

Migrant Help

England & Wales · Charity number 1088631

Details

Other names	MIGRANT HELPLINE, MIGRANT HELP
Status	Registered
Legal form	Charitable company
Company number	04172880
Registered	2001-09-27
Register	View on the Charity Commission register

Contact

Address	128 City Road London EC1V 2NX
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Website	www.migranthelpuk.org

Activities

Objects: 2.1 The objects for which the Company is established ("the Objects") are:2.1.1 The relief of sickness and financial hardship of Beneficiaries including(a) information and advice on counselling, health, legal and welfare services and assistance;(b) advice on financial maintenance which may include the direct provision of financial assistance, goods and services;(c) advice on and provision of residential accommodation;(d) such other items or services as the Trustees in their discretion choose to provide.2.1.2 To advance the education and training of Beneficiaries and their dependants in need thereof so as to advance them in life and assist them to adapt within a new community.2.1.3 To promote for the public benefit the sound administration of the law by providing advocacy services to Beneficiaries and their dependants.2.1.4 To advance the education of the public in general about the issues relating to human migration.2.2 In this Article 2, "Beneficiaries" are defined as individuals, being:2.2.1 foreign and British nationals, or2.2.2 victims of human trafficking or exploitation or potential victims of human trafficking or exploitation (regardless of their nationality), or 2.2.3 people made vulnerable by displacement, howsoever caused (regardless of their nationality), who are in difficulty in any part of the world.

Activities: 1 The relief of refugees and their families and dependants who are in conditions of need,hardship or distress2 to inform, advise and assist foreigners and Commonwealth citizens who are in difficulty or distress during their stay in the UK or in connection with their arrival or departure therefrom3 to promote the

rights of refugees through the provision of advocacy and information.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment
- **Who:** Other Defined Groups

Geography

- **Area of benefit:** UNITED KINGDOM
- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£69,792,000	£65,616,000	£21,835,000	565
2024-03-31	£58,163,000	£55,813,000	£17,659,000	486
2023-03-31	£45,734,000	£41,739,000	£15,309,000	364
2022-03-31	£33,499,000	£28,096,000	£11,314,000	289
2021-03-31	£22,395,000	£20,561,000	£5,911,000	266

Trustees

Name	Role	Appointed
Sir HUGH BAYLEY	Chair	2025-06-01
Amelia Mary Knott		2020-03-11
Boshra Sayed		2025-10-01
Brandon Perlberg		2023-09-20
Carina Ann Kemp		2025-12-11
Daniel Cook		2024-08-01
Eric Kolodner		2025-01-01
Jamie Seaford		2022-12-15
Katherine Arie		2022-12-15
Mayan Shah		2022-03-23
Simon Gallow		2022-12-15
Victoria Quek		2022-12-15
Yusef Gojikian		2026-06-01

Migrant Help

England & Wales - Charity number 1088631

Accounts

Migrant Help

Annual Report and Financial Statements

31 March 2025

Company Limited by Guarantee
Registration Number
04172880 (England and Wales)

Charity Registration Number
1088631 (England and Wales)

Charity Registration Number
SC041022 (Scotland)

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Reference and administrative information

Trustees & Directors

Sir Hugh Bayley (Chair, appointed 1 June 2025)
Madhavi Vadera (Chair, resigned 31 May 2025)
Najwa Alabdallah (appointed 3 July 2025)
Katherine Arie
Daniel Cook (appointed 1 August 2024)
Dave Crapnell (resigned 10 February 2025)
Simon Gallow
Dr Yusef Gojikian
Amelia Knott
Eric Kolodner (appointed 1 January 2025)
Loretta Okeke (appointed 1 April 2024; resigned 17 September 2025)
Frank Omare (resigned 31 December 2024)
Brandon Perlberg
Victoria Quek
Jamie Seaford
Mayan Shah
John Smart (resigned 30 June 2024)
Boshra Sayed (appointed 1st October 2025)
Piramindhana Thillainathan (resigned 31 December 2024)

Executive Team

Chief Executive Officer	Caroline O'Connor
Director of Asylum Services	Helen Bransfield
Director of Technology and Transformation	Will Lowrie (appointed 20 May 2024)
Director of MSVC	Rabiya Rabat
Director of People & Culture	Fiona Stephens
Director of Strategy & Engagement	Anna Ware
Director of Finance, Infrastructure & Quality	Melvin Witt
Deputy Director of Risk & Compliance	Robert Bush (appointed 18 August 2025)
Deputy Director of Finance	Denise Farrell
Deputy Director of Asylum Services	Juliet Halstead
Deputy Director of Strategic Programmes	Chris Hammond
Deputy Director of Asylum Services	Anna Konieczny (resigned 1 October 2024)
Deputy Director of Asylum Services	Daisy Noble
Deputy Director of Commercial	Tina Riley
Chief of Staff	Debbie Pemberton

Registered address

128 City Road
London
EC1V 2NX

Company registration number

04172880

Reference and administrative information

Charity registration number	1088631 (England and Wales) SC041022 (Scotland)
Auditor	Buzzacott Audit LLP 130 Wood Street London EC2V 6DL
Bankers	National Westminster Bank Plc Europa House 49 Sandgate Road Folkestone Kent CT20 1RX
Solicitors	Browne Jacobson LLP Mowbray House Castle Meadow Road Nottingham NG2 1BJ

Welcome message

Organisational highlights

This has been another year of high demand on Migrant Help's services and the resulting growth saw our workforce increase to more than 600 members of staff.

We were delighted to be awarded new contracts to support refugees in transitioning to eVisa, provide refugee resettlement services in Watford, as well as an extension to our EU Settlement Scheme advice service.

We continued to support our strategic projects, funded by Migrant Help, such as our Youth Welfare Officer service which is now being delivered by four partner organisations in seven different locations in England and Wales. We have significantly expanded our team of National Referral Mechanism (NRM) advisers to ensure that more potential victims of modern slavery get the support they need. Our schools programme held its inaugural in person event with 100 students attending and learning about the challenges faced by people seeking asylum in the UK.

Our Lived Experience Advisory Panels kept growing and extending their impact both within and outside of Migrant Help. Panel members have been involved in a number of key projects, from working with the UK Health Security Agency (UKHSA) to improve their understanding of how best to engage with vulnerable populations through community-centred approaches, participating in policy consultations, planning our annual sector-wide Building Bridges conference, delivering conference talks and presentations, and volunteering at Glastonbury Festival. We are delighted to share that 337 clients were involved in co-produced activities, delivering 211 internal improvements, contributing to 31 external policy and research projects, and much more.

We were very proud of our CEO, Caroline O'Connor, who won the 'Charity Chief Executive of the Year' at the 2024 Third Sector Awards in September.

Our efforts to end the digital divide has been acknowledged at the House of Lords, where Migrant Help was recognised as the top national databank hub of the year by The Good Things Foundation.

We responded to requests by our partner organisations for more in-person opportunities to connect, network, and share best practices and created a series of 'Connecting the sector' events with five taking place during the year, and more already in the planning.

Our people are the most valued assets at Migrant Help, and we are very proud to be a diverse organisation that welcomes people from different backgrounds. We were pleased to retain our accreditation in Investors in Diversity, achieving the new level of 'Silver' for 2024 to 2026. We also ranked 23rd on the National Centre for Diversity's Top 100 Inclusive UK Employers Index for 2024.

Our award-winning social enterprise subsidiary - Clear Voice – continues to support a growing number of organisations with high-quality interpreting and translation services. Last year, it achieved a 21% increase in revenue, resulting in a Gift Aid donation of £3.7 million to Migrant

Organisational highlights (continued)

Help, a substantial portion of which funded our essential strategic projects including capital investment in places of safety are recovery.

Clear Voice's innovative 'InPower Project' trained and supported 210 refugees in obtaining qualifications, thereby empowering them to thrive and become beacons of change.

Service demand and support

The past twelve months have again reminded us how closely local action is woven into the global fabric. 2024–25 was a year of political turning points and deepening humanitarian need, yet also of extraordinary resilience, much of it shown by the people Migrant Help walks alongside every day.

The riots that erupted during the summer 2024 were a stark reminder of the divisions that exist within our society fuelled by misinformation and hateful rhetoric. During this worrying time, our main focus was on keeping our clients and colleagues safe and while we were shocked by the acts of hate and racism, we were also heartened by the displays of solidarity and community support.

In July, a new Labour administration entered office. In the first few months, the Government formally scrapped the Rwanda offshoring plan, confirmed that the Bibby Stockholm barge would not be used beyond January 2025 and began transferring arrivals to the new site at RAF Wethersfield as part of a pledge to phase out hotel accommodation.

According to the Office for National Statistics, in 2024, long-term migration to the UK was around 948,000. Of these, approximately 95,000 were people seeking asylum, representing around 10% of all immigration to the country that year. 19,125 potential victims of modern slavery were referred to the Home Office in 2024, representing a 13% increase compared to the preceding year and making this the highest number in a year since the National Referral Mechanism (NRM) began.

As a charity that supports refugees, people seeking asylum and survivors of slavery, we have a duty to counter misinformation and promote a more compassionate narrative around immigration and asylum. We continued doing just that last year, through our public engagements, policy work and awareness raising campaigns.

Our asylum services saw the highest number of clients yet, with more than 120,000 people supported and over a million phone calls to our helpline answered. We continued delivering high-quality frontline support to survivors of modern slavery and trafficking across England, Scotland and Northern Ireland. Our teams assisted more than 3,000 survivors, often with very complex needs, making our trauma-informed approach all the more crucial.

Our EU Settlement Scheme advice team continued to reach the most vulnerable populations, advising more than 30,000 people and submitting nearly 1,500 applications to the scheme. The newly introduced eVisa support team reached over 24,000 clients and helped to submit more than 2,000 applications.

Service demand and support (continued)

We continued to support families establishing new lives in the UK via official resettlement schemes. We helped 60 families across the year to settle into their new communities and access key services and educational and employment opportunities. Our Refugee Employability Programme assisted 173 clients on their journey to securing employment.

None of the above would be possible without the dedication and professionalism of our staff who choose to dedicate their working lives to the support of those affected by displacement and exploitation.

Caroline and I are proud of the work Migrant Help does, both by delivering our contracted services, and through our strategic projects that aim to identify and bridge gaps in provision through partnership working and capacity building.

This past year, we continued strategic projects in collaboration with other charities in our sector. Our Age Dispute Adviser services, Community Cohesion and Building, Empowering, Protecting and Supporting (BEPS) grant programmes; our Reducing Exploitation initiative via the Just Good Works App; and our Connecting the Sector events illustrate Migrant Help's ongoing dedication to enhancing the clients' experience and promoting collaboration and knowledge sharing within our sector.

We are particularly delighted to see the growth of our co-production initiatives - our commitment to working in equal partnership with people who have lived experience to design and improve our services - that reach across all levels of Migrant Help. The quarterly meetings between the Senior Leadership Team and the National Lived Experience Advisory Panel with the shared objective of "working together and making changes, amplifying voices to change perceptions for a better future" are a true reflection of the dedication to co-production across the charity.

I will be stepping down as a Chair of the Board of Trustees at the end of May 2025, but I leave Migrant Help in the capable hands of Sir Hugh Bayley.

Looking ahead, we can see challenges caused by conflicts across the world, the worsening climate crisis and misinformation that leads to division within our communities. We will continue to work hard to champion the voices of people affected by displacement and exploitation as they seek to rebuild their stolen lives.

Madhavi Vadera,
Chair of the Board of Trustees

Caroline O'Connor
Chief Executive

Our aims

The objects for which the charity is established are:

- ◆ The relief of sickness and financial hardship of beneficiaries including
 - Information and advice on counselling, health, legal and welfare services and assistance.
 - Advice on financial maintenance which may include the direct provision of financial assistance, goods and services.
 - Advice on and provision of residential accommodation.
 - Such other items or services as the trustees in their discretion choose to provide.
- ◆ To advance the education and training of beneficiaries and their dependents in need thereof so as to advance them in life and assist them to adapt within a new community.
- ◆ To promote for the public benefit, the sound administration of the law by providing advocacy services to beneficiaries and their dependents.
- ◆ To advance the education of the public in general about the issues relating to human migration.

Our purpose

Our vision is for a global society that protects vulnerable people, treats them with respect and enables them to reach their full potential.

We operate across the United Kingdom, providing excellent and highly valued services - supporting people seeking asylum, survivors of modern slavery, EU citizens and those settling into this country as recent refugees.

We deliver excellent value under national, regional and local government contracts. This has provided us with opportunities to broaden our scope, and we focus on forming partnerships across the statutory, voluntary and private sectors to achieve better outcomes for our client groups and fill some of the gaps in existing provision, using our knowledge and expertise from a range of service areas.

Highlights

Asylum Services

Last year was an extremely busy year with many clients approaching our services.

Our Asylum Lived Experience Advisory Panels (LEAP) have worked with operational colleagues to introduce a training video for all new starters. They also reviewed the Induction booklet that all new clients receive and the complaints information that we share. Their next project is a welcome video that will be sent via a link to clients when they contact us for the first time.

In July, we held our annual Building Bridges conference which was co-produced with the members of the Asylum LEAP.

We have made significant improvement in our call waiting times and, at the end of this financial year, our average wait was around two minutes. We will continue our efforts to reduce these even further.

One of our key focus areas this year was our new bespoke database which went live on 19 March 2025. This is already evidencing improvements, and we will be introducing further innovations over the next year which will empower clients who wish to access self-serve options.

Modern Day Slavery Services

This has been a challenging year for survivors of modern slavery and the migrant support sector as a whole. In this context, we recognise the importance of partnership and collaboration in driving meaningful change for the people we work with, and strategically for the modern slavery sector. During this last year we have continued delivering high-quality front-line support to survivors of modern slavery and trafficking across the UK.

In England, Modern Slavery Victim Care (MSVC) team supported 1,418 clients over the year, with the most prevalent forms of exploitation being domestic servitude, criminal, sexual and labour exploitation.

Our Modern Slavery Lived Experience Advisory Panels (LEAP) have gone from strength to strength, with co-production being embedded into our working practices. Our MSVC LEAP were involved in co-producing and delivering content for our annual Modern Slavery Staff Conference, they have also produced a number of tools and resources to complement our service delivery ensuring Migrant Help's services are trauma informed and accessible to all.

In July 2024 representatives from Migrant Help participated in the UN Office On Drugs and Crime Constructive Dialogue on Trafficking in Persons to shape thought leadership and share best practice with other international organisations.

Staff and LEAP members were involved in assisting at the Glastonbury Festival 2024 and we also received a very kind donation which is currently being used to refurbish and redecorate our safehouse.

Highlights (continued)

Modern Day Slavery Services (continued)

Earlier this year, Migrant Help worked collaboratively with partners to create a Manifesto for Long Term Improvements in the government's response to modern slavery in the UK. Just recently, Migrant Help's Unfair Jobs Fair campaign (highlighting risks in recruitment processes for job seekers) was shortlisted for the Purpose Awards in the Best Use of Creativity category.

In Scotland, our team continued to grow and supported 1020 clients in the last year with more than half of our clients being subject to labour exploitation. The service worked alongside the co-production team to help facilitate a focus group led by the Scottish Government at the start of February to consult on the Scotland-wide human trafficking strategy.

In our Northern Ireland service, we have continued to grow and have supported 643 clients. We continued our successful partnerships with Flourish NI and IOM to provide longer term support for those most in need, and to empower our clients with skills development for the next steps in their journeys.

This is just a snapshot of some of the activities we've undertaken as part of our anti-slavery work, none of which would have been possible without the involvement and support of those with lived and learned experience working positively and collaboratively towards ending the horrific crime of modern slavery once and for all.

Refugee Resettlement

This year saw us expand our offer as we mobilised a new resettlement service in Watford. This allowed us to support 60 families and a total of 255 clients. Assisting with integration support during the first few weeks and months of their new lives in the UK, employability, ESOL, health and education, our resettlement services have been praised for their innovative and client centred approach.

Members of our Resettlement Lived Experience Advisory Panel (LEAP) continued to support the development of English language learning, befriending services and partnerships with specialist mental health providers. Thanks to all this, we were able to ensure a robust, holistic approach so that our clients receive the support they need to successfully adapt to life in their new communities.

EU Settlement Scheme (EUSS)

Our EUSS service continued to support a large number of vulnerable clients including those who are elderly, isolated, disabled, or have experienced domestic abuse or human trafficking.

In the past year we provided face to face and remote support to 30,966 clients, helping to submit 1,496 applications to enable people to continue living and working in the UK. To make this possible, we set up more than 30 face-to-face clinics with local community partners, ensuring we have a presence across England.

Highlights (continued)

eVisa

In August 2024, we were notified by the Home Office that we had been successful in our application to deliver the new 'transition to eVisa' service in England. This is for an initial period of twelve months from 1 September 2024 to 31 August 2025. This service supports vulnerable and at-risk clients who need help with creating their UKVI account and getting access to their eVisa.

Following an initial mobilisation period, this service employs 22 members of staff, delivering services both remotely and face to face from more than 90 locations across England. As with our EUSS service, this model is based on developing relationships with local community organisations who align with our organisations aims. So far, this programme has supported 16,322 clients to access their eVisa as documents such as biometric residency permits are phased out.

Refugee Employability Programme (REP)

As we moved into the second year of our delivery of the REP, our established partnerships with both statutory and non-statutory organisations including Jobcentre Plus, local authority resettlement teams, refugee charities and strategic migration partnerships meant that our service was increasingly accessible and gave clients the opportunity to access intensive language, integration and employment support.

As sub-contractors to Growth Company in Yorkshire and Humber and Palladium in Kent, we developed beneficial partnerships with local and national employers who could provide sustainable, rewarding employment opportunities.

With referrals to the REP coming to an end in December 2024, we have seen 104 new clients join the programme with over a third successfully securing employment.

National Referral Mechanism

Migrant Help is a listed 'first responder organisation' authorised to refer into the National Referral Mechanism (NRM), a government framework to identify potential victims of modern slavery and trafficking.

Our NRM Advisers and NRM Lead are now fully embedded in the Safeguarding Team. In depth training was provided and guidance documents created to ensure we had the appropriate processes in place.

