

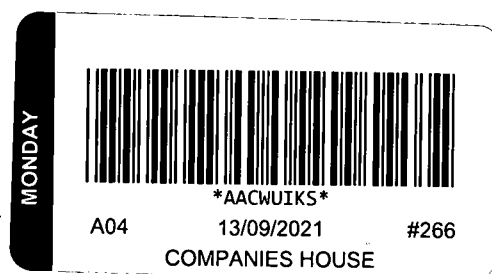


(A company limited by guarantee)

## **Report and Financial Statements**

**For the Year Ended 31 March 2021**

Charity no: 1092265  
Company no: 4361627



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## Legal and administrative information

### Charity Name and Number

Asylum Welcome

Registered Charity number: 1092265

Registered as a Company limited by guarantee, number: 4361627

### Trustees:

Linda Bond (Elected September 2020)

Susan Ni Chriodain (Re-elected September 2020)

Abdoul Ma Diallo (Elected September 2020)

Thomas Espley (Elected 2019, Treasurer)

Valerie Johnson (Elected 2019, Co-chair)

Lucy Keating (Co-opted October 2020)

Dr Tina Leonard (Re-elected September 2020)

Dr David Levy (Co-opted October 2020)

Clare Miller (Elected 2019)

Anthony Samuel (Re-elected 2019, Co-chair)

Marcus Thompson MBE (Resigned September 2020)

### Chief Executive/ Director

Kate Smart (Resigned 31 March 2020)

Mark Goldring CBE (Appointed 21 April 2020)

### Registered Office

Unit 7 Newtec Place, Magdalen Road, Oxford OX4 1RE

### Auditors/ Independent Examiners

Critchleys Audit LLP, Beaver House, 23-28 Hythe Bridge St., Oxford OX1 2EP

### Bankers

The Cooperative Bank plc, PO Box 250, Skelmersdale, WN8 6WT

CAF Bank Ltd., Kings Hill, West Malling, Kent ME19 4TA

## **Report of the Trustees**

### **For the year ended 31 March 2021**

The Trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2021.

The legal and administrative information set out on page 1, above, forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association, and the Statement of Recommended Practice – Accounting and Reporting by Charities.

### **Aims and Objects**

The charity's objects are to provide charitable assistance, operating principally from Oxfordshire, for the relief of poverty, sickness and distress and for educational purposes, for the benefit of asylum seekers, refugees and vulnerable migrants who have a humanitarian need for assistance in the UK, including those detained within the legal or penal system.

The charity secured approval, firstly at its AGM in September 2020, and subsequently from both The Charity Commission and Companies House in October 2020, to amend its objects to more accurately reflect its growing work with 'vulnerable migrants who have a humanitarian need for assistance in the UK, including those detained within the legal or penal system'.

This broader scope followed the closure of Campsfield House in December 2018, the commencement in autumn 2019 of a trial support programme at Huntercombe Prison in Oxfordshire (exclusively holding foreign national men), Asylum Welcome's Europa Welcome programme, implementing the European Settlement Scheme (EUSS) for EU citizens with settled or pre-settled status in the UK, and a growing caseload with the onset of Covid-19 in March 2020. We saw a steep rise in demand for humanitarian support amongst vulnerable migrants in Oxfordshire facing unprecedented new challenges, in addition to their ongoing concerns about status, access to housing, health services etc.

The charity expresses its Vision, Mission and Values as follows:

#### **Our vision**

Asylum seekers, refugees and vulnerable migrants who have a humanitarian need for assistance in the UK, including those detained within the legal or penal system, feel welcome, safe and confident as members of a caring community. They live in dignity with hope for the future: they can exercise their rights and have their cases fairly considered, they can access services to meet their needs, and they have opportunities to share their talents and achieve their aspirations.

#### **Our mission**

Asylum Welcome welcomes, advises and empowers asylum seekers, refugees and migrants so that they find safety and can thrive in Oxford and Oxfordshire.

## **Our values**

**Common humanity:** We are all one people, part of a local and a global community

**Social justice:** A fair and compassionate society provides rights and opportunities for all people

**Voluntary action:** Through enabling volunteers to give their time generously to help others, much can be achieved

## **Structure, Governance and Management**

Asylum Welcome is a company limited by guarantee and a registered charity governed by its Memorandum and Articles of Association, established on 28 January 2002.

The directors of the charitable company ("the charity") are its trustees for the purposes of charity law, and throughout this report are collectively referred to as the "trustees". As set out in the Articles of Association, the members of the charitable company who attend the Annual General Meeting elect the trustees.

The Board of Trustees (the Board) governs the charity, and consists of between 6 and 12 trustees, elected, normally for a three-year term, by the Members at the Annual General Meeting ("AGM"). In addition to the elected trustees, the Board may co-opt up to three more between AGMs. At the AGM each year, one third of the elected trustees retire and they may offer themselves for re-election. The Board must hold at least three meetings each year, but in practice the Board meets at least six times a year.

A Director is appointed by the Board to manage the day-to-day operation of the charity, and to lead the staff team and the volunteers. The Director has delegated authority, within the terms of the delegation appointed by the Board, for operational matters including finance, employment and asylum and refugee related issues.

During 2020/21 the Board were delighted to appoint Mark Goldring CBE as the charity's new Director (replacing Kate Smart who resigned after 7 years of valuable work in March 2020). Mark brings a wealth of senior management experience in the charity sector, having been CEO of Oxfam, VSO and Mencap amongst other roles in his career.

The Director leads a team of staff mostly part-time, who in turn work with volunteers to deliver the services of the charity.

In 2020/21 staff numbers increased to meet the needs of a growing number of clients during the Covid-19 pandemic, and reflecting additional income from funders who came forward with emergency funding to charities like ours dealing with the devastating impact of the pandemic. In 2020/21 the Board also expanded the number of trustees, having experienced a number of resignations during 2019/20. We had ten trustees at the end of 2020/21, (including 2 who have been co-opted). Most of these trustees have been in post for 2-3 years, with 2 trustees approaching 6 years on the Board. This has provided valuable consistency at a time when many new staff have joined the charity.

The Board of Trustees welcomes enquiries from prospective trustees and seeks appropriately experienced and skilled people to replace those retiring. We have a particular aim to recruit more trustees with lived experience as refugees or asylum seekers. This is a priority for the

Board, and whilst we have made some progress during 2020/21, it remains an important priority for future recruitment.

Board members meet prospective trustees and recommend them to the membership for election at the AGM. New trustees undergo an orientation to acquaint them with the activities of the charity, and to brief them on their legal obligations under charity and company law. During this induction they meet staff members and other trustees. Trustees are encouraged to attend appropriate training events, including induction sessions for other volunteers, and training sessions for volunteers in the different services, to develop their understanding of asylum issues and Asylum Welcome's response to them. An inventory of the trustees' skills and experience is maintained, and guides the search for new trustees.

The Board appoints a Finance Committee of 3-4 trustees, chaired by the Treasurer, with the Director and Finance Manager in attendance. A similar People and Governance Committee oversees those areas. Other 'ad hoc' groups of trustees meet to advise the Board or Director on particular governance issues, depending on their skills and experience. These committees are generally delegated to deliberate and formulate proposals to be agreed by the Board. The Director normally attends Board meetings in an executive/advisory capacity.

The activities of the charity are guided by the Strategic Plan (2020-2023) agreed by trustees, and which is the framework for the report on the charity's activities, below.

Asylum Welcome staff, volunteers and trustees attend and contribute to local and national events, and work with local people to organise events to publicise the charity's work and seek support. Asylum Welcome works in cooperation with statutory services such as the Home Office, the local authorities, health services and voluntary organisations such as Sanctuary Hosting, Refugee Resource, Citizens Advice Bureau and the British Red Cross to promote the well-being of refugees and asylum-seekers (a full list of partners is included later in this report).

Asylum Welcome is committed to enabling the voices of refugees to be heard and helping them make use of their talents. Asylum Welcome seeks to lead by example - helping refugees to participate in all aspects of running the charity, according to their abilities and interests. In 2020/21 our staff included 4 refugees, and we continued to increase the number of talented asylum seekers and refugees as volunteers and members of the organisation.

Asylum Welcome continues to seek the participation of service-users and other refugees in the charity's planning processes, including feedback mechanisms to gather individual views, annual surveys, focus group discussions with service users and consultation with refugee community leaders, all contributing to the planning of services.

During 2020/21 we conducted a wide range of discussions with clients, staff and volunteers to refine our Strategy still further and concentrate our work and investment where most needed. Mark, as Director, has made it a central feature of his role to engage widely through the pandemic with clients, staff and volunteers, as well as external funders and partners, to ensure we are relevant and aligned closely with our key stakeholders. The Board fully endorses this approach.

Finally, with everyone having faced huge disruption to their lives and work in 2020/21 due to the pandemic, the Board of Trustees want to put on record our enormous gratitude to the

Director, the newly-formed Senior Management Team, and all staff and volunteers who have worked tirelessly to maintain services even during lockdown. In this most challenging year we have managed to increase the amount of support that we have given to those needing our help.

