



Suffolk Refugee Support

Trustees' Report and Financial Statements
for the year ended 31 March 2021



Suffolk Refugee Support

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Company Registration Number 03894990



Legal and administrative details

Suffolk Refugee Support is a company limited by guarantee and a charity

Charity number 1078794

Company number 03894990

Registered office and operational address:

38 St Matthew's Street

Ipswich

IP1 3EP

Trustees

Ian Stewart – chair (resigned May 2020)

Gerry Toplis - Chair from July 2020, treasurer (from February 2020 to July 2020)

Keith Faull – Vice chair and treasurer (from July 2020); Chair (May – July 2020)

Maggie Barradell – secretary (from February 2020 resigned April 2021)

Greg Dodds

Danielle Waller

Kevin Clements (elected October 2020)

Desiree Jones (elected October 2020 resigned June 2021)

Meg Day (elected 2020 resigned April 2021)

Felicity Szesnat (co-opted March 2021)

Christina Sweet-Escott (co-opted March 2021)

Pauline Lane (resigned August 2020)

Marian Lanyon (resigned October 2020)

Alan Blackshaw – honorary trustee

Beteja Gravqevci – honorary trustee

Charity Manager

Rebecca Crerar

Independent examiner

Nicky Cordle FCA

Foreshore Accountancy LLP

Fairfield

Shotley Road

Chelmondiston

Ipswich

IP9 1EE

Bankers

Lloyd's Bank



Report of the trustees

Despite the loss of our major funder the National Lottery Fund from March 2020 onwards, and the disruptions to our services caused by the Covid-19 pandemic, Suffolk Refugee Support has managed to continue to meet its funding needs and provide continued services to refugees and asylum seekers here in Suffolk.

Our aims and achievements

Our charitable objectives require us to provide services to asylum seekers and refugees in achieving the legal status to which they are entitled and in enjoying the same life opportunities as other people living in the UK. Our activities taken as a whole deliver public benefit by integrating vulnerable new arrivals into our community in Suffolk so that they can make a positive contribution, be welcomed, and lead a life they consider worthwhile.

We estimate that there are some 2,500 asylum seekers, refugees and former refugees and their families living in Suffolk and we helped around 600 individual refugees and asylum seekers with our activities of support in 2020-21. This number does not include the many spouses and children of clients who have also benefitted.

Vital services during Covid-19

During the lockdown periods we have rapidly switched our support services, which are a lifeline to many refugees and asylum seekers in Suffolk, from face-to-face to remote delivery. We are acutely aware that many of the issues our clients already faced – isolation, anxiety, disadvantage, deprivation and lack of access to services – might be compounded and worsened by the coronavirus crisis. We have therefore undertaken numerous actions to ensure our clients do not suffer further harm:

- We have operated our advice service fully via telephone, email, remote video tools and apps, and office appointments where restrictions have allowed
- We have made regular telephone welfare checks to ensure no one is isolated and no issues go unseen
- We have liaised with schools around coursework, educational resources and free school meals for the families we support
- We have provided resources, including laptops, for the most deprived families to ensure children can keep up with studies and not be further disadvantaged
- We have supported clients with basic IT skills and resources, through our Skills Exchange project and International Women's Group, to ensure they can access services and classes online, e.g. through Zoom group sessions
- We have provided regular translated guidance and information in our main client languages, focusing particularly on health advice

- We have put more than 30 volunteers in regular contact with clients to deliver 1-1 English language tuition, support and guidance, and implemented policies to ensure this is done safely
- We have contacted all the young people we support to check on their educational and emotional needs and have produced videos to help them keep active, safe and healthy

Our activities in numbers

462 clients received advice services between 01/03/20 and 28/02/21
 146 clients received an individual health support service
 107 clients received WhatsApp broadcasts on issues including Covid and health guidance, online scam prevention and hate crimes
 54 clients were supported to receive immigration legal advice
 35 clients were supported with other legal issues
 33 victims of crime were supported, including victims of modern slavery, domestic violence, hate crime, online crime and scams
 55 clients were supported to learn English through our ESOL classes
 65 young people received weekly welfare checks during lockdown
 48 young people from 14 different nationalities were supported with meaningful activities over the summer
 17 young people were supported with online 1-to-1 educational support
 100 clients were supported with employment advice, training and practical help
 28 women attended on line International Women's group sessions

Clients this year came from 34 different countries with the largest numbers still from Iraq, Iran and Syria.