The team submitted 259 NRM statements in the year and 203 (78%) received a positive reasonable grounds decision. In comparison, nationally only 53% of referrals made by statutory and non-statutory first responders received positive reasonable grounds outcomes. The high rate of positive decisions evidence that our client centred, trauma informed approach to supporting our clients leads to better outcomes for potential victims of modern slavery.

During the year, we have introduced a CRM software that tracks and monitors our referrals and provides a confidential system to record case notes and client information. Our NRM Lead regularly provides training and awareness sessions both internally across the charity and externally, helping people to recognise modern slavery and understand the NRM.

Highlights (continued)

Disability Adviser

The Disability Adviser continues to provide additional support to clients with disabilities. The support offered varies based on needs and includes social services follow-ups, signposting to specialist organisations and accessibility advice.

The adviser assisted 318 clients in the year and has provided disability awareness training to client facing teams across the organisation. They continue to support staff with advice for supporting clients with disabilities and create a range of resources to increase their knowledge and understanding of different disabilities, including 'disability factsheets' highlighting how best to support clients based on their needs.

We continue to review ways to make Migrant Help more accessible and our hope for the next year is to have a Lived Experience Advisory Panel for our clients with disabilities.

Safeguarding

Over the last year, the Safeguarding Manager has been implementing the recommendations from the external safeguarding audit that took place in January 2024. This included reviewing existing safeguarding training packages, the development of a safeguarding strategy and creating a yearly plan for the Safeguarding Champions. All recommendations have now been taken forward and we are planning for our next external audit in July 2025.

Incident reporting remains a core responsibility for the Safeguarding Team. We implemented a review function for managers, along with written and video guidance on reviewing incidents, alongside additional video training for front line staff on completing incident reports. We are also changing how we review incidents, focussing on the Safeguarding Team reviewing a smaller number of incidents but in more depth.

The Safeguarding Manager regularly leads lesson learnt meetings - 10 were facilitated during the year. All actions are tracked through our Integrated Management System and monitored by the Safeguarding Team. Learnings are shared across the organisation through our newsletter, Teams site resources and Safeguarding Champion meetings. Migrant Help attended coroner's investigations, and the Safeguarding Manager has supported with file and call reviews, alongside putting together relevant information for the court.

The Safeguarding Team is a constant support for teams across the organisation, regularly assisting with queries on our specialist areas, alongside general safeguarding questions.

We have expanded the number of meetings attended for more oversight on Safeguarding across the organisation and issues raised by our external partners. This includes introducing monthly meetings with the four asylum accommodation providers to discuss safeguarding cases, attending meetings with subcontractors and Home Office safeguarding related meetings. The Safeguarding Manager continues to work in close partnership with the Home Office Safeguarding Service Delivery team, regularly assisting with safeguarding queries and attending monthly complex case meetings with accommodation providers and the Home Office.

Highlights (continued)

Safeguarding (continued)

Wellbeing initiatives have been put in place for the team, as the advisers support exceptionally vulnerable clients who recall traumatic events to them. The team now have regular clinical supervision sessions with a qualified supervisor to reflect on their cases and enhance their wellbeing.

Grants

Through our community hubs grant, we have allocated an additional £70,000 to support 25 charities, providing funding for small organisations to establish new hubs or expand on existing provisions. This has proven to be particularly impactful, facilitating access to initiatives such as sports programmes, cooking sessions, mental health support and providing safe spaces for clients to meet and engage with local services.

Expanding on the success of this grant, we subsequently developed another opportunity - 'Building, Empowering, Protecting and Supporting' (BEPS). It was established to support projects which may struggle to receive funding elsewhere, and since its inception we have provided funding of £151,000 to 33 charities based on the following criteria:

Protecting and supporting the most vulnerable. This criterion evaluates the extent to which a funding application demonstrates a commitment to safeguarding and assisting the most vulnerable members of the community or target population.

Empowering and building communities. This criterion focuses on the potential of the funding application to promote community development and empowerment.

Connecting the Sector

Our series of 'connecting the sector' events is an opportunity to develop communities of practice across the sector. They are held every three months in different locations across the UK. The events have focused on topics such as supporting young people in the asylum system, partnerships and volunteering, and co-production and client voice which included a workshop delivered by our own co-production team.

These events have been very well received with universally positive feedback from those that have attended. They provide an opportunity to build relationships with partners, discuss the challenges we are facing as well as strategies to address these.

With the continued success of these events and demand from the sector to deliver more, we will be considering how we can develop these further and expand our reach to a broader range of partners.

Youth Welfare

Since the original Youth Welfare pilot was established in 2021, the project has grown significantly and now includes four providers who are delivering services to support young people seeking asylum in seven different locations.

Highlights (continued)

Youth Welfare *(continued)*

Our partners on this project are Young Roots, who support clients across Brent, Croydon and Kings Cross, TGP Cymru who are working in Swansea and Cardiff, Stockport Race Equality Partnership, in Stockport and the surrounding areas and finally Chilypep who are based in Sheffield. By funding these organisations who are specialists in working with young people, we have not only been able to expand the geographical reach and number of clients we can support but also enhance our delivery by sharing best practice amongst partners.

With all our Youth Welfare Partners now well established, we continue to look at how we can develop and improve this service. In order to incorporate the skills and experiences of our diverse partners, we have established a quarterly best practice session, where we visit one of our Youth Welfare organisations along with the other providers and deliver a themed session focusing on specific challenges or issues. These themes included how we measure impact, age disputes, accessibility for disabled clients and supporting clients who are homeless or are at risk of homelessness. These sessions have been a great opportunity to connect with our partners and understand some of the complex challenges our clients are facing.

To build on the shared knowledge we have developed through the delivery of this service and based on the success and demand for similar events that have been delivered through our Community Hubs project, we are now developing a Youth Welfare Community of Practice. Also, under the 'Connecting the Sector' banner, these sessions will be aimed specifically at organisations who support young people in the sector and will provide a great opportunity to share best practice and discuss various challenges.

With the Youth Welfare project now in its fourth year, we are reviewing the membership of our steering group to ensure it best reflects the needs of the service and how we can ensure its sustainability. We are in the process of identifying those with lived experience, both existing and past clients who have been supported by the Youth Welfare project to join the group. This will provide a valuable insight into areas for development as well as ensuring our clients have meaningful input into the future of this service.

Happy Baby Community

With support from Migrant Help, the Happy Baby Community (HBC) managed to expand its service, offering support to over 2,000 women who are either seeking asylum or survivors of modern slavery. Support is provided both throughout the various stages of pregnancy and to those already with young children. The service provides a comprehensive range of support, including doula assistance, a 24/7 telephone helpline, advice and guidance on health and nutrition and breastfeeding support.

With many of the clients HBC supports feeling isolated and uncertain about the UK health system, the service they provide is an indispensable resource. HBC plays such a huge role in its clients' lives that, without it, support for them would be scarce at best.

Highlights (continued)

Digital Inclusion

Our digital inclusion project started in June 2021 through our partnership with VM02. Seeking to distribute refurbished, donated devices and access to free data for those who are seeking asylum, refugees, resettled families and survivors of slavery and trafficking. This partnership provided a national reach, and we have been able to help those we support through our frontline services, our teams and through collaboration with charity partners.

We continue to deliver this service in partnership with the Good Things Foundation and other charity partners, supporting clients across the UK. We have been recognised by several national awards for our efforts in providing devices and data to reduce isolation amongst our clients.

Reducing Exploitation

Migrant Help recognised that there was limited information available to people seeking asylum on the risks of exploitation. Due to the limited financial support available and the rising costs of living, we were seeing more and more people seeking asylum at risk of being exploited. This has been intensified by longer stays in temporary accommodation lasting for up to year. Lacking awareness of the dangers involved in cash in hand work or county lines, people seeking asylum may enter into arrangements which can lead to manipulation and corruption.

To address these challenges, we have established our Reducing Exploitation Lived Experience Advisory Panel to support with our first fully co-produced strategic project. The group has now developed the following resources.

- ◆ What is modern slavery?
- ◆ Risks of taking cash-in-hand jobs
- ◆ How to spot an exploiter
- ◆ Access to legal aid
- ◆ Where to seek modern slavery support
- ◆ Support services for sanctuary seekers.

To ensure these resources are as accessible as possible, they have been translated into fifteen different languages and have also been developed into a series of animated videos to provide accessibility for those with limited literacy.

We are in discussions with several local authorities across the country who have agreed to work in partnership with us to promote these resources. Our Reducing Exploitation Coordinator has also attended Community of Practice events and Youth Welfare best practice sessions to talk about and promote the support that is available, and we will continue to explore how we can raise awareness as widely as possible.

Highlights (continued)

Migrant Workers Advice and Guidance (Just Good Work)

Our Migrant Workers Advice and Guidance project has been in development for the last year as we provide resources to support clients relating to their rights at work. Migrant workers are often at risk of exploitation and are unsure how to access quality support and advice.

The aim of this project is to ensure they have the relevant information to avoid many of the challenges associated with this vulnerable cohort. To make these resources as accessible as possible we have worked with Fifty-Eight Global, the team behind the Just Good Work App, providing content that is available through this platform. The app is widely regarded across the sector as a trusted source of information for anyone looking to work in the UK. Our extensive catalogue of resources aims to specifically target some of our most vulnerable clients who could potentially be at risk of exploitation as they take their first steps into employment.

Within a dedicated 'Migrant Help' area of the app, clients can find information and resources on topics such as recruitment agencies, immigration and visa requirements, fees and charges and your rights at work. The content is translated into ten different languages with both audio and written content available. The app allows clients to access content when offline and to store information such as employment contracts, visas, passport or ID documents in a secure location that is only accessible to them.

Building Bridges Conference

In July, we held our fourth annual Building Bridges conference. The event aims to bring together those working in the asylum and immigration sectors - other charities, community organisations, statutory bodies, healthcare services, and local authorities. The purpose is to discuss ways in which we can work together and collaborate to best support our clients.

This year's event theme and agenda were co-produced for the first time with four of our Lived Experience Advisory Panel (LEAP) members. The outcome was the theme 'Sharing Hope', and with topics of co-production, partnership working to benefit clients, countering negative narratives in communities and media, storytelling, and more, it shone throughout with a very positive and hopeful feel in the room.

We were pleased with the positive feedback, people told us they left feeling inspired, having had thought-provoking conversations, created new connections and sparked collaborative ideas.

Schools Programme

Our Schools Programme continued to grow in its second year of delivery, visiting 16 schools in eight different counties across Scotland, England and Wales and engaging over 2,000 students from 5 to 18 years old.

We continued with our aim of engaging with teachers and pupils across the UK to help them understand the positive impact of migration and integration whilst also empowering young minds.

Highlights (continued)

Schools Programme (continued)

The highlight of the Schools Programme during this time was the delivery of the first in person schools conference which saw almost 100 students from eight schools attending the event in Birmingham. The day consisted of talks from guest speakers as well as thoughtfully constructed activities and exhibits which included the 'Bags of Hope' and 'Eskander' exhibits.

The Schools Programme exhibited for the first time at the Festival of Education at Wellington College in partnership with Clear Voice, which was a huge success managing to gather over 200 contacts from the two-day event.

We hosted our second annual Schools webinar in October for 33 attendees from schools, local authorities, charities and other interested individuals, which opened doors to more bookings through follow-up discussions and meetings.

The feedback received from school staff and students was very positive with 93% of feedback received stating that the sessions were informative and enjoyed by students.

Finally, we created the Schools Programme webpage which offers information on the programme, downloadable resources and media content to help promote this offer.

Refugee Week

The theme of Refugee Week 2024 was 'Our Home', inviting us to all reflect on what home means to us – is it a physical space, or something we carry within us? Is it in that one treasured possession that comes with us no matter where our home currently is, or the one dish we cook to remind ourselves of where we come from?

And how does it feel to have to leave all of this behind, to pack your life into a bag or two and move into the unknown? That is something that many of our clients, and colleagues, went through. And it is this feeling that we tried to relay through our Refugee Week campaign 'Leaving'.

The video-based campaign featured a family in just that situation – frantically packing their belonging as they're forced to leave at a moment's notice. The film was accompanied by beautiful words written exclusively for Migrant Help by the Somali-British poet Momtaza Mehri, read by the wonderful Adjoa Andoh.

Policy

This was a year of turbulence with a change a government, new legislation affecting our areas of work being introduced, and increase in divisive rhetoric and misinformation about refugees and people seeking asylum.

We continued engaging with policy makers, contributing to legislative processes and working in partnership with other organisations to raise our voices in support of those we work with.

Our Lived Experience Advisory Panels were increasingly involved in policy discussions, from working with the UK Health Security Agency (UKHSA) to improve their understanding of how best to engage with vulnerable populations through community-centred approaches, to contributing to the Work and Pensions Committee's consultation on Reforming Jobcentres.

Highlights (continued)

Policy (continued)

In June, in partnership with the Coalition to Stop Slavery, we organised a roundtable event attended by leading figures from the anti-slavery sector to discuss low levels of prosecution and low sentences of perpetrators of modern slavery and human trafficking.

Migrant Help's representatives attended a number of international conferences, including the Summit of the Future at the UN in New York and the Global Forum on Migration Development in Geneva.

Co-Production

Over the past year, our co-production work has grown stronger, shaped by the voices and experiences of 337 people with lived experience and 172 staff. Our Lived Experience Advisory Panel (LEAP) members have been at the heart of this journey, helping to shape services, influence policy, and build a culture where collaboration is the norm. Their insights reached a wide range of audiences, including at Migrant Help's annual Building Bridges conference, and have helped guide over 30 responses to research and policy to issues like trauma-informed care, public health, modern slavery, and immigration policy.

Lived experience is now shaping decisions at the highest levels of the charity, supported by regular strategy meetings between the National LEAP and Senior Management, and a LEAP Trustee speaking at board level.

Together with people with lived experience, we've made 211 improvements across our work including clearer, more accessible client information and developing digital tools such as the Just Good Work app. The co-production toolkit supported 17 projects, and we piloted client involvement in staff recruitment. Highlights include a co-designed Employability Mentoring Programme, with 66% of participants feeling more job-ready, and an expanded Conversational English programme, where everyone made progress.

Learning and development have also grown, with LEAP members taking part in training on leadership, research, and public speaking. As one staff member shared, working with clients was "profoundly insightful." A LEAP member described the community as "a beehive where we are all working together." These reflections say it all, co-production is not just a method, it's a movement that's making a real difference.

Development

We delivered 13,602 hours of learning and development for our staff last year. Learning topics ranged from safeguarding, cybersecurity, psychological first aid, to stress awareness, and a wide selection of short "how to" videos covering a variety of practical subjects.

Our e-learning platform continued to support staff development by offering a streamlined way to book training, track learning deadlines, and enable managers to monitor progress effectively. The live reporting function on our Learning Management System (LMS) ensures real-time compliance tracking for skill sets, enhancing our ability to monitor and report effectively.

Highlights (continued)

Volunteering

Migrant Help's volunteering programme has continued to expand and grow in 2024 - 25 with increased number of roles and volunteers. We have recruited and onboarded a team of activity lead volunteers in the West Midlands, helping with integration projects in the area.

After a series of co-production sessions, we've designed another befriending project - for survivors of modern day slavery in Scotland and Northern Ireland. We have continued with our mentorship programme for Lived Experience Advisory Panel members where they are connected with a professional from a law firm and together work towards personal goals aimed at improving employability skills and confidence.

We have also continued with our annual Christmas Shoe Box Appeal event in the West Midlands and engaged with even more volunteers from communities and local businesses. With the help of volunteers, thousands of people seeking asylum received a gift in December.

In an effort to make sure that we always adhere to best practice, we have also continued with attendance in ongoing volunteer networking and best practice events and meetings.

Sustainability

The accelerating threats of climate change, resource depletion, and environmental degradation have compelled Migrant Help to fundamentally rethink how we operate. This issue is of vital importance to us, not only because climate change increasingly drives forced migration, but because we recognise our responsibility to reduce the environmental impact of our own activities. In response, we have begun taking meaningful action to better understand and mitigate our environmental footprint.

Over this period, we have developed the framework for our Sustainability Delivery Plan, which outlines how we intend to embed sustainability across all aspects of our operations. It sets out our key objectives and the steps we will take to achieve them. Our overarching goals are to:

- ◆ Achieve Net Zero carbon emissions by 2030, ahead of the UK Government's statutory 2050 target,
- ◆ Cultivate an environmentally conscious workforce
- ◆ Build a resilient, sustainable supply chain
- ◆ Gain and share a comprehensive understanding of the connections between climate change, migration, and modern slavery.

Through a combination of strategic initiatives, incremental actions, strong governance, and meaningful partnerships, Migrant Help is committed to reducing our environmental footprint, supporting the global response to climate change, and ensuring our long-term operational resilience.

Highlights (continued)

Sustainability (continued)

As part of this commitment, over the period we have met all mandatory environmental reporting requirements. We submitted our data through the Energy Savings Opportunity Scheme (ESOS) and Streamlined Energy and Carbon Reporting (SECR). These compliance processes have been instrumental in helping us understand our energy usage and emissions, identify areas for operational improvement, and benchmark our performance against regulatory expectations. The insights gained have directly informed the development of our Sustainability Delivery Plan and underscored the value of data-driven decision-making. We have also commenced ensuring that sustainability and environmental updates are a standing agenda item throughout all our Committees and Senior Management Team meetings, to further ensure that these aspects are embedded as a business-as-usual function.

Looking ahead, we will continue to refine our pathway to Net Zero by identifying the investments and phased actions needed to meet our ambition, in line with our broader organisational strategy and available resources. We are committed to exploring the feasibility of procuring green energy across our estate, adopting smarter building and travel practices, and embedding sustainability principles into our procurement and contract management. We recognise that achieving meaningful change requires careful planning, resource alignment, and stakeholder engagement.

Streamlined Energy and Carbon Reporting (SECR) Statement

In line with the UK Government's Streamlined Energy and Carbon Reporting (SECR) regulations, Migrant Help is required to disclose specific information about its UK energy use and associated greenhouse gas (GHG) emissions. This includes:

- ◆ Total UK energy consumption (covering gas, electricity, and transport)
- ◆ Emissions resulting from those energy sources.
- ◆ An emissions intensity ratio (e.g., emissions per employee)
- ◆ Comparative data from the previous reporting year
- ◆ The methodology used for calculating energy and emissions figures.
- ◆ A summary of energy efficiency improvements undertaken during the year.