It is a testament to everyone's commitment and dedication to this charity.

## **2020/2021 The year in perspective**

Along with our clients and almost every organisation, family and individual, Asylum Welcome's year was dominated by adapting and responding to Covid-19. While all sections of society were affected, it was inevitable that those with insecure status, housing, employment and finances were particularly vulnerable, and this meant our clients: refugees, asylum seekers and vulnerable migrants.

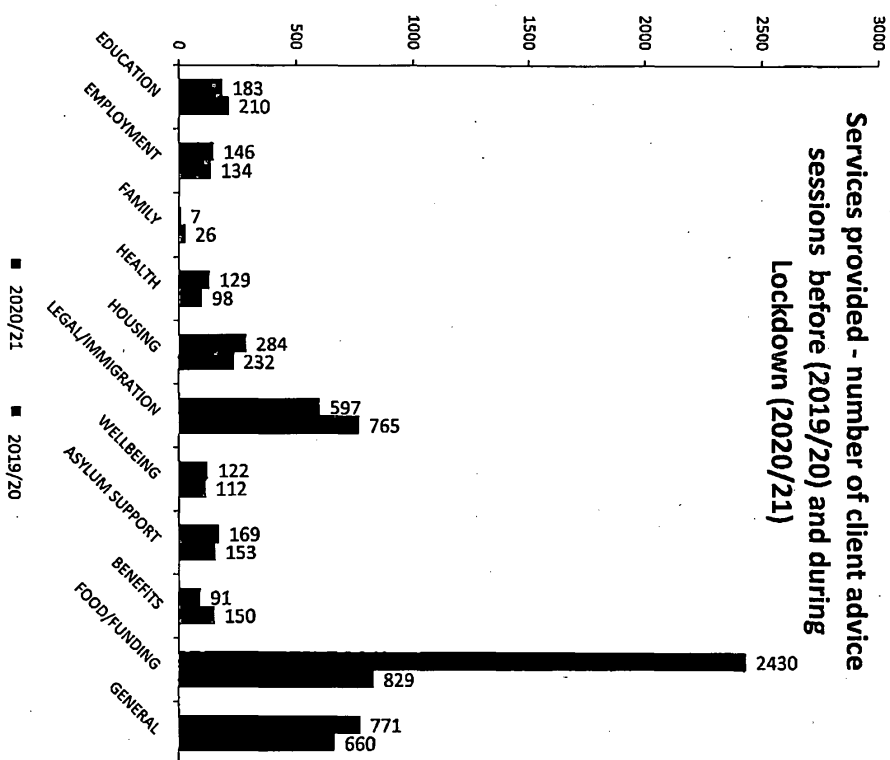
Asylum Welcome is proud to have continued to support our clients without a break right through the year. While our offices were closed for just a few weeks in March- April 2020, virtual support for the most urgent cases continued right through, and a more systematic way of responding was quickly established. This meant virtual meetings wherever possible, but a skeleton staff continued working from the office to meet those clients for whom a combination of trauma, language, connectivity and urgency meant that face-to-face contact was essential.

We had to adapt and invest to make services work effectively. Our own technological limitations meant that it was initially hard for volunteers and some staff to access the database and properly support clients. We have upgraded our IT systems so that this is no longer a constraint for our major services. This has enabled us to record the services provided to clients more accurately, to facilitate further activities and case work more efficiently, and also to produce better quality reports. Our offices were already overcrowded before lockdown, so we quickly rented additional space to allow us to see clients in person more safely. Many volunteers were shielding and so we increased staffing to ensure we could continue to run services effectively.

Covid and international travel restrictions meant that fewer asylum seekers arrived in the U.K. in 2020 than in recent years. Many relevant Home Office Immigration and asylum related services initially closed because of Covid and then worked in slower or limited ways. We therefore found less demand for some settlement support services but a significant increase in demand across other areas - most notably our Adult and Family Services. This service has had double the number of visits relating to emergency food/funding needs in 2020/21 compared to the previous year). We responded by scaling up our hardship fund more than fourfold, eventually spending about £90,000 against £21,000 the year before. We increased the number of people we supported with the foodbank and turned it from a collection to a delivery service, helped by a network of volunteer drivers. Our youth services are important in giving young people a chance to meet each other in a safe environment, as well as us. While the youth club and girls' group could usually only meet outside and when guidance allowed, real efforts were made to keep group and individual support going on-line.

Overall, Asylum Welcome teams running our main refugee services conducted 4929 client meetings in 2020/21 and spent around 5532 hours working directly with clients, around 3733 hours with single people and 1808 with families. On average we spent 11 hours working with

each single client throughout the year and 17 hours working with family clients. (There are some specific services not included within this data, most significantly the work with Refugee Community Organisations (RCOs) and the individuals they serve, and it doesn't include the visits we made to foreign national prisoners in Huntercombe, or our European Union Settlement Scheme work.



We found many clients needing more intensive support on issues ranging from homelessness to domestic violence. Perhaps the most significant measure of our response to the pandemic

is the fact that, despite the limitations of Covid, we delivered 46% more client engagement in terms of contact time than we had in the year before Covid, and carried out more actions for or with each client. The effect of not being able to open our drop-in Welcome Centre meant that we saw about 8% fewer refugee and asylum-seeking clients for general advice, and there was a substantial decrease in drop-in visitors seeking information, use of computers or simply comradeship. We were, however, able to engage with more refugees by working with RCOs in the programme described later in this report.

Action Type	Number of Advice Sessions	Percentage of Advice Sessions
ASYLUM SUPPORT	169	3.43%
BENEFITS	91	1.85%
EDUCATION	183	3.71%
EMPLOYMENT	146	2.96%
FAMILY	7	0.14%
FOOD/FUNDING	2430	49.30%
GENERAL	771	15.64%
HEALTH	129	2.62%
HOUSING	284	5.76%
LEGAL/IMMIGRATION	597	12.11%
WELLBEING	122	2.48%

Number of individuals supported and working hours for 2019/20 and 2020/21 (Direct refugee services only)

Description	Before Lockdown	During Lockdown	% of change
# of action sessions	3369	4929	▲ 46.30%
# of individuals	480	440	▼ -8.33%
# of male individuals	310	271	▼ -12.58%
# of female individuals	149	152	▼ 2.01%
# of non-identified individuals	21	17	▼ -19.05%
# of families	117	108	▼ -7.69%
# of singles	363	332	▼ -8.54%
# of direct working hours with clients	3782	5532	▲ 46.27%

We can see that, overall, the number of advice/action sessions with clients has increased by 46% while the number of individuals met decreased by 8%. This is directly linked to the office being closed to casual visitors during the whole year.

While we were not able to reopen the Welcome Centre or drop-in service, as the year moved on we carefully balanced face-to-face and virtual services, putting clients' needs first, while always following official government guidance and using staff and volunteers in ways with which they were comfortable.

We were helped in doing this work through the amazing generosity of trusts, foundations and individuals who contributed to a combination of hardship funds, extension of office space and adaptation to new ways of working. We also benefitted from a number of government and

Oxford City Council funds designed to help small organisations respond and adapt to the pandemic.

We have been able to adapt and extend many areas of our work, including helping more than a hundred clients with reconditioned laptops to help home schooling and wider connectivity.

We are particularly pleased to be able to complement the existing services for individuals with a new programme supporting RCOs to better help their own communities. These informal groups, with membership often based on countries of origin, are often a critical social and material resource for struggling refugees. In its few months of operation, our new programme has enabled us to offer training, advice and opportunity, as well as modest financial help to ten organisations. These organisations are also crucial sources of shared information in both directions, including promoting Covid vaccine access and acceptance among their members.

The Covid lockdown limited and slowed our work in many respects, but it did not prevent us continuing to support our two programmes specifically aimed at vulnerable migrants, as opposed to refugees. Our Europa Welcome project allowed us to assist vulnerable European citizens living in the U.K. who post-Brexit must now register to stay under the European Union Settlement Scheme. We were able to help hundreds of people who would otherwise have struggled to register. Of these about 60% were of East Timorese origin.

Our visiting programme for foreign nationals detained at Huntercombe prison was heavily constrained by the prison being closed to visitors for the whole year, but we did manage to establish a video link and occasional visits which allowed us to engage with some of those in greatest need.

### **Total numbers of people supported**

As can be seen from the more detailed reports, Covid changed the way we worked and how accessible we were, especially for casual and drop-in support. The result was that while we are confident that we continued to connect with and help those in serious need, and actually did more work with them than ever before, we weren't able to run as many activities, especially those for drop-in visitors and our summer youth programme, or to reach out into the community with our Europa Welcome service as we had planned. Some people who would otherwise have contacted us, did not. The total number of people we directly assisted was 1351, as against 1700 in 2019/20, the biggest change being the fall in the numbers we could help to apply for post-Brexit registration. However, through our Europa Welcome programme we engaged over 2,000 additional people in events and activities linked to post-Brexit settlement, many of whose applications will be submitted in 2021.