Unfortunately, the Vulnerable Persons'/Children's Resettlement Programme was unable to bring any new families into Suffolk during this year, due to travel restrictions. We continued to work under the contract with Suffolk County Council, to provide advice and port to the existing clients who have previously arrived under the programme and who still require a great deal of help with living in the UK. Sadly, our programme manager had to return to her home in Australia and was forced to resign and our advice worker resigned after a period of furlough. We subsequently increased our Advice Service Manager's hours and recruited a part time Resettlement Coordinator to cover the work. We hope the programme will begin to welcome new arrivals in 2021-22.

The launch of our Skills Exchange Programme designed to give refugees and asylum seekers the chance to exchange the myriad of skills (often otherwise hidden) with local volunteers in exchange for another piece of help or skill, got off to a rocky start. Covid meant that face to face meetings were very limited and we had to resort to sharing online. We will develop this group further when face to face meetings are allowed.

Financial review

We made use of the government's furlough scheme to enable four staff members to take time out to care for family members during the lockdown (some partial only). Staff have shown an amazing resilience and positive spirit to keep supporting our clients during the lockdowns and have attended the office when possible in between.

Although we were very worried when we lost the National Lottery Reaching Communities Funding, we managed to secure the finances we needed to deliver the services for the year and cover all our costs. The majority of our funding needs are met by grants both national and local. We also have a very generous donor base of private individuals who provide us with vital unrestricted funds.

We were lucky to receive grants from two larger Covid funds this year (National Lottery Covid-19 and Barrow Cadbury Covid Funds) which have made a significant difference to our income level and have enabled us to defer two other grants earmarked for 2020-21 into 2021-22. We were acutely aware that funding was being offered by a lot of providers for the immediate impact of the virus, but not for longer term so we are grateful for this opportunity to defer secured funds to when they will be needed for rebuilding as restrictions are lifted.

Through the generosity of our supporters and through local Covid and Hardship Funds, we have been able to provide cash and benefits in kind to the most vulnerable of our clients, and to help others with essential travel costs (more limited due to many immigration processes stopping for the majority of the year) and items such as art and sports equipment and books to help them through the lockdown.

Although the number of face-to-face talks we have given this year has been reduced, we have frequent presence on social media and have been regularly featured in the local press and given interviews on local radio.

Reserves policy

The Board agreed a Reserves Policy in December 2020 which follows Charity Commission guidance. The purpose of SRS holding financial reserves is to cover the cost of any shortfall of income either in the current financial year for which a budget has been set, or in future years where adjustment or closure of services is anticipated.

Our aim is to have a level of reserves that will enable us to continue to deliver our services at their current level for six months, enabling an orderly winding down of some or all commitments if necessary. This level is currently recommended as £250,000. As a result of an unprecedented year, at the end of 2020-21, we are in a significantly better position with reserves well over this recommended amount.

This was not unexpected and will be taken into account when planning our work as the Covid pandemic restrictions are lifted and in line with our strategic and fundraising plans. We will make best and effective use of these available funds in the coming year(s) to support our clients and tackle the stored-up problems that the pandemic has created.

Plans for future periods

Our clients are likely to present with stored up problems from 2020 as we start to resume face to face services. This, coupled with the hopeful relaunch of the Resettlement Programme and the likelihood of increases in numbers of asylum seekers in dispersal accommodation in Suffolk will mean our services continue to be very much in demand. We plan to focus on increased client participation in the running of activities and an increase in self-reliance among our clients this year. Our ability to meet our budget requirements is looking positive although we are awaiting the outcome of two large funding bids still.

Structure, governance and management governing document

The organisation is a charitable company limited by guarantee, incorporated in 1999 and registered as a charity in 2000. The company was established under a Memorandum of Association and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute up to £1.

Recruitment and appointment of trustees

The directors of the company are also charity trustees for the purposes of charity law. The trustees are elected to serve for three years after which they must be re-elected at the next Annual General Meeting.

The trustees received no benefits from the charity and claimed no expenses in their capacity as such.

The charity saw a change in its Chair this year with the stepping down of the previous Chair in advance of periods of tenure for trustees being proposed, and with the Covid restrictions making meeting difficult as they moved to using Zoom. Three new trustees were voted on at the online AGM and two trustees resigned this year. The board of Trustees has introduced a Strategic Plan with six main aims for the organisation, along with Operating Principles and Volunteer Principles, which are helping to shape its action plan for the year.