Our commitment to the environment

Migrant Help is a UK-based charity that supports vulnerable migrants, refugees, and victims of modern slavery. We operate across multiple locations, providing essential services including accommodation and advice. As a responsible organisation, we recognise that our activities, both directly and through our supply chain, have environmental impacts at the local, national, and global levels.

We acknowledge our duty to proactively minimise any adverse environmental and social effects. This includes identifying our most significant impacts and putting in place practical, innovative measures to reduce them.

Streamlined Energy and Carbon Reporting (SECR) Statement (continued)

Our commitment to the environment (continued)

We understand that our operations not only affect the environment but also influence the health and wellbeing of our employees and the communities we serve.

Reducing our carbon footprint is a key part of our organisational strategy. Migrant Help is committed to reaching Net Zero carbon emissions, aligning with national policy and third sector goals. We are focused on improving our energy efficiency, reducing waste, and continuously improving the way we work to ensure that we contribute positively to environmental sustainability.

This SECR report establishes our emissions baseline for the year and demonstrates the steps we are taking to reduce our environmental impact as we move toward our Net Zero ambition.

Organisational Profile and Reporting Boundary

For the 2024–2025 reporting year, this SECR statement covers three key sites where Migrant Help holds direct financial or operational control and for which accurate, reliable energy and environmental data is available:

- ◆ Charlton House
- ◆ Dover Accommodation
- ◆ Scotland Accommodation

These three sites form the core estate included in our emissions reporting boundary. Each location has either its own utility account or a robust data sharing arrangement that enables direct access to metered consumption data for electricity, gas, water, and waste.

These sites are therefore considered to be under Migrant Help's equity share of control, in accordance with the Greenhouse Gas Protocol, and are included in all relevant Scope 1, 2, and selected Scope 3 calculations.

Exclusions from reporting boundary

A number of other buildings and working locations used by Migrant Help staff, particularly those hosted by partner organisations or landlords, are not included in this year's report due to limitations in data accessibility or utility billing arrangements. These exclusions are temporary, and we are actively working with stakeholders to improve the availability of third-party energy and waste data.

In addition, supply chain emissions (e.g. emissions generated by our procurement of goods and services) are not currently included, as many of our partners are at different stages of their own sustainability journeys. Establishing consistent reporting mechanisms across our suppliers will be a key focus in future years to enable a more complete understanding of our total carbon footprint.

Streamlined Energy and Carbon Reporting (SECR) Statement (continued)

Reporting obligation

Migrant Help meets the criteria for mandatory SECR reporting as defined by the UK Government. This requirement is based on our annual turnover and employee headcount. As such, we are committed to full compliance with the environmental reporting requirements under the Companies (Directors' Report) and Limited Liability Partnerships (Amendment) Regulations 2018, and we view this as both a legal responsibility and an ethical imperative.

This report reflects the best available data for the 2024–2025 financial year and forms a reliable platform on which to track future progress toward our Net Zero target.

Carbon Reduction Plan

Migrant Help's Carbon Reduction Plan forms a central part of our environmental strategy and reflects our organisational commitment to achieving Net Zero emissions. The plan sets out a clear pathway to reduce our carbon footprint through targeted action across energy use, travel, waste, and procurement. Each year, we aim to make measurable and meaningful reductions in our emissions, supported by improved data accuracy and sustainable decision making.

Methodology and Intensity Metric

Migrant Help applies the equity share approach to greenhouse gas (GHG) reporting, meaning we report emissions from sites and activities where we have direct financial or operational control. This ensures our emissions data reflects areas where we can influence outcomes and take meaningful action.

For this reporting period, we have selected tonnes of CO₂e per full-time equivalent (FTE) employee as the most appropriate intensity ratio. This reflects the nature of our organisation, which is primarily office based and staff-driven, with emissions closely linked to employee activity rather than physical outputs or facility size.

Alternative metrics, such as emissions per square metre of floorspace were considered but found unsuitable due to the co-tenanted and landlord managed nature of many of our locations. As a result, only those sites where Migrant Help has direct control over energy procurement have been included in this report. This approach supports transparency and accuracy in line with SECR guidance and best practice in the third sector.

Energy consumption and emissions summary

Emission-releasing activity	Activity
Electricity use	179,328 kWh
Natural gas use	3,772 m ³
Employee travel (Petrol)	152,458 miles
Employee travel (Diesel)	87,189 miles
Employee travel (EV)	922 miles
Water Supply (estimated)	4,109 m ³
Mixed Recycling	4,327 kg
Paper Recycling (Confidential Waste)	1,302 kg

Streamlined Energy and Carbon Reporting (SECR) Statement (continued)

Energy consumption and emissions summary (continued)

Carbon Emissions	
Scope 1 (Direct Energy and processes)	79.46 tCO ₂ e
Scope 2 (Indirect import from electricity)	64.67 tCO ₂ e
Scope 3 (Other indirect emissions)	10.26 tCO ₂ e
Total	155.75 tCO₂e
Intensity Ratio	
Intensity Ratio (tonnes CO ₂ e/FTE)	0.32 tCO ₂ e per FTE

Comparative data

During the 2024–2025 reporting period, Migrant Help recorded a total carbon footprint of 155.75 tonnes of CO₂ equivalent (tCO₂e). This figure includes emissions from a wide range of operational activities across three primary sites and is broken down by emissions scope as follows:

- ◆ Scope 1 (Direct emissions): 79.46 tCO₂e : Primarily from gas consumption and business travel using petrol and diesel vehicles.
- ◆ Scope 2 (Indirect emissions): 64.67 tCO₂e: From purchased electricity used at Charlton House, Dover Accommodation, and Scotland Accommodation.
- ◆ Scope 3 (Other indirect emissions): 10.26 tCO₂e: Including water supply and treatment, waste disposal, recycling, confidential waste, and electric vehicle use.

Whilst the year-on-year comparison indicates an increase in emissions, this is primarily due to the previous data focusing mainly on Charlton House, which was the most complete information available at that time.

Since then, the Facilities team has expanded the scope of data collection to include additional sites, specifically Dover Accommodation and Scotland Accommodation. This broader coverage now provides a more accurate and comprehensive representation of emissions across all sites under our management.

Therefore, the apparent increase in emissions reflects improved data completeness and reporting accuracy rather than a substantive rise in our overall carbon footprint.

Emission Type	2023/24	2024/25
Scope 1	39.48 tCO ₂ e	79.46 tCO ₂ e
Scope 2	10.61 tCO ₂ e	64.67 tCO ₂ e
Scope 3	0.21 tCO ₂ e	10.26 tCO ₂ e
Total	50.3 tCO₂e	155.75 tCO₂e

**2023/24 boundary: Charlton House only; 2024/25 boundary: Charlton House + Dover + Scotland*

Streamlined Energy and Carbon Reporting (SECR) Statement (continued)

Energy Efficient Actions Undertaken

A rolling programme of measures have been undertaken throughout the period (Financial Year 2024-25). As part of ongoing refurbishment works of sites several retrofit, and efficiency projects have been undertaken inclusive of:

- ◆ Installation of Smart Meters within one accommodation site.
- ◆ Feasibility Report into potential Solar PV installation project
- ◆ Completion and submittal of the ESOS Action Plan
- ◆ Centralisation of a selection of sites energy contracts.

Governance

Responsibility for sustainability and carbon management at Migrant Help sits at the highest level of organisational leadership. The Senior Management Team and Board Trustees actively oversees our environmental strategy and ensures that climate and carbon considerations are embedded into key decision-making processes.

Day-to-day responsibility for delivering sustainability outcomes and environmental reporting is held by the organisation's Sustainability Manager who acts as the central coordinator for data management, emissions reporting, and internal engagement across departments.

Environmental performance is reviewed both quarterly and annually by the Board of Trustees or committee with delegated powers, who provide strategic oversight and ensure that our environmental objectives remain aligned with the organisation's long-term goals and charitable mission.

This SECR report has been prepared in line with internal governance procedures, including data validation and cross functional review, and reflects Migrant Help's commitment to transparent, responsible environmental reporting.

Limitations and Data Gaps

This report is based on the best available data at the time of publication. It includes only those sites and activities where accurate, verifiable information could be obtained, and where Migrant Help holds either direct financial or operational control.

Some locations, such as those managed by third-party landlords or delivery partners, were excluded due to the absence of accessible utility data or clear contractual visibility over energy usage. These exclusions are acknowledged and represent an area for future improvement.

Supply chain emissions (purchased goods and services, subcontractor impacts, etc.) are currently out of scope due to inconsistent data availability and a lack of standardised reporting from suppliers.

However, we recognise the growing importance of Scope 3 emissions and are actively developing mechanisms to engage with suppliers, improve transparency, and build capacity for future reporting.

Streamlined Energy and Carbon Reporting (SECR) Statement (continued)

Future Commitments

Migrant Help is committed to strengthening its approach to carbon management and deepening its understanding of the environmental impact of all operational activities. In the coming years, we will:

Expand the scope of our reporting to include additional sites and previously excluded Scope 3 emissions categories, including commuting, procurement, and digital services.

Work proactively with suppliers to obtain emissions data and integrate it into future carbon footprints.

Continue delivering energy efficiency and carbon reduction initiatives aligned with our Net Zero goal.

These steps will be supported by staff training, improved internal systems, and cross organisational collaboration to ensure climate action becomes fully embedded across the organisation.

Section 172 Statement

Migrant Help complies with Section 172 under the Companies Act 2006, which requires our Board of Trustees to act in a way that they consider, in good faith, will most likely enhance and promote Migrant Help's impact on the people we support, while considering the long-term effect of decisions on our stakeholders, including beneficiaries, employees, partners, commissioners, supporters, suppliers, local communities and the environment.

Internal Stakeholders

Our internal stakeholders are our employees. Engaging employees and improving their experience is an integral part of our culture, strategy and values.

We have a comprehensive learning and development programme including a Leadership Academy. We deliver a wide range of training including support for staff wellbeing. We have an Employability Assistance Programme that also offers enhanced support where required.

We communicate regularly with our employees through newsletters, blogs and Teams Channels. Employees can engage with Senior Management through regular Q&A sessions and Town Hall meetings available to all staff.

Employee matters are discussed with Trustees at the Remuneration Committee and escalated to the full Board where necessary.

We monitor salary gradings against market rates and review our employee benefits package to ensure it's still relevant.

Section 172 Statement (continued)

External Stakeholders

The people we support include migrants, asylum seekers, refugees and survivors of slavery. We provide advice, support and guidance, helping our clients to rebuild their lives after displacement or exploitation. We have a strict Code of Conduct and Safeguarding Policy that protects our clients and ensures they are safe. Our Safeguarding Team makes sure we work within the latest best practice and offers specialist support to vulnerable groups. We have a Coproduction Team which develops our Lived Experience Advisory Panels and ensures client voice is included in our service design and improvements. We review the effectiveness of our services regularly, and report on our continuous improvement projects.

Our Partnerships take many forms and are a vital part of our charity. We recognise many of our partners work closely in the communities of the people we support, and we have activities in place to capacity build the sector. We follow robust procedures and due diligence with our partners and conduct partnership mapping. We hold events for charities in the sector and participate in sector networks and meetings.

We provide services to a multitude of **Commissioners** across the UK and are committed to delivering high quality outcomes through everything we do. We attend regular meetings to review our deliverables against contract requirements and provide reporting on our outputs and impact.

Our Supporters include individual and corporate donors. We share newsletters to update them on our activities and engage with them on social media. We keep information up to date on our website and recognise donors for their support. We share our media campaigns and show the impact their donations have made. We follow all fundraising guidelines on our engagement and comply with GDPR.

We engage with several **Suppliers** and have a range of policies that support our approach to procurement. We promote ethical practices, due diligence, and engagement within our supply chain and have a Supplier Code of Conduct that forms part of the contractual terms. We map and assess our supply chain for modern slavery risks and conduct checks to ensure suppliers share our commitment to prevent workplace practices which enable, or are defined as, modern slavery.

As a national charity, we also aim to work at a local level, ensuring our work benefits the **Local Communities** where our clients are. We attend regional meetings and engage with organisations to welcome asylum seekers and refugees. We work with local Police Forces and Local Authorities to get the best outcomes for our clients.

We are committed to reducing our impact on the **Environment** and recognise the intersection of climate change and the people we support. We monitor and report on our carbon emissions and waste in line with our Environmental Policy and have a Carbon Reduction Plan which aims to help us achieve Net Zero. We are in the process of developing an employee engagement programme.

Section 172 Statement (continued)

External Stakeholders (continued)

In the financial year covered by these accounts, and in the period since then, we have reported 4 matters to the Charity Commission as Serious Incidents

- ◆ Following the death of a service user in 2023 the Charity has been named as an Interested Party by the Coroner and engaged fully in the hearing. This incident was reported to the Charity Commission in November 2024.
- ◆ In August 2025, we discovered an employee had taken funds fraudulently amounting to £1,700. This was reported to the Police and prime contractor for which we operate the contract. The employee was dismissed following an internal investigation.
- ◆ In Autumn 2025, the Charity attended a Fatal Incident Inquiry relating to a serious incident involving a service user in 2020. The Charity provided evidence to the inquiry.
- ◆ In May 2025, a service user was arrested for a serious crime. The Charity is fully engaged with the Police investigation and supplied details of our interactions and call recordings.

We also provided updates to the Charity Commission on 1 previously reported serious incident:

- The Charity attended a Coroners Hearing relating to the death of a service user in 2023.

Risks

We have continually reviewed the principal risks to achieving our strategic plan and have focused on the key strategic risks that we have sought to mitigate during 2024/25.

Risk	Commentary
1. The Charity is not selected as either a prime or subcontractor for the ongoing retender to provide Modern Day Slavery services in England and Wales. This leads to a loss in work and income.	The charity is monitoring the changes in the Modern Slavery landscape and the developments of the new contract; the Charity has committed additional resources to ensure that internal staffing working on these bids have the capacity to meet existing commitments and this new undertaking. Where additional expertise is needed, external consultants have been engaged. The charity's prime bid is being projected managed with engagement with Trustees, so they are aware of the impact of such a large contract on the culture and infrastructure of Migrant Help.
2. The Charity and its Service Users are negatively impacted by the government policies and legislation and the way it is enacted – both domestically and internationally. The impact of this on the volatility of volumes of Service Users can reduce income and work or not allow the charity to plan and meet surges in demand.	The Charity engages with both sector bodies and commissioners in local and central government to develop policies – both as part of its contract and beyond. The charity uses external communication agencies to help promote the story of its Service Users. Internally, the charity monitors work-force needs following changes in demand for its services so it can make changes in a timely manner.

Risks (Continued)

Risk	Commentary
3. The Charity's performance negatively impacts our Service Users, our reputation, future contract renewal and, through service credits, our financial standing. Service Credits are impacted by poor performance and unmet volume levels. Fluctuating volume levels could also lead to overcommitting our financial resources if volumes drop.	The charity monitors data trends and makes resourcing decisions based on meeting KPIs and minimising service credits. KPIs are discussed regularly with service commissioners, in line with current sector demands. It follows a structured induction process and ongoing training for its staff and has ongoing quality management systems to monitor performance levels.
4. The Charity's ability to support its Service Users is negatively impacted by the variety of accommodation they are housed in due to pressures from volumes and lack of appropriate housing. The appropriateness of accommodation also impacts the risk of hostility from anti-immigration protests.	The Charity work with commissioners to identify appropriate accommodation through its own risk assessments and health and safety checks. The Charity suggests changes to the funding model of contracts to better encourage the use of appropriate accommodation.
5. The Charity's contractual financial obligations with its commissioners are open to interpretation and differences can give rise to additional liabilities arising from past performance. Volatility of volumes leading to volatility of surpluses impact the way the Charity effectively plans its deployment of resources at certain times of the year.	The Charity engages with its commissioners about its monitoring and calculations as per their contractual obligations and is transparent in its disclosure. Prudent estimations are provided for the Charity's financial statements. Financial and operational systems have been upgraded to provide better data and record keeping in supporting financial assumptions.

Financial review

Income

During the year, our income was £69.79m (2024: £58.16m), an increase of 20% from the previous year. This increase has been attributed to the continued growth of the contract to provide advice, issue reporting & eligibility guidance to people seeking asylum in the UK. This contract commenced in September 2019 at volumes vastly in excess of even the highest levels of Home Office estimates – in terms of calls and support needs. Those volumes have continued to grow month on month throughout 2024 - 25. The growth of this contract has also impacted directly on the turnover of our trading subsidiary, Migrant Help Trading Limited, who provide interpreting services for this contract for those service users and for external clients.

Expenditure

Our expenditure rose to £65.62m from £55.81m, an increase of 17.6%. These are costs associated with servicing the growth in our major contracts throughout the year along with the continuation of some strategic projects to further the charity's aims. Due to the nature of our work, staff costs represent the major element of expenditure and these increased by 29% to £41.37m (2024: £32.10m). Staff costs include subcontracted operations of the charity's First Response Centre and its Move-On service provision as part of operating the Asylum contract

Commercial trading subsidiary

Our commercial trading subsidiary, Migrant Help Trading Limited, provides interpreting and translation services. A profit of £3.80m (2024: £3.24m) was generated in the year, primarily from providing interpreting services that supported the expanded AIRE contract. It has been covenanted that Migrant Help Trading Limited will gift aid 100% of its taxable profit to the charity by 31 December of the following financial year. For 2025, the amount of £3.70m is to be donated in October 2025 (2024: £3.24m in October 2024).

Reserves policy and current status

The Trustees wish to secure the future of Migrant Help and its ability to continue its charitable activities. To achieve this, they have carried out an assessment of the risks facing the charity and the financial consequences of those risks. Consequently, they aim to retain sufficient reserves, to protect against the risk to the charity of a temporary reduction in funding or the loss of a major funder, and to provide funds for development of new services to meet the needs of migrants and asylum seekers in alignment with our strategic aims.