We can be very confident and proud that we continued to provide timely and effective assistance to those in serious need, right through from the earliest days of the pandemic.

### **Our organisational health and resources**

#### **Finances**

The combination of specific Covid-related support, the generosity of our donors, the strength of our enhanced fundraising team and excellent teamwork across the organisation saw our

income increase substantially from £418,000 to nearly £750,000: this more than covered the increased programming and expenditure, which increased to over £600,000. We now have a larger and more expensive programme but know that the extra Covid funds we benefitted from this year are unlikely to be available, with many grants having finished in March 2021. Our accumulated reserves will help us smooth the transition into 2021/22.

### **The director**

Kate Smart left in March 2020 after 7 successful and valuable years as director. She was succeeded in April by Mark Goldring, who was recruited, started and completed his first year in the period of lockdown.

### **Staff**

Staffing during the year increased from 11 (8 FTE) to 16 (11 FTE). This reflects our greater financial stability, with all vacancies previously left open now being filled, so that all services were properly staffed. It also reflects the starting of the Refugee Community Organisations project in September, the growth of existing services, with increased hours for some staff and the introduction of a new caseworker with specialist expertise in domestic violence, and a strengthening of the fundraising team to two people. Four members of our staff have lived experience as refugees.

Staff have worked flexibly and positively, with great commitment and excellent teamwork during the year. A number changed or adapted their roles to reflect the constraints and challenges of Covid and no one had to be furloughed.

The senior management team, consisting of the director, services director, finance manager and fundraising and development managers, met regularly to steer and support the organisation. Good teamworking across the organisation was one key reason for our successful fundraising and improved linkages between services as well as with external partners. A salary review was held during the year, benchmarking roles against external comparators. The Board approved the introduction of new salary scales, with small salary adjustments adopted where appropriate in April 2021. A formal appraisal system was introduced, and a full suite of HR-related policies updated and compiled.

### **Volunteers**

Asylum Welcome's services are delivered and sustained by a volunteer body that is a strong mix of long-standing, experienced volunteers, and fresh faces, including refugees, all supported by the small staff team. We recruited 48 new volunteers over the year, speaking 20 different languages; 17 of them originally came to the U.K. as refugees. Volunteering is fundamental to who we are and our way of working. It extends our reach, keeps our costs down and adds an invaluable sense of community engagement and solidarity.

A total of 125 volunteers worked with Asylum Welcome through the year in all our services, some taking coordinating responsibilities, for example of the 'bikes' project and education support work. Volunteer recruitment, training and induction is managed by our part-time Volunteer Coordinator, who introduces and hands on the volunteers to their service teams.

General news and information for volunteers is shared in a fortnightly email newsletter and the Co-Chairs and director have held regular online open meetings for volunteers during the year. Regular induction training of new volunteers is complemented by more specialised

training for those working in the different services. Safeguarding training is arranged for all volunteers whose roles involve dealing with clients. The participatory '3 Rings' on-line rota system has continued to work well, streamlining the self-management of the complex volunteer rotas for the different services.

The need to move more services on-line because of Covid has both complicated volunteer coordination and offered volunteers the chance to work more flexibly. Overall, the constraints have had the effect of putting more pressure on staff and a few of the volunteers. Many volunteers could not access the organisation's database from home in the early days of the pandemic and this limited their ability to work.

The loss of the usual practical ties and disciplines around volunteering have made it much harder to measure volunteer effort over the year. We have recorded 9,438 hours, amounting to an in-kind value of more than £162,162 (at rates provided by the European Social Fund) but know this to be a significant underestimate, as much work done from home was not recorded.

## **Members, Partners and Patrons**

### **Membership**

Asylum Welcome is a membership organisation with 479 members at the end of March 2021. Rather than pay an annual financial subscription, members are asked to subscribe to Asylum Welcome's vision, to sign up to this statement and contribute accordingly:

"As a member of Asylum Welcome I will do what I can to achieve this vision, to promote these values and to support Asylum Welcome's activities as a donor, volunteer, fundraiser or advocate."

Most of our volunteers are also members.

Members and supporters donate to Asylum Welcome according to their means, avoiding the administrative burden for us of accounting for membership subscriptions separately from donations. A number of clients and former clients are now members, and some of them are also working as volunteers and staff.

### **Partnerships**

AW put great effort into sustaining and building programme partnerships in 2020, recognising that refugees have varying and multiple needs and that many organisations providing services to a range of marginalised groups may need help in order to shape them appropriately for refugees.

We have worked particularly closely with Refugee Resource, which focusses primarily on therapeutic counselling, to ensure we provide a joined-up, complementary service to our overlapping clientele.

We show 2 lists of organisations below – those we work closely with on a local basis and those with whom we collaborate nationally on specific sector issues.

**Local Organisations:**

Aspire  
Citizens Advice Bureau  
City of Oxford College  
Connection Support  
Crisis Oxford  
EMBS (Ethnic Minority Business School)  
Key 2 Housing  
OAAST (Oxford Advice Agencies Stronger Together)  
OAF (Oxford Advice Forum)  
ODAS (Oxfordshire Domestic Abuse Services)  
OxPAT (Oxford Poverty Action Trust)  
Open Door  
Oxford Against Cutting  
Oxford Brookes University  
Oxford Business College  
Oxford City Council  
Oxfordshire Community Foundation  
Oxfordshire County Council  
Oxford Food Hub (formerly Oxford Food Bank)  
Oxfordshire Homeless Movement  
Oxford Quakers/ OxFAP  
Oxfordshire Social Services  
Oxfordshire Youth  
Red Cross, Thames Valley  
Refugee Resource  
Ruskin College  
Sanctuary Hosting  
Somerville College and Mansfield College, University of Oxford  
St Edward's School  
St Mungo's  
The Ashmolean Museum  
Turpin and Miller Solicitors

We have also engaged with about thirty refugee or ethnic community organisations representing refugee groups from Syria, Sudan, Timor L'Este, Eritrea, Iraq, North Africa and elsewhere, as well as some not related to specific nationalities. More detail on some of these relationships is contained later in the report.

Our other collaborations are with faith groups in Oxford and other parts of Oxfordshire which, as always, are committed supporters; and with newly emerging refugee support groups and refugee welcome groups across Oxfordshire.

**National Organisations:**

Advice UK  
ASAN (Asylum Support Advice Network)  
ASAP (Asylum Support Appeals Project)

Asylum Matters  
AVID (Association of Visitors of Immigration Detention Monitoring Group)  
BiD (Bail for Immigration Detainees)  
BlackRock  
Children's Society  
Citizens Advice Bureau  
City of Sanctuary/University of Sanctuary  
Clinks  
Coram Children's Legal Centre  
Detention Action  
Detention Forum  
FareShare  
Freedom from Torture  
HMP Huntercombe  
Immigration Law Practitioners Association  
Job Centre  
Migrant Help  
Mind  
Refugee Action  
Sainsbury's  
St Mungo's  
Tesco  
The British Red Cross  
The Refugee Council  
The Home Office  
Victims First Specialist Service

#### **Patrons**

The Trustees are delighted to have the support of the Bishop of Oxford, Rt. Rev. Steven Croft, as a Patron of Asylum Welcome. We greatly appreciate the interest and energetic commitment over many years of Uwe Kitzinger CBE, our longstanding Patron and supporter.

#### **Our activities in more detail**

Trustees approved a new strategic direction in January 2020. The combination of financial challenges at the end of 2019/20, the onset of Covid with all its related implications and the arrival of a new director in April 2020, all before the strategy had been converted into detailed planning, necessitated our using this as a directional guide rather than a roadmap. Revised objectives for the year, based on the new reality, were agreed by the Board in May, with strategic priorities for the longer term being agreed by the Board in the second half of the year.

The notes below reflect the overarching approach of the new strategy, which states that "We will enable asylum seekers, refugees and migrants at risk to thrive. They will thrive when they are welcome, safe and confident."

#### **The Welcome Centre**

At the heart of our approach to helping people feel welcome, safe and confident is usually our Welcome Centre, the warm, friendly, drop-in facility, staffed by volunteers and often the first

step to accessing our other services. This is the one service that we were not able to run at all in 2020, to avoid any unnecessary mixing and risk of infection. This resulted in our losing contact with some former or potential clients. Our commitment is to reopen it in 2021 as soon as health guidance allows. We did allow visitors by appointment and inevitably also dealt with many emergencies, using our larger offices to meet those clients for whom it was essential.

### **The Foodbank**

The Welcome Centre normally houses our Foodbank so that clients can help themselves to what they need and want. To minimise the number of people coming into the building, we converted this into a delivery service of prepacked bags, combining fresh and preserved food. We have hugely benefited from the generosity of a range of donors, individuals, shops, schools, community groups, supermarkets and churches. 176 people benefitted from the Foodbank during the year, with the average number supported each week more than doubling from 43 to 106 over the year. In addition, with the help of St Edward's School, we were able to arrange Christmas parcels for another hundred people.