Trustee induction and training

There is a trustee recruitment process overseen by the Secretary and Chair. After completing an application form and interview potential new trustees attend a board meeting and, if the other trustees feel it appropriate, and they themselves remain willing, they are co-opted until the next AGM, at which their first three-year election takes place. They are given a formal induction and receive a Trustees Handbook, which gives a history of the charity, its funding arrangements, its activities, and the responsibilities of trustees, as well as a copy of the Memorandum and Articles. They are sign-posted to the Charity Commission's "The Essential Trustee".

Most of the trustees are already, or become, volunteers with the charity, meeting and helping the service users and staff.

Responsibilities of the trustees

The trustees (who are also directors of Suffolk Refugee Support Ltd for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and UK GAAP.

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 of 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charitable company will continue in operation.

The trustees are responsible for keeping proper 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 prevention and detection of fraud and other irregularities.

The Trustees have adopted the provisions of the 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)

Approved by the board on 12th August 2021 and signed on its behalf by:


Gerry Toplis
Chair

Independent Examiner's Report to the Trustees of Suffolk Refugee Support

I report on the financial statements of the charity for the year ended 31 March 2021 which are set out on pages 8 to 17.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the financial statements. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

examine the financial statements under section 145 of the Charities Act;

follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and

state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- 1 which gives me reasonable cause to believe that, in any material respect, the requirements:
to keep accounting records in accordance with section 130 of the Charities Act;
to prepare financial statements which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Nicky Cordle FCA
Foreshore Accountancy LLP
Fairfield
Shotley Road
Chelmondiston
Ipswich
IP9 1EE



16-09-2021

Statement of Financial Activities

Including Income and Expenditure Account



For the year ended 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 Note 5 £
Income and endowments from					
Donations and legacies		133,142	-	133,142	111,083
Charitable activities		48,349	273,560	321,909	479,001
Investments		-	-	-	-
Other		-	-	-	-
Total Income	2	<u>181,491</u>	<u>273,560</u>	<u>455,051</u>	<u>590,084</u>
Expenditure on					
Charitable activities: Refugee Support		79,781	298,287	378,068	456,020
Other		-	-	-	-
Total Expenditure	3	<u>79,781</u>	<u>298,287</u>	<u>378,068</u>	<u>456,020</u>
Net income / (expenditure)		101,710	(24,727)	76,983	134,064
Total Funds brought forward at 1 April 2020		220,091	145,223	365,314	231,250
Total Funds carried forward at 31 March 2021		<u>321,801</u>	<u>120,496</u>	<u>442,297</u>	<u>365,314</u>

During the year there were no recognised gains or losses other than those included above.

All activities included within this statement are continuing.

Balance Sheet

As at 31 March 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	7		-		-
Current assets					
Debtors	8	15,095		-	
Cash at bank and in hand		<u>497,634</u>		<u>490,604</u>	
		512,729		490,604	
Creditors: amounts falling due within on year	9	<u>(70,432)</u>		<u>(125,290)</u>	
Net current assets		442,297		365,314	
Total net assets		<u>442,297</u>		<u>365,314</u>	
The funds of the charity					
Restricted funds	10	120,496		145,223	
Unrestricted funds:	11				
General charitable funds		321,801		220,091	
		<u>442,297</u>		<u>365,314</u>	

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

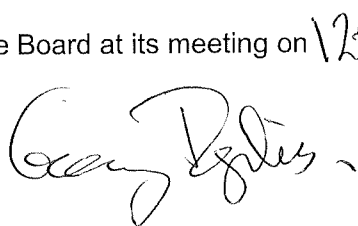
The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for 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 Board at its meeting on 12th August 2021 and signed on its behalf by:-

Gerry Toplis
Chair





Cash flow statement

For the year ended 31 March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Net cash provided by operating activities	(see below)	<u>7,030</u>	<u>225,058</u>
Change in cash and cash equivalents in the year		<u>7,030</u>	<u>225,058</u>
Cash and cash equivalents at 1 April 2020		490,604	265,546
Cash and cash equivalents at 31 March 2021	13	<u>497,634</u>	<u>490,604</u>
Reconciliation of cash flows from operating activities			
Net income for the year (as per statement of financial activities)		76,983	134,064
(Increase)/decrease in debtors		(15,095)	72,413
Increase/(decrease) in creditors		<u>(54,858)</u>	<u>18,581</u>
Net cash provided by operating activities	(see above)	<u>7,030</u>	<u>225,058</u>

Notes to the financial statements

For the year ended 31 March 2021

1 Accounting policies

(i) Basis of preparation

The financial statements have been prepared under the historical cost convention. The financial statements have been prepared in accordance with the Statement of Recommended Practice, in accordance with Financial Reporting Standard 102, applicable UK Accounting Standards and the Companies Act 2006. The financial statements have been prepared on the going concern basis. The principal accounting policies adopted in the preparation of the financial statements are set out below.