At the time of each quarterly forecast, risks are re-assessed, together with the adequacy of reserves, in light of any changes in costs and circumstances. If reserves fall below the target, Trustees may act to reduce future costs. Alternatively, if reserves are in excess of target, Trustees may consider opportunities for initiating new developments. The Trustees may examine the level of reserves each year when setting the following year's budget and the reserves policy will be reviewed each year.

In addition to ensuring reserves are retained for risks and project commitments, the charity retains approximately 8 weeks of total expenditure to ensure it has the operating capital to service its larger contracts. The Trustees are working to arrive at a target reserves level but this is currently difficult due to the fluctuating volumes and changing regulatory and legal frameworks that impact its core Asylum and modern-day slavery operations.

Financial review (continued)

Reserves policy and current status (continued)

At 31 March 2025, the Charity had total unrestricted funds of £21.11 (2024: £17.35m), an increase of £3.76m from last year. The Trustees meet regularly to review its forecast reserves and its required operational working capital. Reserves were again designated for use in longer term projects so the charity could provide support and assistance to vulnerable groups. These projects aim to go beyond any existing contractual services. There were designated reserves of £6.36m (2024: £5.55m). This leaves free reserves of £14.75m (2024: £11.80m); made up of £3.76m (2024: £3.22m) reserves from our trading subsidiary, Migrant Help Trading Limited and other general funds of £10.99m (2024: £8.58m).

The Trustees are implementing the new five-year strategy. The continued volume growth of the Asylum and Modern Slavery contracts and the ability for the Trustees to designate funds for long term projects allow Migrant Help to widen the scope of the future opportunities it can provide its current and prospective service users.

Principal risks and uncertainties

The Trustees and Executive Team have identified the major strategic and operational risks to which Migrant Help is exposed and have established controls and actions to mitigate them. Risk assessments and a risk register are in place and are subject to continual review and monitoring by the Executive Team, and quarterly review by the Trustees. The principal risks are outlined above.

Structure, governance and management

Governing document

Migrant Help has its origins in the Kent Committee for the Welfare of Migrants, which incorporated as Migrant Helpline in 2001. Today, Migrant Help is a Company Limited by Guarantee governed by its Articles of Association, last amended on 19 July 2015. It is registered as a Charity with the Charity Commission in England & Wales and with the Office of the Scottish Charity Regulator in Scotland. The wholly-owned trading subsidiary is a Company Limited by Shares, registered at Companies House.

Appointment of Trustees

Our Articles of Association provide that Migrant Help may have up to 14 Trustees and the present members of the Board are listed in this report.

Trustees, including the Chair, are recruited by open selection and are appointed for a three-year term, renewable for a further three years. The Trustees for the purposes of charity law and under the company's Articles are also the members of the organisation. Since the start of the financial year, four new trustees joined and seven resigned.

Trustee induction and training

New Trustees have an Induction Day and are invited to visit offices across the UK to meet staff and clients. We have a Trustee Handbook and code of conduct which is issued to Trustees. Trustees are also provided with the Charity Commission's guide: The Essential Trustee and other relevant Charity Commission publications. There are regular governance reviews and Trustees are provided with Safeguarding training. The Trustees will form other sub-groups to manage particular projects as and when required.

Structure, governance and management (continued)

The Migrant Help Board of Trustees

Migrant Help's Board of Trustees is charged with ensuring a sharp focus on our mission and values. It sets the strategic direction, checks progress against strategy, ensures financial stability, and makes certain that Migrant Help is compliant with all the relevant laws and regulations. The Board has a zero-tolerance policy on fraud and corruption.

The Board delegates day-to-day decision making and operations to the Chief Executive Officer and the Executive Team. The Board meets formally at least four times a year, in addition to holding an away-day to consider Migrant Help's strategic direction given the changing context in which we operate.

There are five standing committees that feed into the Board.

The Finance and Audit Committee (FAC) is responsible for assurance oversight of the highest standards of integrity, financial reporting and internal control. In addition to reviewing organisational performance and results against the plan, the committee also ensure that Migrant Help's systems of financial control comply with Charity Commission guidelines and provide reasonable assurance against material misstatement or loss.

The People & Remuneration Committee sets Committee sets out the remuneration policies for the organisation and reviews the People Strategy, EDI (Equity, Diversity and Inclusion), Employee Engagement and Wellbeing. It also sets the remuneration for the CEO and directors. It also ensures that the Corporate Management Team implements the policy

The Quality-of-Service Committee upholds the aims and objectives of the Charity considering all service delivery matters to ensure the Charity's services are run on a sound and business-like basis, in line with our charitable aims. It advises on all matters in relation to the quality of Migrant Help's services ensuring that contractual, statutory, and other quality standards are understood and monitored.

The Strategy and Communications Committee upholds the aims and objectives of the Charity when considering strategy matters to ensure the Charity's execution of the strategy is in line with our charitable aims. It advises on strategic matters in relation to the quality of Migrant Help's communications ensuring the branding, messaging and images are understood.

The Nominations Committee is responsible for the composition of the main Board, it's committees and their relevant skills and attributes to further achieve the Charity's objectives. It oversees Trustee Leadership performance and development as an ongoing priority and supervises succession planning.

Key management personnel remuneration

The Trustees consider that they, and the Executive Team comprise the key management personnel of the Charity, in charge of directing and controlling, running and operating the Charity on a day to day basis. All Trustees give their time freely and no Trustee received remuneration in the year. The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings.

Structure, governance and management (continued).

Key management personnel remuneration (continued)

In view of the nature of the Charity, the Trustees benchmark against pay levels in other charities of similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles. Further details of remuneration can be found at note 9 to the financial statements.

Related parties and co-operation with other organisations

Any interest between a Trustee or senior manager of the Charity and the Charity must be disclosed to the full board of Trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

Trustee responsibilities for reporting and financial statements

The Trustees (who are also directors of Migrant Help for the purposes of company law) are responsible for preparing the report of the Trustees including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- ♦ select suitable accounting policies and then apply them consistently.
- ♦ observe the methods and principals in the Charities SORP and FRS 102;
- ♦ 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 presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper and adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with Companies Act 2001, the Charities and Trustee Investments (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). 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.

Structure, governance and management (continued)

Going concern

After making appropriate enquiries, the Board of Trustees has a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, it continues to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

Public Benefit statement

The Charities Act 2011 requires all charities to have a purpose that is for the public benefit. The public benefit requirement has two aspects: the "benefit" aspect and the "public" aspect. All our services provide an identifiable benefit that is capable of being proved by evidence and are made available to the public or sufficient sections of the public. This is entirely in accordance with the two aspects of the public benefit requirement. The Trustees can confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, "Charities and Public Benefit". Our charitable purpose is enshrined in our vision and mission statements, and the Trustees ensure that this purpose is carried out for the public benefit by delivering services in accordance with our strategic aims.

Disclosure of information to the auditor

In so far as the Trustees are aware there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought reasonably to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Internal control

The Trustees have overall responsibility for Migrant Help's systems of internal control. Trustees recognise that systems of control can only provide a reasonable and not complete assurance against inappropriate or ineffective use of resources, or against the risk of errors or fraud. Trustees remain satisfied that Migrant Help's systems provide reasonable assurance that the charity operates efficiently and effectively, safeguards its assets, maintains proper records and complies with relevant laws and regulations.

Migrant Help operates a comprehensive accountability system. This includes annual planning, with plans approved by Trustees, and annual budgets. Trustees consider actual results compared with plans and forecasts, and non-financial performance data. Other controls include delegation of authority, segregation of duties and the completion of an internal control self-assessment checklist as advised by the Charity Commission.

Structure, governance and management (continued)

Members' Guarantee

Members of the charity guarantee to contribute an amount not exceeding £1 each to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2025 was 18 (2024: 14).

Trustees indemnities

Trustees benefit from indemnity insurance to cover the liability of the Trustees which by virtue of any rule of law would otherwise attach to them in respect of any negligence, default or breach of trust or breach of duty of which they may be guilty in relation to the charity. The aggregated cost of this and management liability insurance is included within the charity's overall insurance cover and cannot be separately identified (2024: £6,733). This provides cover up to £5,000,000 (2024: £5,000,000).

Fundraising

Migrant Help exist to support people affected by displacement and exploitation and we secure most of our income through grants and contracts. During 2024-2025, we have undertaken a strategic review seeking voluntary donations and support from the general public and through partnerships. These voluntary donations and partnerships support our two main campaigns; Our Crisis Fund supports survivors of slavery and asylum seekers with essential items when no other provision is in place to help. Our Neil Wildman Children's Fund supports children and young people who have been through unimaginable hardship. Through our newly enhanced website and using social media channels, we aim to grow voluntary donations and continue to explore alternative income sources to enable us to help the people we support.

Auditor

In so far as the trustees are aware:

- ◆ there is no relevant audit information of which the charitable company's auditor is unaware; and
- ◆ the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Buzzacott Audit LLP were appointed as our auditor during the year and they have indicated their willingness to continue in that capacity.

The Trustees' report, incorporating a strategic report, approved by order of the members of the Board of Trustees on 17 September 2025 and signed on its behalf by:



Sir Hugh Bayley
Chair of Board of Trustees

Independent auditor's report to the Members and Trustees of Migrant Help

Opinion

We have audited the financial statements of Migrant Help (the 'parent charitable company') and its subsidiary for the year ended 31 March 2025 which comprise the group statement of financial activities, group and charity balance sheets, group and charity statements of cash flows and notes to the financial statements, including a summary of significant policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- ◆ give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2025 and of the group's income and expenditure for the year then ended;
- ◆ have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- ◆ have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulation 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- ◆ the information given in the Trustees' report, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ◆ the Trustees' report and the strategic report, has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report including the strategic report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulation 2006 requires us to report to you if, in our opinion:

- ◆ proper and adequate accounting records have not been kept by the charitable parent company, or returns adequate for our audit have not been received from branches not visited by us; or
- ◆ the charitable parent company financial statements are not in agreement with the accounting records and returns; or
- ◆ certain disclosures of Trustees' remuneration specified by law are not made; or
- ◆ we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- ◆ the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations; and
- ◆ we obtained an understanding of the legal and regulatory frameworks that are applicable to the charity and determined that the most significant frameworks which are directly relevant to specific assertions in the financial statements are those that relate to the reporting framework (Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011).

Auditor's responsibilities for the audit of the financial statements (continued)

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- ◆ making enquiries of management as to their knowledge of actual, suspected and alleged fraud; and
- ◆ considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- ◆ performed analytical procedures to identify any unusual or unexpected relationships;
- ◆ tested journal entries to identify unusual transactions;
- ◆ challenged assumptions and judgements made by management in assessing the going concern basis of accounting and in its significant accounting estimates, including the estimated useful economic lives of assets for the purpose of determining the annual depreciation charge; and
- ◆ performed sample based testing of expenditure in the accounting system to supporting documentation and sample based testing of income from source documentation to the accounting system.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- ◆ reading the minutes of meetings of those charged with governance; and
- ◆ enquiring of management as to actual and potential litigation and claims.

As a result of our procedures, we did not identify any key audit matters relating to irregularities.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charity's Trustees as a body, in accordance with Section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Edward Finch
For and on behalf of Buzzacott Audit LLP, Statutory Auditor
130 Wood Street
London
EC2V 6DL

Date: 13 November 2025

Buzzacott Audit LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of financial activities Year to 31 March 2025

	Notes	Unrestricted general fund £'000	Restricted funds £'000	2025 Total funds £'000	Unrestricted general fund £'000	Restricted funds £'000	2024 Total funds £'000
Income from:							
. Donations	2	46	89	135	131	614	745
. Investment income	3	313	—	313	267	—	267
Income from charitable activities	4	59,987	6,269	66,256	48,961	5,523	54,484
Income from trading activities							
. Commercial trading operations	5	3,088	—	3,088	2,667	—	2,667
Total		63,434	6,358	69,792	52,026	6,137	58,163
Expenditure on:							
Costs of raising funds							
. Commercial trading operations	5	2,918	—	2,918	2,454	—	2,454
Expenditure on charitable activities	6	56,949	5,749	62,698	47,115	6,244	53,359
Total		59,867	5,749	65,616	49,569	6,244	55,813
Net income (expenditure)		3,567	609	4,176	2,457	(107)	2,350
Transfers between funds		192	(192)	—	(225)	225	—
Net movement in funds		3,759	417	4,176	2,232	118	2,350
Reconciliation of funds							
Total fund balances brought forward		17,348	311	17,659	15,116	193	15,309
Total fund balances carried forward		21,107	728	21,835	17,348	311	17,659

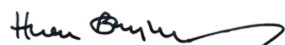
There are no recognised gains or losses other than those shown above. All of the above results derive from continuing activities.

The notes on pages 39 to 601 form part of these financial statements.

Group and Charity balance sheets 31 March 2025

		Group		Charity	
	Notes	2025 £'000	2024 £'000	2025 £'000	2024 £'000
Fixed assets					
Intangible fixed assets	11	1,371	—	1,371	—
Tangible fixed assets	11	1,284	316	1,267	315
Investments	12	—	—	100	100
		2,655	316	2,738	415
Current assets					
Debtors	13	8,166	10,235	7,441	10,042
Cash at bank and in hand		20,615	14,856	17,313	11,743
		28,781	25,091	24,754	21,785
Current liabilities					
Creditors: amounts falling due within one year	14	(5,401)	(4,248)	(5,215)	(4,258)
Provision	16	(4,200)	(3,500)	(4,200)	(3,500)
		(9,601)	(7,748)	(9,415)	(7,758)
Net current assets		19,180	17,343	15,339	14,027
Total net assets		21,835	17,659	18,077	14,442
Funds					
Restricted funds	17	728	311	728	311
Unrestricted funds	18	21,107	17,348	17,349	14,131
Total funds		21,835	17,659	18,077	14,442

The financial statements on pages 39 to 61 were approved by the Trustees, and authorised for issue on 17 September 2025 and are signed on their behalf by:



Sir Hugh Bayley, Chair

Company Limited by Guarantee
Registration Number: 04172880 (England and Wales)

Group and charity statements of cash flows Year to 31 March 2025

	Group		Charity	
	2025 £'000	2024 £'000	2025 £'000	2024 £'000
Cash flows from operating activities				
Net income for the year	4,176	2,350	3,635	1,401
Adjustments for:				
Depreciation	164	105	159	105
Amortisation	—	33	—	33
Investment income	(313)	(267)	(313)	(267)
Decrease (increase) in debtors	2,069	(2,238)	2,601	(2,281)
Increase (decrease) in creditors	1,072	(604)	876	(1,336)
Increase (decrease) in deferred income	81	(63)	81	(63)
Increase in provisions	700	1,243	700	1,243
Net cash generated from (used in) operating activities	7,949	559	7,739	(1,165)
Cash flows from investing activities				
Interest income	313	267	313	267
Purchase of intangible fixed assets	(1,371)	—	(1,371)	—
Purchase of tangible fixed assets	(1,132)	(248)	(1,111)	(248)
Net cash (used in) generated from investment activities	(2,190)	19	(2,169)	19
Increase (decrease) in cash in the year	5,759	578	5,570	(1,146)
Cash at the beginning of the year	14,856	14,278	11,743	12,889
Total cash at the end of the year	20,615	14,856	17,313	11,743

A Analysis of changes in net debt

	At 1 April 2024 £'000	Cash flows £'000	New loans £'000	Other non-cash changes £'000	At 31 March 2025 £'000
Cash	14,856	5,759	—	—	20,615
	14,856	5,759	—	—	20,615

Basis of preparation

These financial statements are prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note. The financial statements are prepared in sterling and rounded to the nearest £'000s.

Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Migrant Help Trading Limited on a line by line basis. A separate statement of financial activities has not been presented because the charitable company has taken advantage of the exemption afforded by Section 308 of the Companies Act 2006.

Public Benefit Entity

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

Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Fund accounting

All funds raised by the charity are used in the furtherance of its charitable objects. The three types of funds are as follows:

Unrestricted funds

General unrestricted funds represent funds which are expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.

Designated funds

Designated funds are funds set aside by the Trustees for a specific purpose.

Restricted funds

Restricted funds represent grants received which are allocated by the donor for a specific purpose.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants and contracts, whether “capital” grants or “revenue” grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants or contracts have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred and included in creditors until the criteria for income recognition are met and where entitlement arises before income is received the income is accrued.

Interest from funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Income from commercial trading operations comprises of the invoiced value of goods and services supplied by the subsidiary, Migrant Help Trading Limited, exclusive of Value Added Tax and trade discounts.

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the value of general volunteer time is not recognised.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- ◆ Costs of raising funds comprise the costs of commercial trading from the trading subsidiary.
- ◆ Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of the objects of the charity. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs include expenditure on general management, human resources, finance, communications and general support staff. Costs are allocated across the charitable expenditure on the basis of an estimate of the proportion of time spent by staff on those activities. No support costs were considered to be attributable to costs of raising funds which are incurred by the Charity's trading subsidiary.

Expenditure (continued)

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Operating leases

Rentals applicable to operating lease contracts, where substantially all the benefits and risks of ownership remain with the lessor, are charged to the statement of financial activities on a straight line basis over the lease term.

Intangible fixed assets

The cost of any intangible fixed assets are amortised over the useful life of that asset and specifically the life of any contracts to which that intangible asset may be used and give value.

Tangible fixed assets

Tangible fixed assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition and are depreciated over their useful economic lives as follows:

Office equipment	33% on cost
Motor vehicles	25% reducing balance

Investment in subsidiaries

Investments in subsidiaries are at cost.

Pensions

The Charity participates in a group pension scheme. This is a defined contribution pension scheme for all members of staff. The assets of this scheme are held separately from those of the Charity, being invested with an insurance company. Pension costs charged in the statement of financial activities represent the contributions payable by the Charity in the year. Pension costs are based upon 8% of gross salary.

Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

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

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Foreign currencies

Transactions in foreign currencies are recorded using the rate of exchange ruling at the date of transaction. Any foreign currency balances are translated at the exchange rate prevailing at the balance sheet date. Gains and losses on translation are included in the statement of financial activities.

Taxation

As a registered charity, Migrant Help is potentially exempt from tax on income and gains falling within Sections 466 to 489 of the Corporation Taxes Act 2010 as all its income is charitable and applied towards charitable purposes.