### **Related services**

The lockdown emphasised the way that people who do not have good IT access and connectivity are cut off from the engagement and opportunities that many of us take for granted. This has heavily affected families with children, much of whose education was on-line. Helped by several companies and volunteers, we have successfully scaled up our programme of cleaning, reconditioning and distributing phones and laptops to refugees who need them. In the first three months of 2021 calendar year we delivered over 100 devices, including 15 to Sanctuary Hosting "guests".

Our bike project has continued, despite work having to be suspended for part of the year. We reconditioned and delivered 29 bikes to our clients and their families, helping them to be more mobile and not to have to rely on or pay for public transport. Every bike given out includes full safety equipment, lock, helmet and lights.

### **The Adult and Family Advice Service**

The demand for advice on a wide range of issues continued as strongly as ever through the year, although the profile of that demand has changed, with fewer new arrivals and asylum applications due to the impact of Covid and the greater need for immediate and practical assistance.

Asylum Welcome continued to provide expert and high-quality advice, explaining and promoting access to rights, and building self-confidence and understanding. This work aimed to enable and support clients to navigate their own way through the various UK systems of asylum, health care, education, housing, and welfare. The key issue for most of our clients is to secure asylum, to be given "leave to remain", and be able to work, settle and get on with their lives. Their challenges were intensified by the freezing of processing and hearings for part of the year, and continuing delays and uncertainty, which results in people waiting for months, and in many cases years, for decisions that in turn affect their well-being, hope and confidence in rebuilding their lives and futures.

The Adult and Family Service team, with 3 staff and a team of volunteers, had over 3,700 separate meetings with clients from 59 countries over the year, an 80% increase on last year.

While this service saw slightly fewer clients (322 against 350) because of lockdown, we saw them nearly twice as many times. The range of issues covered has been very wide, but focusses especially on clients' asylum claims and immigration issues, particularly finding solicitors, supporting clients claiming asylum or submitting fresh claims, and submitting related applications for benefits. This year there has been less assistance facilitating family tracing, contact and reunion, and for applying for travel documents, partly due to pandemic restrictions on travel but also due to less of the essential information being shared and available.

We have seen a regrettable rise in the number of cases of domestic abuse and now have a staff member with expertise in this area. Eleven clients, both refugees and migrants, needed specific help relating to domestic abuse. These clients were often very vulnerable and in need of expert advice relating to housing, destitution, social care or immigration issues. Where appropriate we referred them on to other expert agencies.

We helped 27 people apply for refugee status, of whom 11 were granted status, though many of these had applied in earlier years. We helped about 35 people address housing problems, of whom 14 were street homeless. We assisted 24 people to successfully apply for benefits.

We worked closely with the City Council and other organisations supporting people who had been homeless under the Covid "Everyone In" programme. We will continue to offer this support to help them move into long-term housing post Covid, working in a new partnership with Oxfordshire Homeless Movement.

The biggest and most immediate Covid-related impact was the increase in the number of clients needing hardship support, the length of time they needed it for, and consequently the cost of this support. The number of people benefitting during the year, from a combination of our own funds and those provided through us by the Red Cross, increased from under 100 to about 150. Total hardship expenditure increased substantially, from £21,000 to about £90,000. Some of this was regular payments to people who could neither work nor claim benefits, some was one-off: for example, to help women move out of an abusive situation while a refuge was being organised. We have supported a small number of people accessing our Europa Welcome service with emergency funds.

The Syrian families whom Asylum Welcome helped settle into their homes in Oxford over the 3 years of the City Council's Syrian Resettlement Programme have continued to seek help and advice on different issues over the year. We are grateful to the Council for continued support to offset this ongoing work. Overall, it has been very satisfying to see the families becoming integrated into the local community and making their own way in their new home city.

Although it is a great relief for clients to be granted "leave to remain" in the UK, they still face the challenges of making the transition to independent living, gaining access to welfare benefits, and searching for employment and accommodation. The expensive and limited local housing market has made finding accommodation in Oxford very difficult. We have supported clients with "status" to search for accommodation, to understand options and to take their lives forward. With little asylum support accommodation, since Oxford is not a governmental "dispersal area", clients who want to stay in the Oxford area face difficult decisions.

Significant improvements have been made to our systems for recording client feedback and progress. These increase our ability to respond to feedback and track clients progress over time.

### **Asylum and Immigration Group**

This is a newly established team intended to improve our ability to support clients needing legal help with applications for legal aid, fresh claims, travel documents, gathering of evidence and preparation of official documents. It aims to work closely with and in support of Turpin and Miller as the main local solicitors.

The service has developed more slowly than intended, with key interlocutors, including the most relevant Home Office services, being closed or limited for some of the year. Nevertheless, 90 clients have been supported, including 9 who got settlement or leave to remain, 9 who got a legal adviser, 3 who gained recourse to public funds and 1 who got citizenship.

### **The Youth Service**

This service is one of the few where much of the activity takes place in groups and so was more drastically hit by lockdown than other services. The activities of Venda, our youth group, were moved on-line but an on-line youth club has limited attraction, especially for new arrivals who may not have good English. Nevertheless, 33 group sessions were run, and the summer allowed some outdoor activities, walks and sports. On-line activities included art classes and cooking, with the materials and ingredients being delivered to people's houses.

Of the 158 individuals who received individual advice and support and engaged with group activities, two thirds are male, and this proportion is even higher in the youth club. While this reflects the refugee population in general, efforts have been made to establish a girls' group so that they too can have fun together and mutual support with their peers, while also receiving individual support from staff and volunteers. These efforts have not always been successful, but extra staff capacity has been made available for this project and it will be resumed in 2021.

Responding to the pandemic, staff and volunteers have concentrated their attention on older young people who are no longer under the care of local authorities. They include those who do not have status or are newly arrived, and are the most likely to be made homeless. Five young people who had previously been under the care of local authority, after at least five years waiting (and in one case twelve), have been helped to regularise their status. The team was able to help 27 clients resolve potential or actual homelessness, 10 to access benefits, 14 get health support and 19 legal representation.

### **Education and Employment**

This service was boosted by the appointment of a staff member to lead it in July, which meant that even in a hugely constrained nine-month period we saw more clients than in the previous year.

Learning English is a massive priority for our clients and we are amazingly well supported by a team of over 25 volunteer teachers, ten of whom are newly recruited. All run 1:1 classes with their students, whether face-to-face or virtually.

There are multiple language-teaching providers around Oxford and we don't seek to replace them, but to support people for whom these arrangements do not yet work. Our closer engagement with community organisations brought out a very clear need from the Timorese community for language lessons that fitted their other work commitments. In conjunction with the East Timor Community and Ruskin College, Saturday classes were planned to start in January, then postponed to April due to lockdown. 25 students enrolled, requiring two classes to meet the demand, and we had to close them to further applicants. The additional space that we rented, with a big open and well-ventilated room, has been a real asset in making this possible.

One refugee volunteer, who was a maths professor, has started a maths teaching programme which is going well in its pilot phase. He is bringing other refugee volunteers alongside him to develop this programme.

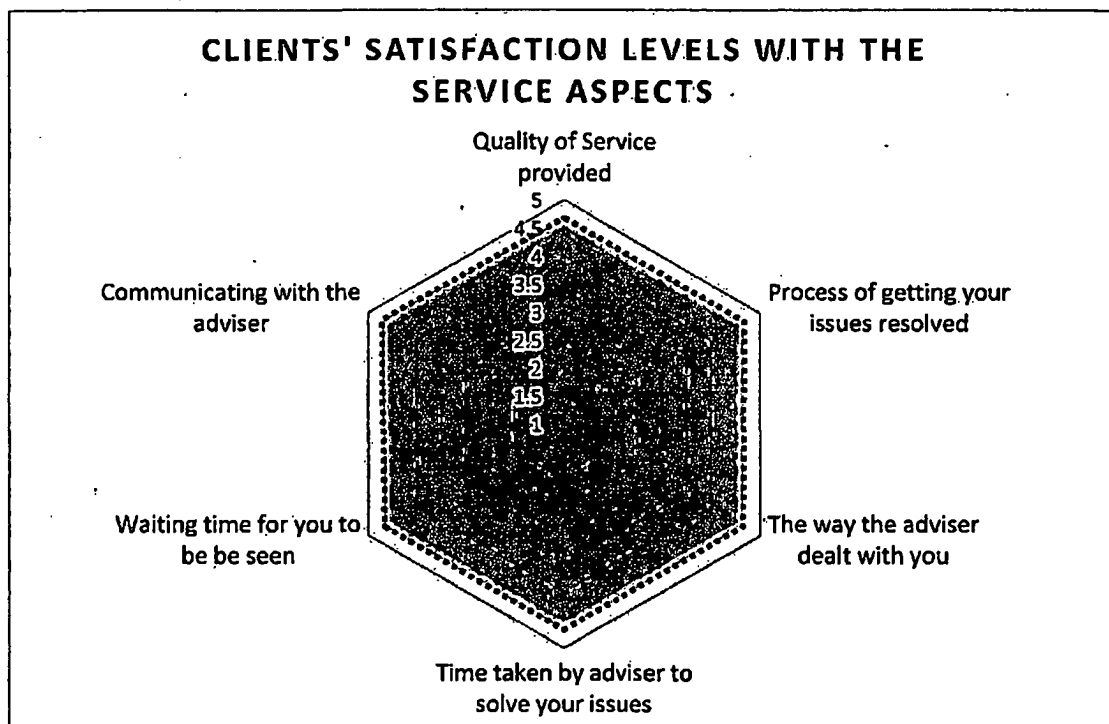
Our education advisors support refugees with the preparation and planning of their education needs and activities, including adapting them to the UK situation. Our employment advisors help clients move towards job readiness and to find work, including help with preparation of CVs, careers advice, support for applications and links with supportive employers for work experience or paid roles.