The charity meets the definition of a public benefit entity under FRS 102.

Key judgements and assumptions

The nature of the company's affairs is such that the directors believe that there are no areas of significant judgement and no significant assumptions that are required in the preparation of the financial statements other than those relating to going concern. Going concern rests on the availability of future funding and uncertainty over such income is mitigated by the reserves held by the company, see below.

(ii) Income

Grants are recognised when these are certain as being receivable.

Grant income is deferred, even where the income is receivable, when this income is given for expenditure in the following year.

Membership subscriptions and donations are recognised in the period to which they relate.

Income from the provision of services is recognised in accordance with the contractual agreement under which the services are provided.

(iii) Expenditure

Expenditure is recognised in the period to which it relates.
Irrecoverable VAT is included with the relevant expenditure.

Costs are allocated directly to the activities wherever possible. Support costs are then attributed based on estimated staff time.

Grants payable are recognised when committed.

(iv) 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 less estimated residual value of each asset over its expected useful life as follows:

Fixtures, fittings and equipment 20% on a straight line basis

(v) **Debtors**

Trade debtors, relating to amounts due under contracts for the provision of services, are measured at the amounts receivable under the contracts. Prepayments, relating to expenditure incurred which has economic benefit in future accounting periods, and accrued income, relating to income due and receivable but outstanding at the balance sheet date, are measured at their recoverable amount being the sum that will be received after the balance sheet date.

(vi) **Creditors: Amounts falling due within one year**

Trade creditors and accruals, relating to expenditure not paid until after the balance sheet date which confers economic benefit on the current accounting period, is recognised at the amount of that economic benefit. Deferred income, relating to income received in the current accounting period but which relates to future periods, is recognised as the whole of the income in question. Restricted fund income received in the current accounting period which relates to the current and future periods is recognised within restricted funds, see below.

(vii) **Pensions**

The charity makes contributions to the Personal Pension Plans of employees where these are in existence or to a workplace pension scheme in accordance with the regulations governing the scheme.

(viii) **Accumulated funds**

Funds fall into two categories, restricted, where their use is governed by the wishes of the entity providing the funds or the contractual terms under which the funds are earned, and unrestricted, where there are no pre-conditions to the use of the funds other than the charitable objectives of the organisation. Designated funds are a subset of unrestricted funds representing amounts set aside by the trustees for specific purposes.

Funds are transferred from restricted to unrestricted funds as they become free from the relevant restrictions.

It is the aim of the charity to maintain the balance of unrestricted reserves at a level equivalent to six months expenditure, in order that the charity can reasonably withstand unforeseen reductions in funding, plus an amount to cover adverse variations occurring in contracts for the provision of services.

2 Total income

	2021	2020
Donations		
Donations	76,230	37,305
Grants	56,912	73,778
	<u>133,142</u>	<u>111,083</u>
Charitable activities		
Grants (see note 10)	273,560	357,845
Delivery of Refugee Resettlement Programme project	48,349	121,156
	<u>321,909</u>	<u>479,001</u>

3 Total resources expended

	Staff costs £	Depreciation £	Other costs £	Total 2021 £	Total 2020 £
Charitable activities	290,323	-	75,145	365,468	444,020
Governance costs	<u>10,500</u>	<u>-</u>	<u>2,100</u>	<u>12,600</u>	<u>12,000</u>
	<u>300,823</u>	<u>-</u>	<u>77,245</u>	<u>378,068</u>	<u>456,020</u>

4 Trustees

None of the trustees (or any persons connected with them) received any remuneration or expenses during the year.

5 Employees

Number of employees

The average number of employees during the year was:

	2021 Number	2020 Number
Project staff	15	18
Management and administration	4	4
	<u>19</u>	<u>22</u>

Employment costs

	2021 £	2020 £
Wages and salaries	270,338	329,707
Social security costs	19,358	23,903
Other pension costs	9,927	14,118
Other costs	1,200	2,859
	<u>300,823</u>	<u>370,587</u>

There were no employees whose annual emoluments were £60,000 or more.