No tax is payable in the trading subsidiary due to the profit being donated to the charity under Gift Aid. No provision is made for current or deferred tax.

Related party disclosures

The charity has taken advantage of the exemption that is conferred by FRS 102, which allows it not to disclose transactions with group undertakings that are eliminated on consolidation.

Critical accounts estimates and assumptions

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The only material estimates at the year end are in relation to provisions for potential liabilities arising out of a compliance review and the interpretation of income recognition from the AIRE contract.

Legal status of the Charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1 Financial performance of the Charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary which provides interpreting and translation services.

The summary financial performance of the charity alone is:

	2025 Total funds £'000	2024 Total funds £'000
Income	66,762	55,590
Gift aid from subsidiary company	3,242	2,285
	70,004	57,875
Expenditure on charitable activities	(66,369)	(56,475)
Net income	3,635	1,400
Total funds brought forward	14,442	13,042
Total funds carried forward	18,077	14,442
Represented by:		
Restricted income funds	728	311
Unrestricted income funds	17,349	14,131
	18,077	14,442

2 Donations

	Unrestricted funds £'000	Restricted funds £'000	2025 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2024 Total funds £'000
Donations receivable	46	—	46	131	—	131
Partnership for Digital Inclusion Project	—	89	89	—	614	614
Donations receivable	46	89	135	131	614	745

3 Investment income

	Unrestricted funds £'000	Restricted funds £'000	2025 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2024 Total funds £'000
Bank interest	313	—	313	267	—	267

4 Income from charitable activities

	Unrestricted funds £'000	Restricted funds £'000	2025 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2024 Total funds £'000
Asylum Advice, Issue Reporting & Eligibility	51,529	—	51,529	39,291	—	39,291
Anti – Trafficking	8,364	4,338	12,702	9,604	4,733	14,337
European Settlement Scheme	—	403	403	—	272	272
Community Vulnerable Persons Resettlement Scheme	1	909	910	—	435	435
Refugee Employability Programme	—	303	303	—	83	83
E-VISA Scheme	—	272	272	—	—	—
Watford Resettlement Scheme	—	44	44	—	—	—
Other services	93	—	93	66	—	66
	59,987	6,269	66,256	48,961	5,523	54,484

The Charity's main source of income from charitable activities is government grants and contracts. The total income from the Home Office was £51,529,000 (2024: £39,291,000).

5 Commercial trading operations

The wholly owned trading subsidiary, Migrant Help Trading Limited, is incorporated in England and Wales (company number 05684239) and pays all its profits to the charity under the gift aid scheme. Migrant Help Trading Limited operates as an interpreting and translation service provider. The summary financial performance of the subsidiary alone is:

	2025 Total funds £'000	2024 Total funds £'000
Turnover	14,974	12,400
Cost of sales and administration costs	(11,259)	(9,159)
Net profit	3,715	3,241
Amount gifted to the charity	(3,242)	(2,285)
Available for distribution	473	956
The assets and liabilities of the subsidiary were:		
Fixed assets	17	2
Current assets	4,968	4,414
Current liabilities	(1,190)	(1,093)
Total net assets	3,795	3,323
Aggregate of share capital and reserves	3,795	3,323

6 Analysis of expenditure on charitable activities

	Staff costs £'000	Direct costs £'000	Support cost allocation £'000	Governance cost allocation £'000	2025 Total £'000
Charitable activities	34,398	20,970	6,780	550	62,698
Support costs	4,214	3,116	(6,780)	(550)	—
	38,612	24,086	—	—	62,698

	Staff costs £'000	Direct costs £'000	Support cost allocation £'000	Governance cost allocation £'000	2024 Total £'000
Charitable activities	26,938	20,187	5,777	457	53,359
Support costs	3,536	2,698	(5,777)	(457)	—
	30,474	22,885	—	—	53,359

Of the charitable activities set out above, £5,749,000 (2024: £6,244,000) was funded from restricted funds and £56,949,000 (2024: £47,115,000) from unrestricted funds.

Included within direct costs above are grants awarded totalling £354,060 (2024: £386,757), comprising a grant to the Happy Baby Community of £263,000 (2024: £151,843), and a number of small grants relating to the upscaling of the Community Hubs Project totalling £90,944 (2024: £234,914).

7 Support costs

Support costs comprise the following items:

	General support £'000	Governance function £'000	2025 Total £'000	General support £'000	Governance function £'000	2024 Total £'000
Communications	609	9	618	676	7	683
Finance	831	37	868	569	35	604
General management	158	428	586	178	359	537
Human resources	1,034	34	1,068	906	41	947
Support services	4,148	42	4,190	3,448	15	3,463
	6,780	550	7,330	5,777	457	6,234

8 Net income (expenditure) for the year

This is stated after charging:

	2025 £'000	2024 £'000
Auditor's remuneration:		
. statutory audit current year	32	29
. accounting and tax services	3	3
Depreciation	164	105
Amortisation	—	33
Operating leases:		
. property	304	466
. equipment	9	28

9 Staff costs

The total remuneration of employees (full-time and part-time) was:

	2025 £'000	2024 £'000
Wages and salaries	19,415	15,852
Social security costs	1,814	1,462
Pension contributions	1,622	1,323
Sub-contract labour	18,326	13,422
Settlement	49	37
Other related staff costs including staff benefits	146	7
	41,372	32,103

The average number of employees (head count based on number of staff employed) during the year was:

	2025 Number	2024 Number
Charitable activities	533	453
Support staff	103	101
Trading subsidiary staff	48	43
	684	597

The average number of full-time equivalent staff in the year was 565 (2024: 483).

9. Staff costs (continued)

The number of staff whose emoluments are great than £60,000 are:

	2025 Number	2024 Number
£60,001 - £70,000	3	2
£70,001 - £80,000	3	2
£80,001 - £90,000	3	2
£90,001 - £100,000	2	—
£100,001 - £110,000	—	1
£130,001 - £140,000	—	1
£150,001 - £160,000	1	—
	12	8

Of the employees who earned £60,000 or more during the year, employee contributions were made to defined contribution pension schemes in respect of 12 (2024: 8) employees. During the year this amounted to £97,932 (2024: £70,817).

The key management personnel of the group and parent charity comprise the Trustees and the Senior Management Team, comprising of 14 staff (2024: 14). The total employee benefits of the key management personnel were £1,218,682 (2024: £1,126,669).

10 Trustees' remuneration

No remuneration or other payments have been made to the Trustees for their services as board members in the year (2024: £Nil).

The most significant element of Trustees' expenses is the cost of travel and subsistence. In the year 10 Trustees incurred a total of £1,541 (2024: £7,520 was paid to 9 Trustees) through expenses reimbursed and costs incurred by the charity on their behalf.

11 Fixed assets

Group	Intangible Computer software £'000	Total intangible £'000	Tangible Land & Buildings £'000	Tangible office equipment £'000	Total tangible £'000
Cost					
At 1 April 2024	507	507	96	618	714
Additions	1,371	1,371	841	291	1,132
Disposals	(507)	(507)	—	—	—
At 31 March 2025	1,371	1,371	937	909	1,846
Amortisation					
At 1 April 2024	507	507	—	398	398
Charge in year	—	—	—	164	164
Disposals	(507)	(507)	—	—	—
At 31 March 2025	—	—	—	562	562
Net book value					
At 31 March 2025	1,371	1,371	937	347	1,284
At 1 April 2024	—	—	96	220	316

11 Fixed assets (continued)

Charity	Intangible Computer software £'000	Total intangible £'000	Tangible Land & Buildings £'000	Tangible office equipment £'000	Total tangible £'000
Cost					
At 1 April 2024	507	507	96	601	697
Additions	1,371	1,371	841	270	1,111
Disposals	(507)	(507)	—	—	—
At 31 March 2025	1,371	1,371	937	871	1,808
Amortisation					
At 1 April 2024	507	507	—	382	382
Charge in year	—	—	—	159	159
Disposals	(507)	(507)	—	—	—
At 31 March 2025	—	—	—	541	541
Net book value					
At 31 March 2025	1,371	1,371	937	330	1,267
At 1 April 2024	—	—	96	219	315

12 Fixed asset investments – charity

Shares in group undertakings:

	2025 £'000
Cost at 1 April 2024	100
Additions	—
Cost at 31 March 2025	100

The charity holds £100,000 (2024: £100,000) shares of £1 each in its wholly owned subsidiary company, Migrant Help Trading Limited, which is incorporated in England and Wales. These are the only shares allotted, called up and fully paid. The activities and results of this company are summarised in note 5.

13 Debtors

	Group		Charity	
	2025 £'000	2024 £'000	2025 £'000	2024 £'000
Trade debtors	1,557	7,118	911	6,702
Other debtors	5	56	8	56
Amounts due from subsidiary undertaking	—	—	26	132
Prepayments	612	1,437	557	1,419
Accrued income	5,992	1,624	5,939	1,733
	8,166	10,235	7,441	10,042

14 Creditors

	Group		Charity	
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Trade creditors	3,259	2,157	2,382	1,599
Taxation and social security	734	681	630	599
Other creditors	227	419	219	301
Amounts due to subsidiary undertaking	—	—	979	870
Deferred income (note 15)	127	46	127	46
Accruals	1,054	945	878	843
	5,401	4,248	5,215	4,258

15 Deferred income

	Group		Charity	
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Balance at 1 April 2024	46	109	46	109
Amount released to income	(133)	(303)	(133)	(303)
Amount deferred in the year	214	240	214	240
Balance at 31 March 2025	127	46	127	46

Deferred income relates to grant income received and interpreter services invoiced in respect of future accounting periods.

16 Provision

	Group		Charity	
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Balance at 31 March 2025	4,200	3,500	4,200	3,500

A provision was added to acknowledge a potential liability arising from the interpretation of income recognition from the AIRE contract.

17 Analysis of movements in restricted funds

	Balance at 1 April 2024	Income	Expenditure	Transfers	Balance at 31 March 2025
	£'000	£'000	£'000	£'000	£'000
Anti-Trafficking Scotland Vulnerable Persons Resettlement Scheme	311	4,338	(4,083)	(124)	442
Partnership for Digital Inclusion Project	—	909	(672)	(45)	192
EU Settlement Scheme	—	89	(89)	—	—
Refugee Employability Programme	—	403	(361)	(16)	26
E-Visa Scheme	—	303	(257)	—	46
Watford Resettlement	—	272	(245)	(7)	20
	—	44	(42)	—	2
	311	6,358	(5,749)	(192)	728

17 Analysis of movements in restricted funds (continued)

	Balance at 1 April 2023 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2024 £'000
<i>Trafficking Scotland</i>	—	4,733	(4,422)	—	311
<i>Vulnerable Persons Resettlement Scheme</i>	111	435	(715)	169	—
<i>Partnership for Digital Inclusion Project</i>	—	614	(614)	—	—
<i>AIRE Mobilisation</i>	3	—	(3)	—	—
<i>Hong Kong Welcome Project</i>	79	—	(88)	9	—
<i>EU Settlement Scheme</i>	—	272	(290)	18	—
<i>Refugee Employability Programme</i>	—	83	(112)	29	—
	<u>193</u>	<u>6,137</u>	<u>(6,244)</u>	<u>225</u>	<u>311</u>

Transfers are made from the unrestricted general fund to cover the fair allocation of support costs to the above restricted fund projects and where additional spend is seen as appropriate in achieving success for those activities.

The nature and purpose of each restricted fund is as follows:

Trafficking – Scotland

Migrant Help have provided accommodation and support services to victims of human trafficking. The level of support is dependent upon individual needs and eligibility to access services.

Vulnerable Persons Resettlement Scheme

This project is directly aimed at providing support services to refugees in Kent.

Partnership for Digital Inclusion Project

Our digital inclusion project started in June 2021 through our partnership with VM02. Seeking to distribute refurbished, donated, devices and access to free data for those who are seeking asylum, refugees, resettled families and survivors of slavery and trafficking. This partnership provided a national reach, and we have been able to help those we support through our frontline services, our teams and through collaboration with charity partners. We continue to deliver this service in partnership with the Good Things Foundation and other charity partners, supporting clients across the UK and have been awarded several national awards for our efforts in providing devices and data to reduce isolation amongst our clients.

AIRE Mobilisation

All costs have been incurred following the end of the AIRE mobilisation period, but the Charity continues to amortise capital costs funded by AIRE Mobilisation over their useful economic life.

17 Analysis of movements in restricted funds (continued)

Hong Kong Welcome Project

This project is directly aimed at providing Hong Kong nationals requesting resettlement with access to education, training and employment opportunities.

EU Settlement Scheme

This grant is aimed at providing support to EU citizens, advising them on the requirements for them to remain in the UK after the UK has left the European Union.

Refugee Employability Programme (REP)

The REP provides a package of tailored support for refugees who face barriers to employment which cannot be fully addressed by mainstream employment programmes.

E-visa Scheme

This scheme delivers free support and guidance to vulnerable people who need to create a UKVI account and access their eVisa since the transition from a physical to a digital document.

Watford Resettlement

This scheme is designed to support displaced individuals who have fled their home countries due to conflict, persecution, or human rights violations. We aim to provide refugees with comprehensive services that enable them to rebuild their lives in a new, safe environment.

18 Analysis of movements in unrestricted funds

	Balance at 1 April 2024 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2025 £'000
Designated funds					
Community Hubs	385	—	(91)	70	364
YWO Experience	1,587	—	(597)	10	1,000
Investment Property Fund	1,025	—	—	—	1,025
Happy Baby Community	176	—	(263)	87	—
Migrant Workers Advice & Guidance	176	—	(121)	70	125
Reducing the Risk of Exploitation	235	—	(74)	—	161
NRM First Responder	283	—	(161)	—	122
ESOL & Employability Grant	83	—	(2)	—	81
Bryan Hogwood Fund	4	—	(1)	—	3
BEPS Project	181	—	(174)	220	227
The Leila Bursary	2	—	(7)	5	—
Neil Wildman Children's Fund	10	1	(10)	5	6
Project Haven	1,400	—	—	142	1,542
Bids and Tenders	—	—	(11)	400	389
Speciality Advisers	—	—	—	160	160
Schools Programme	—	—	—	160	160
Internal Infrastructure & Strategic Reserve	—	—	—	990	990

Notes to the Financial Statements Year to 31 March 2025

Total designated funds	<u>5,547</u>	<u>1</u>	<u>(1,512)</u>	<u>2,319</u>	6,355
General funds	<u>8,584</u>	<u>60,345</u>	<u>(55,616)</u>	<u>(2,319)</u>	10,994
	<u>14,131</u>	<u>60,346</u>	<u>(57,128)</u>	<u>—</u>	17,349
Trading Subsidiary	<u>3,217</u>	<u>3,088</u>	<u>(2,739)</u>	<u>192</u>	3,758
	<u>17,348</u>	<u>63,434</u>	<u>(59,867)</u>	<u>192</u>	21,107

18 Analysis of movements in unrestricted funds (continued)

	Balance at 1 April 2023 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2024 £'000
<i>Designated funds</i>					
Community Hubs	220	—	(235)	400	385
YWO Experience	1,578	—	(741)	750	1,587
Age Dispute	16	—	(19)	3	—
Investment Property Fund	1,000	25	—	—	1,025
Happy Baby Community	117	—	(152)	211	176
Migrant Workers Advice & Guidance	300	—	(124)	—	176
Reducing the Risk of Exploitation	250	—	(15)	—	235
NRM First Responder	330	—	(47)	—	283
ESOL & Employability Grant	100	—	(17)	—	83
Bryan Hogwood Fund	—	—	(1)	5	4
BEPS Project	216	—	(35)	—	181
The Leila Bursary	5	—	(8)	5	2
Neil Wildman Children's Fund	23	—	(13)	—	10
Project Haven	—	—	—	1,400	1,400
Total designated funds	4,155	25	(1,407)	2,774	5,547
<i>General funds</i>	8,694	49,340	(45,708)	(3,742)	8,584
	12,849	49,365	(47,115)	(968)	14,131
<i>Trading Subsidiary</i>	2,267	2,661	(2,454)	743	3,217
	15,116	52,026	(49,569)	(225)	17,348

The nature and purpose of each designated fund is as follows:

Community Hubs

This project has been developed to help support grass roots organisations within the sector to build capacity. This is through a combination of grants and practical support. The grants are aimed at helping to expand the reach and delivery of pre-existing hubs or to assist with the delivery of brand-new hubs that can support our clients by bringing together a wide range of local organisations from within the community.

Youth Welfare Officer (YWO) Experience

The YWO Experience is focused at delivering help to unaccompanied young people (18-25) who are living in hotel accommodation. This project assists with reducing isolation and delivering support to those navigating the asylum system whilst also providing opportunities to participate in a wide variety of activities.

Age Dispute

The fund has been set-up to resources services for those Asylum service users who claim to be under 18. The service assists with referrals to social services and signposting to legal representation.

18 Analysis of movements in unrestricted funds (continued)

Investment Property Fund

Following the purchase of our Dunstable property in June 2024, there has been significant renovation and refurbishment to bring the property into use. This has included re-configuring the property into six-, one- and two-bedroom flats, replacing doors and windows throughout the property, removal and installation of new kitchens, replacing the premises with new energy efficient heating and repair of the roof. The flats have been redecorated throughout ensuring they are now ready for clients to move into.

Happy Baby Community

The Happy Baby Community offer essential support to their pregnant women and parents with young children, providing access to practical, emotional and educational support. Many of the women with new babies are supported at the community hubs facilitated by the Happy Baby Community, giving them and their children access to a caring and safe environment.

Migrant Workers Advice and Guidance

Working in partnership with 58 Global, the developers of the Just Good Work app, we are producing resources that will be hosted on this platform and will provide extensive information on all aspects of workers' rights, enabling clients to be informed about the UK employment market and reducing the risk of exploitation.

Reducing the Risk of Exploitation

Working closely with members of our Lived Experience Advisory Panel to identify the situation and risks our clients face, we will create a broad range of resources and information to communicate to our client group. By liaising with internal and external partners internally we will identify how to get the information to clients in an appropriate way and at key points in their engagement within our services.