83 clients benefited from these education advice and teaching services (this is the only area where we have more female than male clients). 53 were helped towards or into employment, with 8 gaining jobs, including our first paid work placement in an Oxford University College. This placement was extended and culminated in permanent paid employment. This is a model we would like to roll out to other Colleges.

One development during lockdown was the number of parents seeking help for their children whose schools were closed. We were able to arrange tuition for about 30 children, and this has caused us to explore whether we should take on a more active role with respect to schooling. A volunteer is now leading further research into this.

### **Overall client satisfaction**

Our client feedback system was introduced towards the end of the year. Initial responses show high levels of clients' satisfaction (with all aspects of the services scoring 4.5 or higher out of 5).



During 2021 we will be building on this immediate feedback system and introducing tools to systematically monitor the progression and achievement of clients' goals.

### Refugee Community Organisations

Assisted by the Oxfordshire Community Foundation, in August 2020 we started a programme to systematically support and work with Refugee Community Organisations (RCOs). These organisations are usually informal, often based on country of origin or language, and often involve both longer-standing residents and new arrivals, whether refugees or not. Some are well established, formally constituted and registered, some are not. They don't have paid staff and often lack basic infrastructure. We believe there are at least 30 such organisations across the county, and many provide an ongoing and safe point of contact and social support for more recent or struggling arrivals.

We are in regular contact with about 20 of the organisations and have close relations with half of these.

Core funding enabled us to employ a part-time staff member with experience as a refugee and in leading both local and national refugee organisations. He has run a series of tailored training sessions to help the RCOs strengthen their capacity (in administrative, fundraising and financial management, for example) and manages a small grants programme using funds from several donors. The £11,000 spent in the first rounds of this funding enabled us to offer immediate assistance to ten organisations helping community members meet immediate needs. These included educational support for a Saturday school for Sudanese children; young Eritrean care leavers meeting for sport and recreation; cultural activities bringing together Syrian women; and a multi-racial refugee women's group, established by Refugee Resource, that offers training in food hygiene as a first step to setting up a catering business.

We estimate that these activities directly benefitted about 250 people, as well as having a broader indirect impact through strengthening the organisations involved.

As Covid eases we will revert to support longer-term capacity-building and joint activities, including collaborating on advocacy activity, locally and nationally.

### **Europa Welcome**

This programme helps vulnerable European citizens and their family members who are already here to register for settlement in Oxfordshire post Brexit.

Funded by the Home Office, the European Union Settlement Scheme (EUSS) programme is targeted at those vulnerable European Union citizens who cannot readily apply without help. Our experience shows that this is usually for reasons linked to language, disability, IT literacy and/or lack of appropriate documentation. We engaged with over 2,500 people through this scheme in 2020/21. Over 60% of the 368 people we directly helped to apply, including 177 whose applications were submitted by us, were from East Timor. They are living in the U.K. because they have Portuguese citizenship or the right to live there, so, in addition to European languages, we have also produced outreach material in the Tetum language spoken in East Timor.

The numbers supported were limited by the extra challenge of virtual working without easy remote access to the EW database, and by applicants struggling to obtain relevant documents due to lockdown restrictions.

The outreach activity to help communities understand the scheme and to apply for themselves is as important as the specific assistance we give to those who need help to apply. We have produced YouTube videos, Facebook advertisements and other materials, working in effective partnership with the Oxford City Council, whose staff we have trained. Our plans to offer a face-to-face service from OCC facilities were frustrated by the forced closure of all public facilities.

The closing date for applications under this scheme is 30<sup>th</sup> June 2021, after which only people who have exceptional circumstances will be able to apply.

### **Prisoner and Detainee Project, HMP Huntercombe Prison**

Huntercombe prison caters for foreign national prisoners either awaiting deportation or likely to be deported at the end of their sentence. Some have no family in the country and/or little English. The programme, drawing on what has been learned from the many years of Asylum Welcome's work in the Campsfield House immigration detention centre, was designed to offer companionship and support to prisoners through a visiting programme. Most inmates are not refugees or asylum seekers, although some apply for asylum or to stay on human rights grounds.

The programme really struggled to get going when it was started in 2019, with long delays and complications getting security clearance for volunteers and our part-time staff member to visit the prison. Almost as soon as there were signs of progress and the first visits had actually taken place, the lockdown meant that all external visits were suspended and prisoners were locked in their cells for 23 hours a day.

Contact was maintained, and first telephone and then video conferring began, so that our multilingual team of volunteers were able to conduct over 200 virtual meetings with 45 prisoners during the year. There were ongoing challenges with access and reliability of contact, as all calls must be initiated from the prison. Only 5 face-to-face visits were possible between April 2020 and March 2021. These were arranged because of specific concerns and needs, and problems of language compatibility for prisoners who would not engage with the authorities. The feedback from both prison and prisoners has been that these proved welcome and useful.

The initial programme was a pilot, and as a result of a review one year in, albeit a very challenging one, the Asylum Welcome Board gave their support to continue the work on an open-ended basis. How this develops will depend on how effectively it can run after Covid.

### **Advocacy**

We continued to join with others to speak up for refugees and to encourage and assist organisations and authorities to include provision for refugees in their planning. Perhaps the most significant element of this was working with the City Council and subsequently the Oxfordshire Homeless Movement in March 2020 to successfully provide accommodation for refugees in the 'Everyone In' programme. This offered emergency shelter to all homeless people, including those with No Recourse to Public Funds (NRPF), and there are plans and provision to assist them when this finishes. More than 20 NRPF refugees and asylum seekers were sheltered under this programme. We are now working in partnership with the Homeless Movement, Aspire and Connections Support to facilitate continued support.

We successfully worked with health services, RCOs and others to ensure provision of Covid vaccinations for those not registered with a GP, and to encourage refugees to have the vaccine. This included using doctors who were native language speakers to contact clients individually, and translating materials.

We were pleased to be joined by the then Shadow Chancellor and local MP, Anneliese Dodds, at our (virtual) AGM. We ourselves have given a range of talks to schools, community groups and religious organisations.

We have supported two Oxford University colleges to become "Universities of Sanctuary", reaching out to and supporting students from refugee backgrounds, as well as using their resources to help refugees in the wider community.

In March 2021, the Home Secretary launched an official consultation on her plans to reform the asylum system. We are greatly concerned about these plans and will be seeking to promote the voices of refugees to the public, the media and politicians to explain why the new plans will harm the wellbeing of people fleeing persecution. We planned events in multiple languages in April to shape our official response.

### **Offices and Infrastructure**

In July 2020 we rented additional office space directly opposite our existing office to allow safer meetings with clients during the pandemic, and to accommodate a combination of our increased staff and more community engagement as soon as rules allow.

We moved all clients receiving hardship support from cash payments to debit cards which we can load remotely, making the service more convenient for clients and safer for everyone. This was invaluable as numbers of recipients rose.

Helped by several supportive donors, we have been able to invest in improved database access that does not depend on having a working on a computer in the office. This has helped volunteers to offer clients better support remotely. We have also upgraded other elements of our IT infrastructure and maintenance arrangements.

Our Communications Review has identified a range of ways we can better communicate and engage with our clients, volunteers and the public. These include upgrading our website, which will be completed in the first half of 2021. The Communications Review will also help us share information with and hear from clients past and present, which is one part of our commitment to putting refugee voices more at the centre of everything we do.

### **Fundraising**

Asylum Welcome's services were funded by a mixture of grants from trusts and foundations (45%), from the continued support of individuals and groups, including schools and faith groups (37%) and from government (local and national) and other partners (18%). We are enormously proud of and grateful for the level of support from local individuals and community groups. We are also deeply grateful for the support provided by trusts and foundations, statutory funders and organisations, some of which are long-standing supporters of Asylum Welcome, while others supported us for the first time in 2020-21.

