review Trustees have concluded the total investments required for this purpose in 2022-23 to be £656k. As a result, Trustees have decided to transfer £110k from this fund to the general fund to reflect the amount to be used in 2022-23.

RESTRICTED FUNDS

Various funders have contributed towards the Charity's front-line services, which provide practical support and advice to asylum seekers and the successful integration of resettled refugees in different parts of the UK.

Refugee Action won contracts for the Syrian resettlement scheme from different local authorities in England. The project provides integration support to Syrian refugees who arrive in the UK under the government's Syrian Vulnerable Persons Resettlement programme.

The Campaigns fund financed by various funders is used to contribute towards the costs of the team that leads on Refugee Action's campaigning work.

The balances on all the funds are due to be spent in the period to March 2023.

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

STATEMENT OF FUNDS 2021

	Brought Forward	Income	Expen- diture	Transfers In/(out)	Carried Forward
	£'000	£'000	£'000	£'000	£'000
DESIGNATED FUNDS					
Fixed assets	33	-	(18)		15
Front-line services, Donor acquisition and campaigns fund	509	-	-	257	766
TOTAL	542	-	(18)	257	781
GENERAL FUND	1,558	1,468	(1,172)	(257)	1,597
UNRESTRICTED	2,100	1,468	(1,190)	-	2,378
RESTRICTED FUNDS					
Community development projects	420	5,037	(4,828)	-	629
Gateway Settlement	57	1,060	(1,101)	-	16
VPRS projects	893	983	(1,142)	-	734
Campaigns	42	251	(277)	-	16
Other projects	2	-	-	-	2
RESTRICTED	1,414	7,331	(7,348)	-	1,397
TOTAL FUNDS	3,514	8,799	(8,538)	-	3,775

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

13. ANALYSIS OF NET ASSETS BETWEEN FUNDS 2022

Unrestricted funds include the designated funds shown in Note 12, all of which are represented entirely by net current assets.

	Tangible fixed assets £'000	Net current assets £'000	Total £'000
Restricted funds:			
Community development projects	-	1,033	1,033
VPRS projects	-	743	743
Campaigns	-	16	16
Other projects		-	-
Total restricted funds	-	1,792	1,792
Total unrestricted funds	(0)	3,132	3,132
Total	(0)	4,924	4,924

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

ANALYSIS OF NET ASSETS BETWEEN FUNDS 2021

Unrestricted funds include the designated funds shown in Note 12, all of which are represented entirely by net current assets, except for the fixed assets fund, which is represented by fixed assets.

	Tangible fixed assets £'000	Net current assets £'000	Total £'000
Restricted funds:			
Community development projects	-	629	629
Gateway Settlement	-	16	16
VPRS projects	-	734	734
Campaigns	-	16	16
Other projects	-	2	2
Total restricted funds	-	1,397	1,397
Total unrestricted funds	15	2,363	2,378
Total	<u>15</u>	<u>3,760</u>	<u>3,775</u>

14. PENSION SCHEME

Refugee Action has a pension scheme with Royal London. Refugee Action paid contributions at the rate of 8% of basic salary plus £600 p.a. during the year; members did not make any obligatory contributions.

The Royal London group personal pension plan is a defined contribution scheme. At the balance sheet date there were 108 (2021 – 97) active members of the plan employed by the Charity.

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

15. FINANCIAL INSTRUMENTS

At the balance sheet date the charity held the following:

Financial assets

Debt instruments measured at amortised cost

	2022	2021
	£'000	£'000
Grants receivable	1,271	1,353
Other debtors	<u>255</u>	<u>98</u>
Total	<u>1,526</u>	<u>1,451</u>

Cash at bank and in hand of £4,241,000 (2021 £2,942,000) is held at face value

Financial liabilities

Measured at amortised costs

	2022	2021
	£'000	£'000
Trade creditors	391	453
Accruals	<u>56</u>	<u>57</u>
Total	<u>447</u>	<u>510</u>

16. RELATED PARTIES

There were no related party transactions during the year ended 31st March 2022 or 31st March 2021.

**REFUGEE ACTION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

Head Office

179 Royce Road
Manchester
M15 5TJ

Refugee Action is an independent, national charity with forty years of experience of developing and delivering solutions to the challenges faced by refugees and people seeking asylum in the UK.

Our vision is that refugees and people seeking asylum will be welcome in the UK. They will get justice, live free of poverty and successfully rebuild their lives. We provide practical support to refugees and people seeking asylum; train and support other charities working with refugees and people seeking asylum; and make the case to government for policies that improve their ability to access justice and rebuild their lives.

Company no. 01593454 Registered charity no. 283660

To make a donation towards our work please go to
www.refugee-action.org.uk/give or call 0800 141 2426

Birmingham

2nd Floor, Cobalt Square
83 Hagley Road
Birmingham
B16 8QG

London

Society Building
Regents Wharf
8 All Saints Street
London
N1 9RL

Manchester

179 Royce Road
Manchester
M15 5TJ

Bradford

6 Mornington Villas
Bradford
West Yorkshire
BD8 7HB