NRM First Responder

This project will provide additional dedicated resourcing to support people who may have been trafficked or exploited to be referred to the National Referral Mechanism framework. There has been an increase across the UK in the number of people requiring assistance and with changes in legislation, the process of completing referrals is more complex.

English for Speakers of Other Languages (ESOL) & Employability Grant

This project has been developed to support organisations within the sector to provide additional ESOL and employability provision. It has been identified that our clients have significant issues accessing good quality ESOL and Employability services and this grant will provide funding to support with the development and delivery of these provisions.

18 Analysis of movements in unrestricted funds (continued)

The Building, Empowering, Protecting and Supporting (BEPS) project

This funding is specifically for our staff to submit small projects that they feel will help our clients to thrive. Projects must meet the following themes, protecting and supporting the most vulnerable or empowering and building communities with a particular focus on the following topics:

- ◆ Employability
- ◆ Mental health
- ◆ Co-production opportunities with clients
- ◆ Capacity building other organisations.
- ◆ Continuous improvement in support services.

The Leila Bursary

The fund has been set up to provide children of staff from Migrant Help and Migrant Help Trading Limited, the opportunity to apply for funding to help towards fees and expense for higher education and post-secondary training.

Neil Wildman Children's Fund

The fund has been set up to provide additional support to families who use our services and are in need of children's clothes and equipment.

Bryan Hogwood Fund

This fund was set up to support clients and their children within the initial accommodation and our offices to use towards a holiday party for clients in December.

Project Haven

This fund has been set up for the creation of Project Haven, a new CRM system. Project Haven's implementations will improve efficiency for frontline staff, enhance our reporting functions and provide a better service to our schools Projects. Following a period of development, the new CRM went LIVE at the end of March 2025 for use in the AIRE contract. The development costs have been recognised in the balance sheet and will be amortised over the assets' useful economic life.

Speciality Advisers

Following the success of the Age Disputes and Disability Adviser posts, it was identified that there was a requirement to increase the capacity within our safeguarding team to ensure the team have the necessary skills and specialisms to support individuals from underrepresented groups. These will include LBTQI+, older people and survivors of domestic violence.

18 Analysis of movements in unrestricted funds (continued)

Schools Programme

Migrant Help's Schools Programme is an innovative initiative designed to foster inclusivity, challenge stereotypes, and promote environmental and civic awareness among young people. By engaging with schools, we equip students with the knowledge, empathy, and social responsibility needed to build cohesive communities that embrace diversity.

Our Schools Programme delivers engaging workshops, assemblies, and school visits that:

- ◆ Promote inclusivity and diversity - Encouraging open conversations that challenge misconceptions and prejudices about displaced individuals.
- ◆ Raise awareness of migration and climate change - Highlighting the connection between environmental challenges and global displacement, inspiring responsible action.
- ◆ Encourage active citizenship - Empowering students to become advocates for positive change in their schools and local communities.

Internal Infrastructure & Strategic Reserve

Following a period of significant growth, the Trustees have ringfenced funds to provide more robust support for internal systems so the Charity can further meet its objectives. Individual allocations have been identified in areas such as Fundraising, Digital Inclusion, Technological improvements, overseas working and implementing the 5-years strategy.

General Funds

This unrestricted fund includes the surpluses made on the key contracts with the Home Office and The Salvation Army. It is supported by the transfer of unrestricted funds from the Charity's trading subsidiary. Transfers are made from the general fund to cover the fair allocation of support costs to certain restricted fund projects and where additional spend is seen as appropriate in achieving success for those activities.

Trading Subsidiary

The fund encompasses the financial results of the Charity's trading subsidiary and the distributable reserves remaining in the company at the year end. Taxable profits are transferred into the general fund under Gift Aid arrangements.

19 Analysis of Group net assets between funds

	Restricted £'000	Designated £'000	General £'000	Subsidiary £'000	2025 Total £'000
Fixed assets	—	2,308	330	17	2,655
Current assets	728	4,047	20,079	3,927	28,781
Current liabilities	—	—	(5,215)	(186)	(5,401)
Provision	—	—	(4,200)	—	(4,200)
	728	6,355	10,994	3,758	21,835

	Restricted £'000	Designated £'000	General £'000	Subsidiary £'000	2024 Total £'000
Fixed assets	—	—	315	1	316
Current assets	311	5,547	15,921	3,312	25,091
Current liabilities	—	—	(4,158)	(90)	(4,248)
Provision	—	—	(3,500)	—	(3,500)
	311	5,547	8,578	3,223	17,659

20 Pension commitments

All staff under 70 are eligible to participate in a defined contribution pension scheme managed by Aviva or the Pension Trust. The assets of the scheme are held separately from the Charity. The Charity contributes 8% of pensionable salary.

The pension cost for the year represents contributions payable to the scheme and amounted to £1,622k (2024: £1,140k). At the Balance Sheet date, the charity owed contributions of £130k (2024: £51k) to the schemes.

21 Operating lease commitments

At 31 March 2025, the charity had the following future minimum commitments under non-cancellable leases:

Group and Charity	Land and buildings £'000	Equipment £'000	2025 £'000	Land and buildings £'000	Equipment £'000	2024 £'000
Amounts payable:						
Within 1 year	341	9	350	304	9	313
Between 2 and 5 years	637	—	637	—	9	9
Total	978	9	987	304	18	322

22 Related party transactions

During the year ended 31 March 2025, the charity received a donation of £5,000 from Lifeline, of which M Vadera is a common Trustee. There were no other related party transactions (2024: £5,000).

23 Financial instruments

The carrying amounts of the group and charity's financial instruments are as follows:

	Group		Charity	
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Financial Assets				
<i>Debt instruments at amortised cost:</i>				
Trade debtors	1,557	7,118	911	6,702
Amounts due to subsidiary undertaking	—	—	26	132
Other debtors	5	56	8	56
Accrued Income	5,992	1,624	5,939	1,733
	7,554	8,798	6,884	8,623
Equity instruments measured at cost less impairment:				
Fixed asset unlisted investments	—	—	100	100
Financial Liabilities				
<i>Measured at amortised cost:</i>				
Trade creditors	3,259	2,157	2,382	1,599
Other creditors	227	419	219	301
Amounts owed to group undertakings	—	—	979	870
Accruals	1,054	945	878	843
	4,540	3,521	4,458	3,613

Migrant Help

England & Wales - Charity number 1088631

Accounts

Migrant Help

**(previously Migrant
Helpline)**

Annual Report and Financial Statements

31 March 2024

Company Limited by Guarantee
Registration Number
04172880 (England and Wales)

Charity Registration Number
1088631 (England and Wales)

Charity Registration Number
SC041022 (Scotland)

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Reference and administrative information

Trustees & Directors

Madhavi Vadera (Chair)
Katherine Arie
Daniel Cook (appointed 1 August 2024)
Dave Crapnell (appointed 1 January 2024)
Simon Gallow
Dr Yusef Gojikian
Amelia Knott
Mark Leigh (resigned 31 March 2024)
David Noble (resigned 31 December 2023)
Loretta Okeke (appointed 1 April 2024)
Frank Omare
Brandon Perlberg (appointed 20 September 2023)
Victoria Quek
Jamie Seaford
Mayan Shah
John Smart (resigned 30 June 2024)
Piramindhan Thillainathan

Executive Team

Chief Executive Officer
Director of Asylum Services
Director of Technology and Transformation
Director of MSVC
Director of HR
Director of Strategy & Engagement
Director of Finance, Infrastructure & Quality
Deputy Director of Finance
Deputy Director of Asylum Services
Deputy Director of Strategic Programmes
Deputy Director of Asylum Services
Deputy Director of Asylum Services
Deputy Director of Commercial
Chief of Staff

Caroline O'Connor
Helen Bransfield
Will Lowrie (Appointed 20 May 2024)

Rabiya Rabat
Fiona Stephens
Anna Ware
Melvin Witt

Denise Farrell (appointed 16 October 2023)
Juliet Halstead
Chris Hammond

Anna Konieczny
Daisy Noble
Tina Riley
Debbie Pemberton

Registered address

128 City Road
London
EC1V 2NX

Reference and administrative information

Company registration number	04172880
Charity registration number	1088631 (England and Wales) SC041022 (Scotland)
Auditor	Buzzacott LLP 130 Wood Street London EC2V 6DL
Bankers	National Westminster Bank Plc Europa House 49 Sandgate Road Folkestone Kent CT20 1RX
Solicitors	Browne Jacobson LLP Mowbray House Castle Meadow Road Nottingham NG2 1BJ

Message from our Chair & CEO Year to 31 March 2024

Welcome message

Migrant Help has three charitable aims:

- The relief of refugees and their families and dependants who are in conditions of need, hardship or distress.
- To inform, advise and assist foreigners and Commonwealth citizens who are in difficulty or distress during their stay in the UK or in connection with their arrival or departure here.
- To promote the rights of refugees through the provision of advocacy and information.

Organisational Highlights

This year Migrant Help celebrated its 60th anniversary, a significant milestone of six decades of dedication, knowledge and experience in supporting some of the most vulnerable people in our society. We marked the anniversary by a number of campaigns and events aimed at raising awareness of the challenges faced by our clients and the work Migrant Help does in helping to rebuild their stolen lives.

We were delighted to be awarded new contracts for our modern slavery and human trafficking work in Northern Ireland, and for our EU Settlement Scheme services. We continued to support our strategic projects, funded by Migrant Help, such as our Youth Welfare Officer service which is now being delivered by four partner organisations in seven different locations in England and Wales. Our work with partners on digital inclusion saw laptops, mobile phone and data being distributed to clients in greater numbers than ever.

Migrant Help's Lived Experience Advisory Panels continued to thrive, with 155 participants involved in co-produced activities and 126 internal improvements achieved through co-production. In March, we had the privilege of welcoming Loretta Okeke—an inspiring survivor of modern slavery and a member of one of our Panels—onto our Board of Trustees. We are committed to integrating the voices and experiences of our clients into every facet of our work.

We are particularly proud of our award-winning social enterprise subsidiary - Clear Voice. It achieved remarkable growth, with a 31% rise in revenue, resulting in an unprecedented Gift Aid donation of £3.2 million to Migrant Help, a substantial portion of which funded our essential strategic projects. Clear Voice's innovative 'InPower Project' trained and supported 96 refugees in obtaining qualifications, thereby empowering them to thrive and become beacons of change.

Service Demand and Support

The asylum sector in 2023-2024 was characterized by a complex interplay of legal, humanitarian, and geopolitical dynamics. As global conflicts, climate change, and human rights violations continue to displace millions, countries are facing increasing pressures to adapt their asylum systems to accommodate rising numbers of asylum seekers. In many regions, the policy environment is evolving, as governments grapple with balancing national security concerns and humanitarian obligations.

Message from our Chair & CEO Year to 31 March 2024

International institutions and non-governmental organizations are working tirelessly to ensure that the rights of asylum seekers are protected amidst growing anti-immigration sentiment in some nations. Innovative approaches to asylum management, including technology integration and community-based solutions, are being explored to improve efficiency and outcomes for those seeking refuge. At the same time, the landscape is shaped by international agreements and political shifts, with some nations adopting more restrictive policies, while others open their borders to vulnerable populations.

Overall, the future of the asylum sector will require collaborative efforts to navigate these challenges, emphasizing the need for compassionate responses grounded in human rights principles and international law.

According to the Migration Observatory, in 2023, long-term international migration to the UK was around 1.2 million. Of these, 81,000 (65,000 in 2022) were asylum seekers, representing around 7% of all immigrants in that year.

Charities, like ours – and we are one of the largest charities supporting asylum seekers in the UK, consequently, faced a range of significant challenges during the year. Firstly, we continued to tackle an increasing demand for all our services, complicated by political uncertainty, bureaucratic hurdles, and a rising wave of anti-immigrant rhetoric and negative public sentiment towards refugees.

We have had to work harder to counter misinformation and promote a more compassionate narrative around immigration and asylum.

Our work extends to helping refugees integrate into society both as part of our contractual work related to resettlement as well as our collaborative work within the sector to promote integration. This is a multifaceted issue, involving language barriers, employment opportunities, and access to education and healthcare. We have had to navigate these challenges while supporting the individual needs of our clients.

Our key strength lies in the dedication, loyalty and professionalism of all our staff, which has ensured that we maintain the quality and consistency of our services, adapt to these challenges through collaboration, advocacy, and innovative solutions, while remaining committed to our mission of humanitarian assistance.

In the year ending March 2024, Migrant Help staff supported over 115,000 people seeking asylum, 3,213 survivors of modern slavery, and more than 14,000 EU citizens.

Our support was extended through both helpline services and face-to-face interactions. Our teams adeptly navigated an increase in query complexity, providing patient and empathetic support to vulnerable clients grappling with the intricacies of the asylum process, often in a foreign language. Clear Voice, our social enterprise, facilitated interpreter support in over 200 languages, ensuring clients could articulate their needs and be heard in their native languages.

Message from our Chair & CEO Year to 31 March 2024

The Board and staff have led the substantial growth of Clear Voice, resulting in a 25% increase in telephone interpreting services, culminating in over 16 million minutes of interpretation. Additionally, Migrant Help received its largest Gift Aid donation ever, amounting to £3.24 million, a 41% increase from the previous year.

Caroline and I take immense pride in the Migrant Help family and the way our organization has elevated the standard of service delivery through professionalism, integrity, and unwavering commitment. Our values-driven approach, reflected in our charity's objectives, resonates throughout the range of services provided by our dedicated staff, from frontline support to the essential support services that operate behind the scenes to ensure quality.

We are particularly proud of our commitment to embedding co-production in our services, which brings together clients (experts by lived experience) and staff (experts by work experience) to develop and enhance our offerings.

This past year, we initiated a number of strategic projects in collaboration with other charities in our sector, expanding both the range and depth of our services for highly vulnerable clients. Initiatives such as our Youth Welfare Officer project, Community Hubs programs, Age Dispute Adviser services, and National Referral Mechanism (NRM) project illustrate our ongoing dedication to enhancing client support. Our partnerships with corporate entities have played a pivotal role in supporting critical digital inclusion initiatives that provide clients with access to phones, devices, data, training, legal support, and connections with their families, enabling them to navigate their complex situations more effectively.

These accounts reflect the tireless efforts of a dedicated and motivated team, showcasing the values of a responsible organization committed to delivering timely, targeted services of the highest quality that our clients deserve.

As we look ahead, we remain determined to continue this vital work, ensuring that the voices of those we serve are not only heard but also respected and prioritized in every aspect of our operations. The Board, the leadership team and all our staff and volunteers are committed to rebuilding the stolen lives of vulnerable individuals and families and strengthening the communities to which we all belong.

Madhavi Vadera, Chair of the Board of Trustees

Caroline O'Connor, Chief Executive Officer

Our aims

The objects for which the charity is established are:

- The relief of sickness and financial hardship of beneficiaries including
 - Information and advice on counselling, health, legal and welfare services and assistance.
 - Advice on financial maintenance which may include the direct provision of financial assistance, goods and services.
 - Advice on and provision of residential accommodation.
 - Such other items or services as the trustees in their discretion choose to provide.
- To advance the education and training of beneficiaries and their dependents in need thereof so as to advance them in life and assist them to adapt within a new community.
- To promote for the public benefit, the sound administration of the law by providing advocacy services to beneficiaries and their dependents.
- To advance the education of the public in general about the issues relating to human migration.

Our purpose

Our vision is for a global society that protects vulnerable people, treats them with respect and enables them to reach their full potential.

We operate across the United Kingdom, providing excellent and highly valued services - supporting people seeking asylum, survivors of modern slavery, EU citizens and those settling into this country as recent refugees.

We deliver excellent value under national, regional and local government contracts. This has provided us with opportunities to broaden our scope, and we focus on forming partnerships across the statutory, voluntary and private sectors to achieve better outcomes for our client groups and fill some of the gaps in existing provision, using our knowledge and expertise from a range of service areas.

Strategic report of the Trustees

Organisational Highlights

This year Migrant Help celebrated its 60th anniversary, a significant milestone of six decades of dedication, knowledge and experience in supporting some of the most vulnerable people in our society. We marked the anniversary by a number of campaigns and events aimed at raising awareness of the challenges faced by our clients and the work Migrant Help does in helping to rebuild their stolen lives.

Strategic report of the Trustees (continued)

Organisational Highlights (continued)

We were delighted to be awarded new contracts for our modern slavery and human trafficking work in Northern Ireland, and for our EU Settlement Scheme services. We continued to support our strategic projects, funded by Migrant Help, such as our Youth Welfare Officer service which is now being delivered by four partner organisations in seven different locations in England and Wales. Our work with partners on digital inclusion saw laptops, mobile phone and data being distributed to clients in greater numbers than ever.

Migrant Help's Lived Experience Advisory Panels are going from strength to strength with 155 people involved in co-produced activities and 126 internal improvements achieved through co-production. In March, we welcomed Loretta Okeke, a survivor of modern slavery and member of one of our Panels, to our Board of Trustees.

Clear Voice, Migrant Help's trading subsidiary, continued its growth with 31% year-on-year increase in revenue compared to last year. Their 'InPower Project' trained and supported 96 refugees to gain qualifications.

Asylum Services

This was another extremely busy year for our Advice, Issue Reporting and Eligibility (AIRE) contract with more clients assisted than ever before. We are continuously looking for ways to improve our provision by introducing new initiatives, such as expanding our Commissioning Framework, creating positions dedicated to innovation, or producing information materials that respond to our clients' needs.

We introduced transferred webchat between the First Response Centre (FRC) and Eligibility, Advice and Guidance Line (EAGL) in August of 2023 to improve accessibility and reach of the service via other means than our helpline. We opened a new AIRE regional office in the new core Initial Accommodation centre in Coventry, providing face to face support. At the end of 2023, we saw a huge spike in the volume of 'Move-On' cases with 150% increase on the previous year. Our teams responded quickly and efficiently, increasing staffing, redrafting guidance for staff on the process changes, adding more information / FAQs, all translated, to support clients with as much information as possible.

Our teams collaborated with our Lived Experience Advisory Panels (LEAPs) on a number of initiatives, such as a new client survey tailored to capture the essence of quality service. The pilot phase from October 2023 to December 2023 offered valuable insights into our service's effectiveness and collected helpful feedback, and we are excited to expand its reach to more of our teams.