In parallel, we remain immensely grateful for the hard and imaginative work of our fundraising manager, our fundraiser (who joined us this year), and our three long-serving fundraising volunteers. They carry a substantial workload, ensuring that we secure a diverse range of funds to sustain and develop our work, and that we communicate creatively through our regular supporters' newsletter "Weaving Networks of Support", our appeals, and our community door drops.

In what was a highly unusual year due to the Covid pandemic, we were very encouraged that our income nevertheless grew over the year. This enabled us to step up emergency support throughout the pandemic and also to develop across a number of key areas – notably our enhanced work with Refugee Community Organisations, but also the bolstering of key services including our Adult and Family Advice Service, our legal immigration advice, support to survivors of domestic abuse, and our Education and Employment Service. We finished the year raising £747,826 which greatly exceeded what we raised the year before (£418,000), but with total expenditure increasing from £430,000 to £601,000 as client needs grew and as more work was accomplished. This included the need to rent additional premises, increasing our office space by 50% to allow for social distancing and safe working. Detailed figures are included elsewhere in this report.

Over the year, we were fortunate to benefit from substantial support from trusts and foundations, largely in the form of short-term emergency Covid grants but also through some significant multi-year grants. There was strong support from the local community, most notably through our emergency Covid appeal in the spring of 2020, which generated an extraordinary £37,145.

Public face-to-face events were impossible because of the pandemic. However, Asylum Welcome co-organised and participated in the One World Festival, an annual cultural event in celebration of the many communities and faiths of Oxfordshire, run by the Ashmolean Museum in partnership with many local faith and community groups. This online festival ran from November 2020 until April 2021, featured performances from Asylum Welcome's clients, and generated substantial local interest. Meanwhile, many local faith and community groups continued to support us with donations, and a number of individuals ran fundraising campaigns to raise money in support of our work.

Over the year, we continued to build links and partnerships with many schools, groups and organisations, including St Edward's School (which provided Christmas gift boxes and laptops for our most vulnerable families), Magdalen College School (which provided laptops) and a number of other schools, in addition to BlackRock. Together they donated over 100 laptops and devices for our clients. These efforts led to the successful launch of our Recycled Laptop Project, a new service providing laptops to our clients, including our young clients, and to other organisations such as Sanctuary Hosting and refugee community organisations. This enabled refugees and asylum seekers to continue their online education and stay connected throughout the pandemic. To do this, we partnered with local IT companies and 'Share Oxford - A Library of Things', which helped to wipe, service, repair and PAT-test these for free. We also established an Ambassadors programme to recognise the outstanding individuals who go out of their way to help us to increase awareness, raise our profile, network and raise funds.

### **Looking ahead to 2021/2022**

The Board have approved a set of plans and objectives that build on the developments and excellent work of 2021, recognising that we have some scope for investment, while needing to be careful not to overstretch ourselves as Covid emergency funding finishes.

The main priorities related to improvement, change or expansion in 2021/22 are:

1. Improving the engagement with and involvement of clients and people with lived experience in all elements of the organisation and its work.
2. Better communication and engagement with volunteers.
3. Extending and improving services where research or feedback show that clients needs are not being fully met. These are likely to include: education and employment; work in schools, both to benefit refugee children and increase public awareness; asylum, immigration and legal advice and support
4. Better use of our voice, and especially those of refugees, to influence local and national legislation, policy and practice.
5. Work with universities, schools and other institutions to help them better support refugees, Asylum Welcome and raise public awareness of the challenges refugees face.
6. Build on our work with Refugee Community Organisations to establish a more dynamic, creative and mutually supportive relationship.
7. Continue to build close relations with Refugee Resource (and other organisations), including exploration of office sharing with Refugee Resource in 2022.

## Financial review

The trustees are happy to report a surplus for 2020-21 of £146k, after a modest surplus of £14k in 2019-20.

Income for 2020-21 was £748k (2020 £418k), showing an overall increase of £330k or 79%.

### Principal sources of funding:

	Year End	Year End	Change on prior year	
	Mar-21	Mar-20	£'000	% Change
	£'000	£'000	£'000	% Change
Trusts & Foundations'	419	187	232	124%
Statutory Grants	93	72	21	29%
Faith Organisations	14	11	3	27%
Colleges & Schools	2	2	0	0%
Individuals & Legacies	163	112	51	45%
Partnerships & Other Community Organisations	57	33	23	67%
	<b>748</b>	<b>418</b>	<b>330</b>	<b>79%</b>

The year started with the beginning of the first Covid lockdown and whilst our services were initially curtailed, we continued to support our most vulnerable clients, as described elsewhere in this report. Appreciation of Asylum Welcome's work during a most difficult year has been generously shown by Trusts and Foundations, individuals and the community within which it operates.

Expenditure increased from £404k in 2019-20 to £601k in 2020-21 – an increase of 49%. We increased our financial support for those clients who were particularly disadvantaged by the pandemic from £11k in 2019-20 to £49k in 2020-21. Overall, expenditure on charitable activities increased by 54%.

The overall result saw Asylum Welcome with unrestricted reserves of £342k as of 31 March 2021. Of this £50k has been designated for potential costs related to property.

Asylum Welcome has a policy of holding reserves for the following reasons:

- To fund cash-flow in the short term, for example where a donor pays in arrears
- To buffer against the impact of negative events – such as a short-term drop in income
- To allow investment and expenditure, when opportunities present which would further Asylum Welcome's work, such as new initiatives or investing in organisational capacity
- To allow an orderly wind-down of the organisation, in the event that it ceased to operate.

The target reserves are set at between 3 and 4 months' running costs, plus an estimate of closure costs. Based on Asylum Welcome's budget for the year to 31 March 2022, this equates to a target range of £198k to £254k. After accounting for the designated fund, and a small investment in office equipment, Asylum Welcome has free reserves of £285k. This is £59k above the midpoint of the reserves range set by the Board.

This surplus recognises that some of the sources of funding available in 2020/21, linked to Covid- specific funds, will not continue, but much of the work they supported will need to. The reserve will enable Asylum Welcome to strengthen, and in some instances extend our programmes, in line with our strategic objectives, and to further support clients during the pandemic and rebuilding afterwards. The Board have approved a budget for the year to March 2022 which will result in a deficit for the year, bringing reserves back within the target range. We remain mindful that the impact of the pandemic continues to play out and the trustees and management pay close attention to the financial implications.

## Trustees' responsibilities in relation to the financial statements

The Trustees are responsible for preparing the Trustees' Report and financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practise (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that

they give a true and fair view of the state of affairs of the charity and the incoming resources and application of resources, including the net income or expenditure, of the charity for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable United Kingdom 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 charity will continue in operation.

The Trustees are responsible for keeping adequate records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

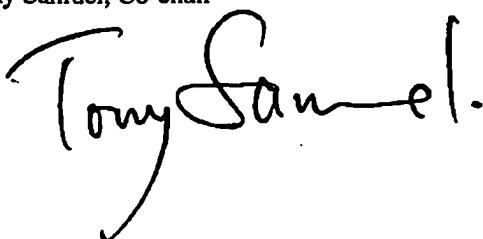
So far as the Trustees are aware, there is no relevant audit information (information needed by the company's auditors in connection with preparing their report) of which the charitable company's auditors are unaware; and each Trustee has taken all steps that they ought to have taken as a director in order to make themselves aware of relevant audit information and to establish that the charitable company's auditors are aware of that information.

This report has been prepared in accordance with the small companies regime under Section 419(2) of the Companies Act 2006.

This report approved by the Trustees on 21 July 2021 and signed on their behalf by

Tony Samuel, Co-chair

date



21 July 2021

### **Independent examiner's report to the Trustees of Asylum Welcome**

I report to the trustees on my examination of the accounts of Asylum Welcome (the Trust) for the year ended 31st March 2021, which are set out on pages 28 to 35.

#### **Responsibilities and basis of report**

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trustee's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commissioner under section 145(5)(b) of the 2011 Act.

#### **Independent examiner's statement**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination and confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- (1) accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

**Name of Examiner:** Robert Kirtland



**Name of Firm:** Critchleys Audit LLP

**Relevant professional body:** Institute of Chartered Accountants in England and Wales

**Address:** Beaver House, 23-38 Hythe Bridge Street, Oxford, OX1 2EP

**Date:** 11 August 2021

# ASYLUM WELCOME

## STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2021

		2021				2020			
	Further details Note	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total £	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total £
<b>Income</b>									
<b>Income from</b>									
Donations & Legacies	3	313,395	434,420		747,815	233,735	184,125		417,860
Investment Income		163	-		163	120	-		120
<b>Total</b>		<b>313,558</b>	<b>434,420</b>		<b>747,978</b>	<b>233,855</b>	<b>184,125</b>		<b>417,980</b>
<b>Expenditure on</b>									
Raising funds		96,670	-		96,670	76,623	-		76,623
Charitable activities		62,973	441,737		504,710	152,787	174,165		326,952
<b>Total</b>	12	<b>159,643</b>	<b>441,737</b>		<b>601,380</b>	<b>229,410</b>	<b>174,165</b>		<b>403,575</b>
<b>Net income/(expenditure)</b>		<b>153,915</b>	<b>(7,317)</b>		<b>146,598</b>	<b>4,445</b>	<b>9,960</b>		<b>14,405</b>
<b>Transfers between funds</b>	11		-		-	-	-	-	-
<b>Net movement in funds</b>		<b>153,915</b>	<b>(7,317)</b>	<b>-</b>	<b>146,598</b>	<b>4,445</b>	<b>9,960</b>	<b>-</b>	<b>14,405</b>
<b>Reconciliation of funds</b>									
Total funds brought forward		138,895	9,960	50,000	198,855	134,450	-	50,000	184,450
Total funds carried forward		292,810	2,643	50,000	345,453	138,895	9,960	50,000	198,855

The notes on pages 30 to 35 form part of these accounts.