6 Comparative Statement of Financial Activities

The detailed Statement of Financial Affairs for the year ended 31 March 2020 is set out below

	Unrestricted funds £	Restricted funds £	Total 2020 £
Income and endowments from			
Donations and legacies	111,083	-	111,083
Charitable activities	121,156	357,845	479,001
Investments	-	-	-
Other	-	-	-
Total income	<u>232,239</u>	<u>357,845</u>	<u>590,084</u>
Expenditure on			
Charitable activities: Refugee Support	181,498	274,522	456,020
Governance costs	-	-	-
Total expenditure	<u>181,498</u>	<u>274,522</u>	<u>456,020</u>
Net income / (expenditure)	50,741	83,323	134,064
Total Funds brought forward at 1 April 2019	169,350	61,900	231,250
Total Funds carried forward at 31 March 2020	<u><u>220,091</u></u>	<u><u>145,223</u></u>	<u><u>365,314</u></u>

7 Tangible fixed assets

	Fixtures fittings & equipments £	Total £
Cost		
At 1 April 2020	16,788	16,788
Additions	-	-
At 31 March 2021	<u>16,788</u>	<u>16,788</u>
Depreciation		
At 1 April 2020	16,788	16,788
Charge for the year	-	-
At 31 March 2021	<u>16,788</u>	<u>16,788</u>
Net book value		
At 31 March 2021	<u>-</u>	<u>-</u>
At 31 March 2020	<u>-</u>	<u>-</u>

8 Debtors

	2021 £	2020 £
Trade debtors	15,095	-
Taxes and social security costs	-	-
	<u>15,095</u>	<u>-</u>

9 Creditors: amounts falling due within one year

	2021 £	2020 £
Bank overdraft	-	-
Trade creditors	32,472	30,640
Taxes and social security costs	-	20,419
Accruals and other creditors	960	960
Deferred income	37,000	73,271
	<u>70,432</u>	<u>125,290</u>

Deferred income represents amounts received by the company the benefit of which is intended for future periods. All deferred income at 31 March 2020 was recognised in the income and expenditure account in the year ended 31 March 2021.

10 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Balance at 31 March 2021 £
Nationwide Community Grant (via Essex Community Foundation)	44,391	-	-	44,391
Lloyds Bank Foundation	22,953	-	24,832	(1,879)
Realising Ambitions Fund (Ipswich & East Suffolk CCG via Suffolk Community Foundation)	18,086	-	18,086	-
New Anglia LEP Community Challenge Fund (via Suffolk Community Foundation)	11,739	20,000	13,401	18,338
Barrow Cadbury Trust/The National Lottery Community Fund COVID Support Fund	-	49,850	42,012	7,838
National Lottery Coronavirus Community Support Fund	-	45,000	45,000	-
Building Better Opportunities Fund - European Social Fund & the National Lottery Community Fund	661	39,443	40,104	-
Suffolk Police & Crime Commissioner's Fund (via Suffolk Community Foundation)	(1,220)	29,978	8,758	20,000
BBC Children in Need	(1,866)	27,526	22,484	3,176
The Lovel Foundation	9,115	10,000	9,867	9,248
Limbourn Trust	9,078	10,000	9,719	9,359
Suffolk Community Foundation - other grants	25,257	13,474	31,927	6,804
Other	7,029	28,289	32,097	3,221
	<u>145,223</u>	<u>273,560</u>	<u>298,287</u>	<u>120,496</u>

All above funds support the project operated by Suffolk Refugee Support to provide services to asylum seekers and refugees in achieving the legal status to which they are entitled and in enjoying the same life opportunities as other people living in the UK.

11 Unrestricted funds

	Balance at 1 April 2020 £	Net Income £	Transfers £	Balance at 31 March 2021
General charitable funds	220,091	101,710	-	321,801
	<u>220,091</u>	<u>101,710</u>	<u>-</u>	<u>321,801</u>

12 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2021 are represented by:			
Tangible fixed assets	-	-	-
Current assets	392,233	120,496	512,729
Creditors: amounts falling due within one year	(70,432)	-	(70,432)
	<u>321,801</u>	<u>120,496</u>	<u>442,297</u>

13 Analysis of cash and cash equivalents

	2021 £	2020
Bank current accounts	495,677	489,090
Petty cash	1,957	1,514
Total	<u>497,634</u>	<u>490,604</u>

14 Related parties

There have been no transactions with related parties.