Modern Slavery Support Services

In England, Modern Slavery Victim Care (MSVC) team supported 1722 clients, about 50% of whom were survivors of labour exploitation, with sexual exploitation and criminal exploitation also prevalent. British nationals, mostly survivors of criminal and labour exploitation, continue to be our second most numerous client group.

We were delighted to be invited to attend the United Nations Convention against Transnational Organized Crime (COP UNTOC) in October 2023 in Vienna, Austria. It was a fantastic experience to learn more about stakeholder engagement at this level and see the positive influence we can have as an organisation at an international platform in discussions about modern slavery and human trafficking. We have also established close working relationships with policy teams across the sector which help us put our knowledge and experience together in influencing policy decisions and engaging with policy makers.

Strategic report of the Trustees (continued)

Modern Slavery Support Services (continued)

Our Trafficking and Exploitation Survivors' Service (TESS) in Scotland opened a new office in Glasgow in July 2023 and expanded the team in response to demand. The team supported 879 clients over the year and received consistently positive feedback with clients reporting feeling that staff are caring, understanding, and supportive. The advisers assisted many clients to start volunteering or getting into college which are all crucially important steps in regaining independence and control over their lives. The Scotland Roadshow, delivered by jointly by TESS and AIRE teams, raised awareness of Migrant Help at six locations across Scotland. We educated frontline professionals on the services we provide, and how to link vulnerable people into our support.

In Northern Ireland, the highlight of this period was undoubtedly the successful tender bid with Department of Justice NI which will allow us to continue our work with adult male victims of modern slavery and human trafficking. As part of the bid, we submitted a proposal for collaborative working / pilot programmes with two well respected partners, the International Organisation for Migration (IOM) UK and Flourish NI. The IOM delivers a comprehensive programme that gives clients the opportunity to learn about NI society, culture and laws, learn about digital literacy and prepare for the world of work. Flourish NI provide a male case worker within their organisation dedicated to supporting more high need clients once they exit our service.

Many clients join our services being reliant on the assistance that Migrant Help provides. Following receipt of support such as ESOL, counselling or employment advice, our clients are able to build their own support networks and engage with the community around them. As a result, they feel more confident, able to take on tasks independently, make their own decisions, while knowing that they have someone they can turn to and feeling safe and secure.

Refugee Resettlement Service

This year, we have supported 33 UKRS families, totalling 165 clients, and we have also welcomed a new group of clients within our resettlement services. We have supported the successful integration of over 200 Afghan refugees who, having faced unimaginable hardships, now have stable housing, access to healthcare, and children enrolled in schools.

Across all clients, mostly families, supported by this service, the team assisted with enrolling more than 150 children into schools and helped more than 100 adults into employment. They also continued their close relationship with healthcare providers ensuring that our clients have immediate access to healthcare services, including mental health support, which has led to significant improvements in their overall wellbeing.

EU Settlement Scheme Support

Migrant Help was delighted to have been awarded a new EUSS contract in July 2023 which was granted until the end of March 2025, as a single provider of this service across England. As a result, the team has grown from two staff members to 11 and now runs over 30 face-to-face clinics. Over the year, the advisers advised more than 14,000 people and helped submit 964 applications to the Home Office.

Strategic report of the Trustees (continued)

Refugee Employability Programme

Migrant Help launched a new service designed to assist refugees in preparing for work and life in England. This programme offers personalised support from dedicated case workers who will help clients enhance their English proficiency and guide them in finding suitable employment. It is being delivered in partnership with Growth Company in Yorkshire and Humber, Palladium in Kent and Maximus in North West and West Midlands, and aims to provide unique, locally tailored assistance that caters to specific needs of each person.

Strategic report of the Trustees (continued)

Migrant Help Strategy

60th Anniversary

2023 marked Migrant Help's 60th anniversary and, to recognise this, we delivered several initiatives and events across the year. In addition to this a series of stories from the six decades of the charity's existence were published to illustrate our work and our clients' stories. We held our launch event at the BT Tower, the use of which was kindly donated to us by BT, for our corporate partners and supporters to raise awareness and garner support for our work. We launched our 'Bags of Hope' campaign during Refugee Week, symbolising the hopes and dreams carried by displaced people as they journey from their home countries in search of safety. In the autumn our 'Sharing Hope' campaign was based on stories of four Migrant Help clients and their advisers. Beautiful photos accompanied these stories demonstrating the impact that interactions between advisers and clients have on their lives.

Migrant Help staff were actively involved in the 60th anniversary celebrations in many forms; from volunteers at events to fundraising and raising support for our clients. We launched our schools programme which aims to promote positive discussion and increased understanding and empathy about the issues facing those seeking refuge in the UK in the context of the school system.

We finished the year with 'Refugees Reframed'; a photo-based campaign including comedian Shappi Khorsandi and 10 other inspirational refugees including our clients, staff, the Chair of Trustees and a member of our Lived Experience Advisory Panel.

2023 was also the final year in our 2020/2023 Strategy. This year we achieved the following under the objectives:

Supporting people most in need and least likely to receive support elsewhere

Disability Adviser

Migrant Help introduced the Disability Adviser position in April 2023 to provide additional support to clients with disabilities. The support offered varies based on needs and includes social services follow-ups, signposting to specialist organisations and accessibility advice. The Disability Adviser builds partnerships with disability-focussed organisations and reviews ways to make Migrant Help more accessible. They also support staff with advice for supporting clients with disabilities and create a range of resources to increase their knowledge and understanding of different disabilities.

Strategic report of the Trustees (continued)

Migrant Help Strategy (continued)

**Supporting people most in need and least likely to receive support elsewhere
(continued)**

National Referral Mechanism Team

Migrant Help is a listed 'first responder organisation', which is authorised to refer potential victims of modern slavery into the National Referral Mechanism (NRM); a government framework to identify victims of modern slavery and trafficking. We expanded our existing NRM team, increasing from one adviser to three, and an NRM Lead. The team assists those who disclose that they are potential victims of modern slavery by referring them into the National Referral Mechanism. Advisers provide detailed briefings ahead of any referral, ensuring the client fully understands the referral process and support they may receive. Advisers inform clients of their decisions and support them with reconsiderations if they receive a negative reasonable grounds decision on their NRM outcome. The NRM Lead is responsible for the team, managing referrals, and building partnerships with external organisations through creating referral pathways and delivering training on the NRM.

Community Hub Grants Programme

Our grants programme, which went live at the end of April 2023, has now provided nearly £180,000 worth of grants to various small charities, supporting more than 20,000 clients to access a diverse range of services including casework support, IT, employability, ESOL lessons and opportunities to reduce isolation and improve clients' mental wellbeing. The recruitment of a Grants and Strategic Projects Coordinator in February 2024 has provided us with much-needed capacity to expand this project and one of the most exciting and impactful additions to our Community Hubs grant is the development of a new Community of Practice. This brings together organisations from across the sector to discuss challenges, share best practice and identify areas where we can better collaborate to support our clients.

Happy Baby Community

With ongoing support from Migrant Help, the Happy Baby Community (HBC) continues to reduce the huge and growing number of inequalities pregnant survivors of trafficking and their young children face whilst seeking asylum in the UK, enabling them and their babies to be safe, well supported and have access to a user-led community that seeks to address the challenges of poverty, isolation, education and loneliness.

Our strategic partnership with HBC has allowed us to streamline the referral process, ensuring that women are connected to a vital support network at the earliest possible point in their asylum journey. The HBC has seen a significant uptake of the service with the number of new mothers and children increasing since the project started in February 2023.

Strategic report of the Trustees (continued)

Migrant Help Strategy (continued)

Working with communities to bridge gaps and coordinate services

Youth Welfare Officer Project

Since expanding our Youth Welfare Officer Project provision in London from one site (Brent) into Kings Cross and Croydon in 2022/23, this year we began the process of funding additional organisations to deliver similar services outside of London. By the summer of last year, we had identified three new partners; Children and Young People's Empowerment Project (Chilypep), Stockport Race Equality Partnership (S-REP) and Tros Gynnal Plant (TGP Cymru). All three organisations have now fully mobilised their services and are receiving referrals from local hotels assisted by our Community Liaison Coordinators (CLCs) who have helped broker these relationships. The expectation is that in the next full year each organisation will be able to support at least 200 young people with their wellbeing.

Our new partners bring a wealth of experience and knowledge which we will incorporate into the development of the Youth Welfare Project to ensure clients are benefiting from our shared skills. To facilitate this, we are holding regular face-to-face and virtual workshops to share best practice and identify areas for development. Our aim is that these resources and learning opportunities will then be made available through a Community of Practice across the sector with other organisations who are supporting young people in the asylum system.

Digital Inclusion

Migrant Help is actively working with communities across the UK to address the digital divide through our award-winning initiatives, particularly through distributing data via the National Databank. Since 2022 we have assisted thousands of clients to connect with their loved ones and access essential services. This effort has significantly contributed to bridging the digital divide and fostering community integration for those settling into life in the UK. Our impactful work has been recognised with two prestigious awards: one for distributing the most data in 2023 and another for being named the Top Digital Hub of the Year in 2024. Our dedication to digital inclusion has gained attention across the sector and we have collaborated with over 70 charity partners; a network we aim to expand as this project continues to grow.

Scottish Roadshow

Recognising the widening of dispersals outside of Glasgow in Scotland our Trafficking and Exploitation Support Services (TESS), Advice, Issue Reporting and Eligibility (AIRE) Asylum Scotland and Strategy teams collaborated to identify how best to support the Scottish sector and bridge gaps in service provision for our clients. The teams worked extensively to map out known or potential areas of asylum dispersal, mapping stakeholders from the public sector such as the NHS, Police and Local Authorities to third sector and private sector stakeholders.

Strategic report of the Trustees (continued)

Migrant Help Strategy (continued)

Working with communities to bridge gaps and coordinate services (continued)

Scottish Roadshow (continued)

We reached out and invited stakeholders from six cities, Edinburgh, Glasgow, Aberdeen, East Kilbride, Stirling, and Perth with a high turnout at each event. Engaging with over 58 different organisations we presented information on the current landscape in Scotland for asylum, our role within the asylum system, the work of the TESS team and wider partnership opportunities

Building Bridges - Sector Conference 2023

In 2023, Migrant Help held its third annual Advice, Issue Reporting and Eligibility (AIRE) asylum-related sector conference with the aim to encourage collaboration and communication within the sector. The conference programme was put together within the context of both new and proposed legislation that would have profound impacts on those we support. Given this context, we felt it important that organisations within the asylum and modern slavery support sectors work collaboratively to navigate these challenges and overcome the barriers that may come along with them.

Themes discussed included best practice to support those seeking asylum, ways to include their voices in decision-making processes and how to ensure that charity workers get the support needed to continue doing what they care so much about.

Demonstrating the value that migrants bring to the UK

Schools Programme

In June 2023 we launched our new pilot, the schools programme, with the aim of engaging with teachers and pupils across the UK to help them understand the positive impact of migration and integration whilst also empowering young minds. In its first few months this programme reached approximately 2,500 pupils across 25 schools and in October 2023 we held our first Teachers' Conference, attracting around 100 schools.

This programme regularly visits schools to run workshops with pupils, catering to different age groups to meet the needs of the school's demographics. They are fully interactive and thought-provoking and allow somewhat sensitive conversations to take place in a safe space, whilst also providing researched information on migrants in the UK.

The quantifiable outcomes come in the programme's reach, which can be seen in the numbers provided and the distances covered; from Glasgow to Dover, spanning a large amount of England and Wales in between. The feedback received from school staff and students is also positive with 100% feedback received stating that the sessions were informative and enjoyed by students.

Strategic report of the Trustees (continued)

Migrant Help Strategy (continued)

Demonstrating the value that migrants bring to the UK (continued)

Refugee Week 2023

Migrant Help teams organised a variety of events to mark Refugee Week 2023. Over 100 clients from various hotels in Birmingham were able to travel to the city centre to enjoy Refugee Week performances whilst others took part in a local gardening project. In the North of England, Migrant Help co-hosted an event with Refugee Council for resettled refugees and other clients with music, food, and children's activities to enjoy. The Art House in Wakefield held an open day for art exhibitions put together by local theatres, galleries, non-governmental organisations, and local sector partners; our own Khami Miraf led an activity based on a 'Tree of Compassion', where people could decorate the model tree with positive messages, drawings, and notes in their native language.

Events at the Sherman Theatre were a highlight for our Cardiff team who also held a stall in the Oasis Courtyard to spread Migrant Help's message.

Migrant Help also launched the 'Bags of Hope' campaign. We commissioned the artist Sophie Cunningham to create a two-metre structure of towering backpacks which was displayed at the London South Bank during the week.

The art piece symbolises the hopes and dreams carried by displaced people as they journey from their home countries in search of safety. It also aims to bring to life the people behind the statistics, with over 30 luggage tags on the backpacks revealing the objects that symbolise the journey, present situation or hopes for the future of displaced or trafficked people – our clients.

Passers-by were able to enter the installation, read the luggage tags and think about the obstacles our clients had to overcome on their journey to rebuilding their lives.

Influencing positive change to policy and practice

A key part of our objective to influence positive change, is to ensure that client voice is included and to give people with lived experience opportunities to contribute widely to policy and practice.

Strategic report of the Trustees (continued)

Migrant Help Strategy (continued)

Influencing positive change to policy and practice (continued)

In 2023/24, we enabled 43 instances of feedback from Experts with Experience (EBE) to be shared externally, including the following:

- Contributing to the Scottish government's review of its exploitation strategy
- Joining UK Health & Security Agency focus groups on public health policy, with two EBEs on the advisory board. One EBE told us; *"Being part of the [UKHSA advisory] board has been a mind-opening experience for me, I have learned a lot from it and everyone how was on this panel and hope to continue working with them to complete the goal and journey together."*
- Highlighting issues faced by survivors of Modern-Day Slavery at the House of Lords
- Supporting consultations leading to free bus passes for asylum seekers in Scotland and Northern Ireland
- Signing open letters to the Prime Minister about the potential impact of the Illegal Migration Bill
- Raising concerns with the Legal Aid Agency about some destitute asylum seekers being charged by legal aid solicitors
- Participating in ethics research by the Modern-Slavery Policy Evidence Centre and employment research with ATLEU and Refugee Council

We also delivered submissions to several calls for evidence and consultations throughout 2023. These included:

- Joint Committee on Human Rights: Scrutiny of the Illegal Migration Bill (April 2023)
- Independent Chief Inspector of Borders and Immigration: Inspection of asylum casework (May 2023)
- Northern Ireland Concessionary Fare Scheme
- APPG on Migration and Poverty: Effects of UK immigration, asylum and refugee policy on poverty (October 2023)
- Contributing to calls for evidence and focus groups on the Nationality and Borders Act's impact on asylum seekers and survivors of modern-day slavery

International Work

Migrant Help established an organisational policy function in October 2022 with the aim to use our organisational expertise to advise on matters of public policy and legislation which impact those we support. Because of today's global interconnectedness it's evident that this work cannot solely be limited to the UK. Bearing this in mind we sent Migrant Help representatives to the UNODC Constructive Dialogues in Vienna in October 2023 as part of a review mechanism for the UN Convention Against Transnational Organised Crime.

Strategic report of the Trustees (continued)

Migrant Help Strategy (continued)

Influencing positive change to policy and practice (continued)

International Work (continued)

We also attended the International Organisation for Migrations' United Nations Dialogue on Climate Change and Human Mobility in Geneva. Through forums like these we can not only gain a wider picture of relevant policy implementation globally but also share best practice with other civil society organisations.

Developing our staff and volunteers to deliver the best possible outcomes for our clients.

Staff Conferences 2024

Our staff conferences took place across four cities over a two week period, and included a virtual conference for those who couldn't travel. 92% of our staff attended a face-to-face staff conference alongside Migrant Help volunteers, Trustees and Lived Experience Panel Members who were also invited.

One of the agreed desired measurable outcomes of our staff conferences was to increase understanding of the new 5-year strategy. The survey results post-event showed that 86% of staff strongly or somewhat agreed that they now have a better understanding of Migrant Help's strategy following the conferences.

Another measurable outcome was to increase knowledge of all aspects of the charity, and after the conferences 83% of staff strongly or somewhat agreed that they had a better understanding of the different departments in Migrant Help.

Activities included talks from our CEP, creating visual representations of our ambitions for 2029, a quiz and guest speaks on wellbeing and neurodiversity.

Training

We delivered 11,375 hours of training for our staff in 2023/24. Topics included vicarious trauma, meditation and mindfulness, LGBTQI+ and breast cancer awareness as well as improving our staff induction and onboarding process.

We launched our new e-learning platform which offers an easier way for people to book onto training sessions, tracks when learning is due and allows managers to report on staff progress.

We also opened some of the modules from our comprehensive Leadership Academy for Senior Advisors and Advisors to attend as part of their development.

Strategic report of the Trustees (continued)

Migrant Help Strategy (continued)

Developing our staff and volunteers to deliver the best possible outcomes for our clients (continued)

Volunteering

The volunteering programme has achieved significant milestones in 2023/24 with the embedding of main policies and procedures, development of in-person and remote roles and initiating recruitment. We now have research volunteers who help with our work around policy and funding and we launched our co-produced befriending project where refugees in Kent are paired with supportive community members who assist them with learning English. Additionally, we developed and designed a mentorship programme for our Lived Experience Advisory Panel members where they are matched with a professional who guides and supports the member to work towards their personal goals. We also offered our first one-off volunteering opportunity where volunteers in the West Midlands packed and donated Christmas gifts that were later distributed to thousands of people seeking asylum. To ensure that our clients and volunteers are best supported we also maintain ongoing attendance in volunteer network and best practice meetings.

Looking forward

At the end of 2023 our 2020-23 strategy drew to an end and our 60th anniversary year provided the best pivotal moment to reflect on the past, the present and planning for our future.

To develop our new 5-year strategy we brought together staff, Trustees and clients in multiple workshops over 12 months to set the new objectives, determine outcomes and specify the actions needed to achieve our aims.

All those involved were equal decision makers, making this our first fully co-produced strategy where the voices of people with lived experience were fundamental in its development. We also gathered views of partner organisations and other external stakeholders via a stakeholder survey.