# ASYLUM WELCOME

## BALANCE SHEET

AT 31 MARCH 2021

	Further details	2021		2020	
		£	£	£	£
<b>Fixed Assets:</b>					
Office Equipment, Furniture & Fittings	4		3,153		5,140
Website	5		4,625		
			<u>7,778</u>		
<b>Current Assets:</b>					
Debtors	6	76,580		26,516	
Cash on Deposit		244,863		66,389	
Cash at bank and in hand		<u>101,264</u>		<u>160,966</u>	
			422,707		253,871
<b>Current Liabilities</b>					
Creditors: Falling due within one year	7	<u>85,032</u>		<u>60,156</u>	
			(85,032)		(60,156)
<b>Net Current Assets</b>			337,675		193,715
<b>Creditors: Amounts falling due after more than one year</b>					
<b>Total Assets</b>			<u>345,453</u>		<u>198,855</u>
<b>Represented by:</b>					
Unrestricted Income Funds			292,810		138,895
Designated Funds			50,000		50,000
Restricted Income Funds	9		2,643		9,960
			<u>345,453</u>		<u>198,855</u>

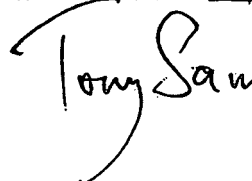
For the financial year in question the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the Trustees on 21/7/21 and signed on their behalf by:

 Tony Samuel Co-Chair  
Date: 21/7/21

## ASYLUM WELCOME

### NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

#### 1 ACCOUNTING POLICIES

##### Basis of preparation

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (FRS102) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. They have been prepared under the historical cost convention.

##### Income

All incoming resources are included in the Statement of Financial Activities once the charity has legal entitlement to the resources, it is probable that the resources will be received and the monetary value of the incoming resources can be measured with sufficient reliability.

- (1) Donations and grants are recognised on a receivable basis in accordance with the restrictions or conditions placed on their use and are deferred to the following period when their use is specified for future periods by the donor.
- (2) Restricted income that is unspent at the end of a financial year, will be carried forward within the Restricted Fund
- (3) For Legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received.  
At this point income is recognised. On occasion legacies will be notified to the charity where it is not possible to measure the amount expected to be distributed. On these occasions the legacy is treated as a contingent asset and disclosed.
- (4) Interest income is included in the accounts when it is earned.
- (5) Donated goods and services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over them. Fair value is determined on the basis of the value of the gift to the charity. A corresponding amount is recognised in expenditure.

##### Expenditure

Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis.

Direct costs are those that can be readily attributed to specific activities. Support costs are allocated according to the amount of direct salaries charged to activities and with regard to the level of activity by our volunteers, to arrive at a reasonable statement of the cost of each activity.

##### Fixed Assets and depreciation

Tangible fixed assets are included at cost less depreciation. Depreciation is provided on Office Equipment and Office Furniture at the rate of 25% (straight line basis), from the date of acquisition of the asset. Fixed Assets costing over £1,000 are capitalised in accordance with our Capitalisation Policy. Intangible assets are measured at cost less accumulated amortisation.

Amortisation is charged so as to allocate the cost of intangibles less their residual value over their estimated useful lives using the straight line method. The intangible assets are amortised over the following useful lives : website 3 years.

##### Debtors and Creditors receivable/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.

##### Cash at Bank

Cash at bank and in hand includes cash and bank accounts.

##### Financial Instruments

The charity only has assets and liabilities of an ordinary kind that qualify as basic financial instruments.

##### Unrestricted Funds

Unrestricted funds represent donations, grants and other incoming resources received for the objects of the charity without a specified purpose and are available as general funds.

From time to time the Trustees may establish Designated Funds out of the Unrestricted Funds to meet contingencies.

##### Restricted Funds

Restricted funds are used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

#### 2 LEGAL STATUS OF THE COMPANY

Asylum Welcome is a company limited by guarantee, incorporated in the United Kingdom, with its registered office at Unit 7 Newtec Place, Magdalen Road, Oxford OX4 1RE

The liability of each member in the event of a winding up is limited to £1.

# ASYLUM WELCOME

## NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

3 DONATIONS	Unrestricted £	Restricted £	2021 Total £	2020 Total £
<b>Trusts and Foundations</b>				
A B Charitable Trust	5,000		5,000	20,000
ARM Trust		3,000	3,000	10,000
Beatrice Laing Trust	-		-	5,000
Bromley Charitable Trust		15,000	15,000	3,750
Society of The Holy Child Jesus		24,941	24,941	7,150
Pearnington Manches		-	-	10,000
Lloyds Bank Foundation	6,750	48,009	54,759	15,000
Henry Smith Charity		-	-	30,000
Oxfordshire Community Foundation	-	13,843	13,843	2,500
Leigh Trust	1,000	-	1,000	3,000
Mactaggart Third Fund		-	-	7,000
The Tambour Foundation	40,000		40,000	-
Odin Charitable Trust	-		-	2,000
Pursula Foundation		2,000	2,000	5,000
St Michaels & All Saints Charity		7,000	7,000	10,000
The Sisters Trust		41,250	41,250	11,250
Swan Mountain Trust		2,500	2,500	-
The Tolkien Trust	40,000		40,000	40,000
Martin Lewis Foundation	-	20,000	20,000	-
Barrow Cadbury Foundation		29,295	29,295	-
National Lottery		66,915	66,915	-
The Pears Foundation	10,000		10,000	-
The Roundton Trust	3,000		3,000	-
Caf Bank Foundation	-	29,800	29,800	-
Refugee Action		3,000	3,000	-
Bishop of Oxford Outreach Fund	2,000		2,000	-
Small grants (amounts less than £1,000)	3,450	1,200	4,650	6,037
	<b>111,200</b>	<b>307,753</b>	<b>418,953</b>	<b>187,707</b>
<b>Statutory Grants</b>				
National Insurance Rebate	4,000		4,000	3,000
Oxford City Council - Open Bidding	10,000		10,000	10,000
Oxford City Council Covid Hardship Grant		5,000	5,000	-
Oxford City Council Syrian Resettlement		4,500	4,500	8,750
Oxford City Council Youth Opportunities		11,336	11,336	-
Oxford City Council Bike Scheme		-	-	3,180
Oxfordshire County Council Inter-Agency & Training		-	-	3,750
Oxfordshire County Council CPF		7,000	7,000	5,793
HMPPS		6,500	6,500	-
EUSS		44,974	44,974	37,340
	<b>14,000</b>	<b>79,310</b>	<b>93,310</b>	<b>71,813</b>
<b>Faith organisations</b>				
Oxford Jewish Congregation	5,685		5,685	-
Oxford Headington Quarry	-		-	1,000
Oxfordshire Quakers	1,680		1,680	917
St Andrews PCC	2,382		2,382	-
St Margaret's Church Oxford	1,000		1,000	1,500
St Marys Church Iffley	-		-	1,940
Other Faith Organisation Donations (under £1,000)	2,850	500	3,350	5,944
	<b>13,597</b>	<b>500</b>	<b>14,097</b>	<b>11,301</b>
<b>Colleges &amp; Schools</b>				
Other College Donations (less than £1000)	2,090		2,090	1,985
	<b>2,090</b>		<b>2,090</b>	<b>1,985</b>
<b>Individual donations &amp; legacies</b>				
Major donations (1 donor)	5,000		5,000	3,000
Legacy			-	-
Other Individual Donations	140,662	297	140,959	91,800
Gift Aid	16,848		16,848	16,717
	<b>162,510</b>	<b>297</b>	<b>162,807</b>	<b>111,517</b>
<b>Partnerships &amp; other community organisations</b>				
Key 2 Futures		4,800	4,800	4,800
Oxford Advice Agencies Stronger Together	-		-	2,595
Red Cross Destination Fund		41,510	41,510	10,286
Oxford Citizens Advice	2,041	-	2,041	-
Other Donations (less than £1000)	675		675	680
Community Organisations	7,282	250	7,532	15,176
	<b>9,998</b>	<b>46,560</b>	<b>56,558</b>	<b>33,537</b>
	<b>313,395</b>	<b>434,420</b>	<b>747,815</b>	<b>417,860</b>
			Unrestricted Total	233,736
			Restricted Total	184,215

# ASYLUM WELCOME

## NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED MARCH 31 2021 (Continued)

### 4 FIXED ASSETS

	Office Equipment, Fixtures & Fittings
Cost	£
Opening Balance April 1 2020	18,363
Disposals	- 10,409
Closing Balance March 31 2021	<u>7,954</u>
Accumulated Depreciation	
Opening Balance 1 April 2020	13,223
Disposals	- 10,409
Charge for year	1,987
Closing Balance 31 March 2021	<u>4,801</u>
Net Book Value	
At 31 March 2021	<u>3,153</u>
At 31 March 2020	<u>5,140</u>

### 5 INTANGIBLE FIXED ASSETS

	Website
Cost	
Opening Balance 1 April 2020	-
Additions in the year	4,625
Closing Balance 31 March 2021	<u>4,625</u>
Accumulated Amortisation	
Opening Balance 1 April 2020	-
Charge for the year	-
Closing Balance 31 March 2021	<u>-</u>
Net Book Value	
At 31 March 2021	<u>4,625</u>
At 31 March 2020	<u>-</u>

### 6 DEBTORS

	2021	2020
	£	£
Prepayments	15,882	9,756
Debtors		
Trade Debtors	-	-
Other Debtors	200	200
Accrued Income	60,498	16,360
	<u>76,580</u>	<u>26,516</u>

### 7 CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
Creditors & Accruals	9,244	4,237
PAYE & National Insurance	8,501	5,090
Pension Creditor	1,508	829
Deferred Income	65,779	50,000
	<u>85,032</u>	<u>60,156</u>

### 8 DEFERRED INCOME

	Balance 1.4.20	Released to SOFA	Funding received 2020/21 and Deferred 31.3.21	Balance 31.3.21
Swan Mountain Trust	2500	2500	0	0
Bromley Trust	11250	11250	11250	11250
Sisters Trust	33750	33750	22500	22500
Oxfordshire Community Foundation	2500	2500	0	0
Lloyds Foundation	0	0	13250	13250
AB Charitable Trust	0	0	15000	15000
OCC Youth Opportunities	0	0	3779	3779
	<u>50000</u>	<u>50000</u>	<u>65779</u>	<u>65779</u>

This represents income received prior to 31 March 2021 but which relates to a grant period post 1 April 2021

## ASYLUM WELCOME

### NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

#### 9 RESTRICTED FUNDS

Services	Balance	Movement in Resources			Balance
	1.4.2020	Additions	Outgoings	Transfers	31.3.2021
	£	£	£	£	£
Adult & Family Advice		75,680	74,221		1,459
Welcome Centre		5,650	5,650		-
Youth	700	41,077	41,236		541
Detainee Support		15,000	15,000		-
Employment and Education		-	-		-
Food	1,000	298	298	-1,000	-
Hardship		100,510	100,510		-
Syrian Resettlement – Oxford City	-	4,500	4,500		-
Europa Welcome		44,974	44,974		-
Bike Scheme		5,000	4,357		643
Volunteer Diversity/Volunteer Management	300	8,714	9,014		-
IT/Comms	7,960	28,695	36,655		-
Refugee Communities Project		22,842	22,842		-
Core	-	81,480	82,480	1,000	-
	9,960	434,420	441,737		2,643
Transfers between Funds					
	9,960	434,420	441,737	-	2,643

IT covers the cost of moving our database to the cloud, setting up homeworking during the Covid pandemic annual IT support and a new website.

The Youth Service covers the cost of providing part time youth workers and running clubs, and outings for young refugees and asylum seekers.

The Detainee Support Service funds meet some of the cost of supporting and visiting refugee and asylum seeking prisoners at Huntercombe Prison

Food contributes to items for the food bank operated at our welcome centre.

Hardship funds small cash payments (usually under £30) to alleviate hardship or for essential travel to comply with Home Office reporting requirements.

Syrian Resettlement - Oxford City Council funds our work on their behalf to support the 30 Syrian families that Oxford pledged to accept.

Europa Welcome supports vulnerable EU/EEA citizens to apply for settled status in the UK.

The bike scheme supports one volunteer to repair and make roadworthy, donated bikes and to distribute them to our clients, giving them a cheap way to travel around the city.

Volunteer Diversity covers the cost of one staff member and activity costs to reach out to and engage a more diverse volunteer group.

The Refugees Community Projects supports RCO groups to strengthen their organisations and be more sustainable for the future in order to help more of our clients.

#### 10 DESIGNATED FUNDS

The current lease for the premises occupied by Asylum Welcome was renewed in October 2020 but the search for more suitable premises continues and therefore the Trustees believe it is prudent to designate £50,000 to cover the costs of moving to new premises.

#### 11 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Fixed Assets	Net Current Assets	2021 Total	2020 Total
	£	£	£	£
Restricted Funds		2,643	2,643	9,960
Unrestricted funds	3,153	289,657	292,810	138,895
Designated Funds		50,000	50,000	50,000
	3,153	342,300	345,453	198,855

## ASYLUM WELCOME

### NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021 (Continued)

#### 12 STAFF COSTS

	2021	2020
	£	£
Salaries	316,986	247,682
National Insurance and Pension Contributions	34,812	26,596
Total	<u>351,798</u>	<u>274,278</u>
Temporary Staff & Consultancy	<u>351,798</u>	<u>274,278</u>

Numbers	2021	2020
Number of staff employed	<u>16</u>	<u>11</u>
Full time Equivalents	<u>11</u>	<u>8</u>

No employees received employee benefits (excluding employer pension costs) of more than £60,000

Employee benefits paid to key management personnel totalled £41,538 (2020 £45,085)

The evaluated value of our volunteers time, for the year under review, of 9,438 hours at rates provided by the European Social Fund, equates to a value of £162,162

The staff annual leave year is co-terminus with our year end and as an insignificant number of holidays are carried forward, we have not accounted for any liability in respect of holidays owed.

#### 13 TRUSTEES' REMUNERATION AND EXPENSES

No remuneration, directly or indirectly, out of the funds of the charity was paid or was payable for the year to any trustee or to any person known to be connected to any trustee.

No amounts were reimbursed to any Trustees (2019 - NIL) during the year.

#### 14 OBLIGATIONS UNDER LEASES

##### Operating leases

The total of future minimum lease payments is as follows:

	2021	2020
	£	£
Not later than one year	57,380	19,250
	<u>57,380</u>	<u>19,250</u>

The amount of non-cancellable operating lease payments recognised as an expense during the year was £47,959

#### 15 RELATED PARTY TRANSACTIONS

The Trustees confirm that there have been no related party transactions that require disclosure in the accounting period

The aggregate of Trustees' donations in the year is £1,570.

## ASYLUM WELCOME

### NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021 (Continued)

#### 16 EXPENDITURE ANALYSIS

	Total Year to 31.3.2021	Raising Funds	Charitable Activities Adult Advice & Syrian Settlement	Youth	Detainee Support	Refugee rights	Food services	Employment & Educational Services	Volunteer recruitment & training	EUSS	RCO Project	Advocacy
	£	£	£	£	£	£	£	£	£	£	£	£
<b>Direct Costs</b>												
Direct Salaries	203,461		66,777	24,052	9,654	16,137	1,310	17,137	20,728	32,618	13,737	1,311
Asylum Seeker and Refugee Activities	36,510		4,333	2,202	2,708	55	0	1,383	2,147	12,372	11,070	40
Direct assistance to Asylum Seekers and Refugee	95,723		25	417	100	93,867	1,314					
Facilities and equipment	62,141		13,671	6,214	6,214	8,700	6,214	7,457	9,321		4,350	
Costs directly attributable to activities	397,835											
<b>Direct fundraising costs</b>	80,130	80,130										
<b>Support costs</b>												
Senior Management	26,209	6,552	6,553	1,310	2,097	2,097	524	1,048	2,621		786	2,621
Facilities and finance staff	50,301	7,546	6,036	5,030	4,967	7,545	4,967	4,967	4,967		4,276	
Premises costs	15,607	780	3,121	1,561	1,561	1,561	1,561	1,561	1,561		1,560	780
Communications and computer support	4,843	969	486	484	484	484	484	484	484		484	
Professional fees	12,602		12,602									
General other	13,853	693	2,080	1,385	1,385	1,385	1,385	1,385	1,385		1,385	1,385
	123,415											
<b>TOTAL EXPENDITURE</b>	<b>601,380</b>	<b>96,670</b>	<b>115,884</b>	<b>42,655</b>	<b>29,170</b>	<b>131,831</b>	<b>17,759</b>	<b>35,422</b>	<b>43,214</b>	<b>44,990</b>	<b>37,648</b>	<b>6,137</b>

Direct costs have been allocated to the charity's activities when they can be identified. Support costs are allocated according to broad judgements of the amount of staff and volunteer time spent on each activity.