Throughout the life of the strategy we will track and measure our performance, regularly review how well we are doing in delivering our objectives and evolve the strategy to ensure its continued relevancy.

Released in January 2024, the objectives under our new strategy are:

1. To deliver high-quality person-centred support that meets our clients' needs and helps them to succeed in the future
 - We aim to have knowledgeable and well-resourced teams delivering a consistent service to support our clients in the best way possible.
 - We will continue to make our services as accessible as possible while exploring and utilising existing and emerging technologies where appropriate.

Strategic report of the Trustees (continued)

Migrant Help Strategy (continued)

Looking forward (continued)

2. To work in equal partnership with our clients to inform and influence public perceptions and better decision making
 - We aim to empower our clients to share their stories in safe and effective ways to show how we all benefit from diverse and compassionate communities.
 - We will work in partnership with our clients to change the public narrative around people who have experienced displacement and/or exploitation.
 - We will use our knowledge and expertise to influence policy decisions, both on local and national level.
3. To build collaborations to generate and target resources to areas of greatest need
 - We will deliver high quality services to ensure the best possible outcomes for our clients and will partner with other organisations to bridge any identified gaps, while avoiding duplication where resources already exist.
 - We will ensure we have the appropriate funding and resources in place.
4. To be an organisation that adapts to political and environmental changes
 - We will be an organisation that continuously strives for improvement, continues our Great Place to Work strategy and adopts an employee-centred culture where staff feel trusted and valued.
 - We will be here for our clients as a go-to organisation for information on policy developments and provide reliable, high quality support regardless of changes within the sector.

By 2029 we aim to have:

- Developed one of the most accessible services in the UK
- Embedded client involvement in our service monitoring and improvement
- Amplified our clients' voices to influence policy decisions
- Raised awareness of the challenges faced by people affected by displacement and exploitation
- Generated regular and reliable income from a wider range of sources
- Reinforced the wider sector partnerships with and support for other organisations with common goals.

Strategic report of the Trustees (continued)

Streamlined Energy and Carbon Reporting (SECR) Statement

In line with the UK Government's Streamlined Energy and Carbon Reporting (SECR) regulations, this section shows the carbon emissions from our operations. We are required to disclose energy and carbon information including:

- UK energy use (as a minimum gas, electricity, and transport)
- The associated greenhouse gas (GHG) emissions
- One emissions intensity ratio
- Previous year's figures for energy use and GHG emissions
- Methodologies used in calculation of disclosures
- Information about energy efficiency action taken in the financial year.

Our commitment to the environment

Migrant Help recognises that its activities have a potential impact upon the environment at local, regional, national, and global levels, and acknowledges a responsibility and a duty to proactively minimise any adverse environmental and social impact. This includes the activities of our contractors and supply chains. Our actions influence the environment, the health of our employees and the wider community. We can achieve positive influence through identification of significant environmental impacts, implementing control measures to prevent, reduce and mitigate negative impact in an innovative and practical manner.

Carbon Reduction Plan 2024/29

Migrant Help is committed to achieving Net Zero Emissions by 2050.

We are aware that reducing our Greenhouse Gas Emissions represents significant benefits for us, our service users, clients, suppliers, and the wider community. As such we have created a Carbon Reduction Plan. Once fully implemented the plan will cover the strategies for Migrant Help's ongoing commitment to the management and reduction of our business-related carbon emissions.

As a charity whose services support some of the most vulnerable, we strive to continuously improve our services working with all our employees, partners, and contractors to embrace this plan and work collaboratively to achieve the overall goal of Carbon Net Zero by 2050.

The points below show the journey we are taking:

Migrant Help aims to reduce its GHG emissions by 5% by 2029 based on its 2022/23 baseline. With a further pledge to achieve additional 10% reductions by 2035. We will provide staff training and adopt behaviour change projects to assist us with our objective to achieve Carbon Net Zero emissions by 2050.

Intensity ratio

Under SECR rules, we are required to report emissions against an intensity of output measure, so that decreases or increases in output in future years due to energy efficiency/emissions reductions can be identified, and valid comparisons can be year on year. We have chosen to use kgCO₂e equivalent per FTE (Full time Equivalent) employees within the organisation.

Strategic report of the Trustees (continued)

Streamlined Energy and Carbon Reporting (SECR) Statement (continued)

Carbon Reduction Plan 2024/29 (continued)

Methodology

An intensity ratio of kgCO₂e per FTE has been chosen due to nature of the organisation's energy use being dominated by office-based activities conducted by employees.

Additionally due to the contractual nature of some sites that have employees are situated in, we have both limited access to information and control of energy use. As many of the sites that Migrant Help employees undertake activities from within are fully controlled and paid for, from an energy perspective by their respective landlords/owners, these sites have been discounted from reporting due to this reason, with only sites that we have control of, and purchase of energy supplies included within this statement. Additionally using alternative ratios such as floorspace (m²) could be inaccurate due to the nature of co-tenancy contractual arrangements within some site locations.

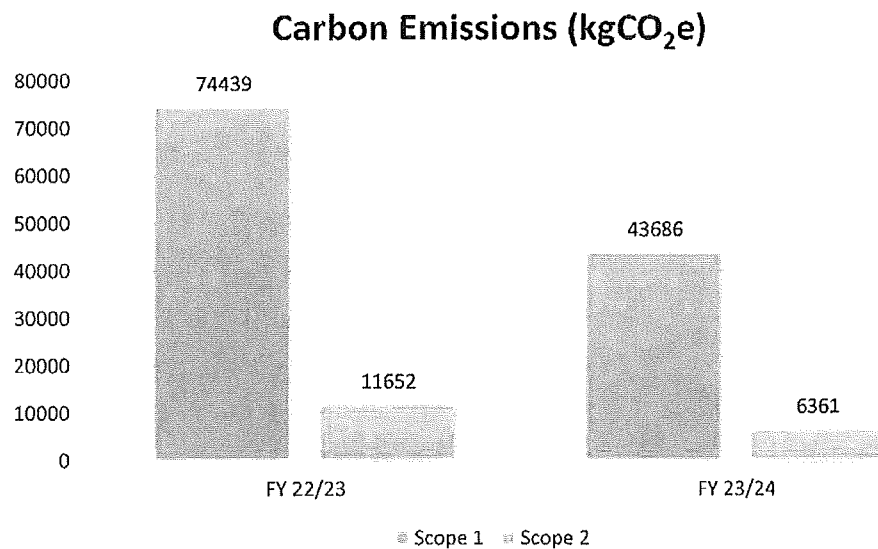
Streamlined Energy and Carbon Reporting (SECR) statement

Emission-releasing activity	Activity
Electricity use	32,896 kWh
Natural gas use	394 m ³
Employee travel (Petrol)	13,118 litres
Employee travel (Diesel)	5,964 litres
Water Supply (estimated)	2,150m ³ (estimated)
General Waste (Landfill)	0 kg
Mixed Recycling	2,624 kg
Paper Recycling (Confidential Waste)	4,885 kg
WEEE Regulations - Electrical Waste Recycling	197.61 kg
Carbon Emissions	
Scope 1 (Direct Energy and processes)	43,686 kgCO ₂ e
Scope 2 (Indirect import from electricity)	6,361 kgCO ₂ e
Intensity Ratio	
Intensity Ratio (kgCO ₂ e /FTE)	99.83 kgCO ₂ e per FTE

Strategic report of the Trustees (continued)

Streamlined Energy and Carbon Reporting (SECR) Statement (continued)

Previous Year's Performance



Energy Efficient Actions Undertaken

A rolling programme of measures have been undertaken throughout the period (Financial Year 2023-24). As part of ongoing refurbishment works of sites, several retrofit and efficiency projects have been undertaken inclusive of:

- Wakefield – As part of a suite of refurbishment works undertaken at the site, installation of energy LED lighting and energy efficient air filtration systems for meeting spaces was undertaken.
- Liverpool and Coventry – Work was undertaken with current providers to ensure the newly created meeting spaces met current requirements for energy efficient LED lighting.
- Asset Management – Via the asset management process furniture from decommissioned sites is repurposed where possible to be used at new sites in development.
- Awareness Campaign – A series of organisational communications was undertaken to raise employee awareness of efficient usage of both lighting and temperature controls.
- Charlton House, Dover – Work was undertaken to replace two air conditioning units from older gas systems to a newer more energy efficient and environmentally friendly system. These works are part of a wider rolling programme of replacement. Additionally old inefficient lighting was upgraded to meet energy efficient LED standards.
- Creation of both a Carbon Reduction Plan and Energy Strategy.

Strategic report of the Trustees (continued)

Section 172 Statement

Migrant Help complies with Section 172 under the Companies Act 2006, which requires our Board of Trustees to act in a way that they consider, in good faith, will most likely enhance and promote Migrant Help's impact on the people we support, while considering the long-term effect of decisions on our stakeholders, including beneficiaries, employees, partners, commissioners, supporters, suppliers, local communities and the environment.

Internal Stakeholders

Our internal stakeholders are our employees. Engaging employees and improving their experience is an integral part of our culture, strategy and values.

We have a comprehensive learning and development programme including a Leadership Academy. We deliver a wide range of training including support for staff wellbeing. We have an Employability Assistance Programme that also offers enhanced support where required.

We communicate regularly with our employees through newsletters, blogs and Teams Channels. Employees can engage with Senior Management through regular Q&A sessions and Town Hall meetings available to all staff.

Employee matters are discussed with Trustees at the Remuneration Committee and escalated to the full Board where necessary.

We monitor salary gradings against market rates and review our employee benefits package to ensure it's still relevant.

External Stakeholders

The people we support include migrants, asylum seekers, refugees and survivors of slavery. We provide advice, support and guidance, helping our clients to rebuild their lives after displacement or exploitation. We have a strict Code of Conduct and Safeguarding Policy that protects our clients and ensures they are safe. Our Safeguarding Team makes sure we work within the latest best practice and offers specialist support to vulnerable groups. We have a Coproduction Team which develops our Lived Experience Advisory Panels and ensures client voice is included in our service design and improvements. We review the effectiveness of our services regularly, and report on our continuous improvement projects.

Our Partnerships take many forms and are a vital part of our charity. We recognise many of our partners work closely in the communities of the people we support, and we have activities in place to capacity build the sector. We follow robust procedures and due diligence with our partners and conduct partnership mapping. We hold events for charities in the sector and participate in sector networks and meetings.

Strategic report of the Trustees (continued)

Section 172 Statement (continued)

We provide services to a multitude of **Commissioners** across the UK and are committed to delivering high quality outcomes through everything we do. We attend regular meetings to review our deliverables against contract requirements and provide reporting on our outputs and impact.

Our Supporters include individual and corporate donors. We share newsletters to update them on our activities and engage with them on social media. We keep information up to date on our website and recognise donors for their support. We share our media campaigns and show the impact their donations have made. We follow all fundraising guidelines on our engagement and comply with GDPR.

We engage with several **Suppliers** and have a range of policies that support our approach to procurement. We promote ethical practices, due diligence, and engagement within our supply chain and have a Supplier Code of Conduct that forms part of the contractual terms. We map and assess our supply chain for modern slavery risks and conduct checks to ensure suppliers share our commitment to prevent workplace practices which enable, or are defined as, modern slavery.

As a national charity, we also aim to work at a local level, ensuring our work benefits the **Local Communities** where our clients are. We attend regional meetings and engage with organisations to welcome asylum seekers and refugees. We work with local Police Forces and Local Authorities to get the best outcomes for our clients.

We are committed to reducing our impact on the **Environment** and recognise the intersection of climate change and the people we support. We monitor and report on our carbon emissions and waste in line with our Environmental Policy and have a Carbon Reduction Plan which aims to help us achieve Net Zero. We are in the process of developing an employee engagement programme.

Since the start of the financial year, we have reported 2 matters to the Charity Commission as a Serious Incident

- ◆ In November 2023, several members of the charity's staff were assaulted by a service user in crisis. Police were called and the service user was detained. The affected members of staff in some cases received hospital treatment and were provided additional emotional support given the traumatic nature of the incident. The service user, as a client, was transferred to another service provider out of the area. Safeguarding reviews have been undertaken and these have led to the charity revisiting its processes.
- ◆ In October 2023, a service user passed away while going through the Asylum process. Their death is the subject of a Coroner's Inquiry. This incident was reported to the Charity Commission in November 2024.

Strategic report of the Trustees (continued)

Risks

We have continually reviewed the principal risks to achieving our strategic plan and have focused on the key strategic risks that we have sought to mitigate during 2023/24.

Risk	Commentary
1. The charity does not react effectively to policy changes implemented by a new government, following the decision to not implement the Illegal Migration Act 2023 and the associated impact on users of Asylum and Modern Slavery Services.	The charity monitors policy changes through dedicated staffing and maintains a visibility on social media and through other communications. The charity has continuing discussions with the Home Office (HO) as part of the AIRE contract and as a wider sector stakeholder about the potential impact of changes and looks to model their commercial implications. After building stronger relationships with sector partners, pragmatic solutions can be proposed. The charity's new five-year strategy sets an objective to mitigate the risk of such policy changes.
2. The charity does not respond adequately to changes made by the government to the National Referrals Mechanism (NRM) and its impact on users of Modern-day Slavery services.	As a First Responder, the charity is part of active forums where it can discuss and consider the changes. The charity has designated funding for staffing to provide additional resourcing supporting people who may have been trafficked or exploited to be referred to the NRM Framework. We conduct regular reviews of data to monitor trends identifying the impact of NRM policy changes and act on those to ensure appropriate staffing levels.
3. The charity fails to meet the strict Key Performance Indicators, and performance levels set forth in its contracts – leading to non-renewal or unsuccessful retendering.	KPI monitoring continues throughout the month with enhanced management information and analytics. Under-performance, commercial matters and the appropriateness of measures are highlighted and addressed in regular meetings with the Home Office, the Salvation Army and our key sub-contractors. The Quality Management function provides the framework for continuous staff assessment and regular internal audits against agreed performance gradings and investigation of non-conformances. The charity engages with commissioners and other partners well in advance of tenders and renewals to promote its expertise and successful experience at operating these contracts.

Strategic report of the Trustees (continued)

Risks (Continued)

4. The charity fails to clearly communicate its role in the Asylum process with stakeholders, leading to confusion and reputational damage if events occur in Asylum accommodation outside of the Charity's remit.	The charity has clear processes and procedures subject to regular review. There is evidence of actions taken that are subject to internal and external audits – especially for Safeguarding. The charity has regular workshops and reporting lines with the Home Office & the accommodation providers. We provide staff with timely information on its operations through conferences. We communicate & engage with the Asylum sector through our own commissioning framework, attendance at meeting and regularly hosted conferences.
5. The charity fails to provide adequate services to all its service users due to the high level of asylum arrivals	Staffing levels and structures are changed to address volume changes – both for ongoing high service demand and for spikes caused by external factors. The charity is making improvements through technology and offering more methods of communication to reach more service users. We are reviewing our AIRE management structures and business support processes will allow greater reach. The charity continues to work with the Home Office on its commercial and financial contract modelling as a result of the high level of arrivals.
6. The charity's staff, premises and operations are negatively impacted by an anti-immigration movement across England and Northern Ireland – resulting in harassment or violence.	The charity shares information with Police, Local Authorities and the Home Office about potential protests and events. The charity's offices have security measures and processes for alert and evacuation. The charity risk assesses the benefit of sharing information about staff, trustees and locations publicly.

Strategic report of the Trustees (continued)

Financial review

Income

During the year, our income was £58.16m (2022: £45.73m), an increase of 27% from the previous year. This increase has been attributed to the continued growth of the contract to provide advice, issue reporting & eligibility guidance to people seeking asylum in the UK. This contract commenced in September 2019 at volumes vastly more than even the highest levels of Home Office estimates. Those volumes have continued to grow month on month throughout 2023 - 24. The growth of this contract has also impacted directly on the turnover of our trading subsidiary, Migrant Help Trading Limited, who provide interpreting services for this contract for those service users and for external clients. We have also seen growth in the coverage of our contract with The Salvation Army to provide support to victims of Modern Slavery in the south of England.

Expenditure

Our expenditure rose to £55.81m from £41.74m, an increase of 34%. These are costs associated with servicing the growth in our major contracts throughout the year along with the continuation of some strategic projects to further the charity's aims. Due to the nature of our work, staff costs represent the major element of expense and these increased by 42% to £32.10m (2023: £22.60m). Staff costs include subcontracted operations of the charity's First Response Centre and its Move-On service provision as part of operating the Asylum contract

Commercial trading subsidiary

Our commercial trading subsidiary, Migrant Help Trading Limited, provides interpreting and translation services. A profit of £3.24m (2023: £2.29m) was generated in the year, primarily from providing interpreting services that supported the expanded AIRE contract. It has been covenanted that Migrant Help Trading Limited will gift aid 100% of its taxable profit to the charity by 31 December of the following financial year. For 2024, this full amount is to be donated in October 2024 (2023: £2.28m in November 2023).

Reserves policy and current status

The Trustees wish to secure the future of Migrant Help and its ability to continue its charitable activities. To achieve this, they have carried out an assessment of the risks facing the charity and the financial consequences of those risks. Consequently, they aim to retain sufficient reserves, to protect against the risk to the charity of a temporary reduction in funding or the loss of a major funder, and to provide funds for development of new services to meet the needs of migrants and asylum seekers in alignment with our strategic aims.

At the time of each quarterly forecast, risks are re-assessed, together with the adequacy of reserves, in light of any changes in costs and circumstances. If reserves fall below the target, Trustees may act to reduce future costs. Alternatively, if reserves are in excess of target, Trustees may consider opportunities for initiating new developments. The Trustees may examine the level of reserves each year when setting the following year's budget and the reserves policy will be reviewed each year.

Strategic report of the Trustees (continued)

Financial review (continued)

Reserves policy and current status (continued)

In addition to ensuring reserves are retained for risks and project commitments, the charity retains approximately 8 weeks of total expenditure to ensure it has the operating capital to service its larger contracts. The Trustees will consider a target reserves level in 24/25 but this is currently difficult due to the fluctuating volumes and changing regulatory and legal frameworks that impact its core Asylum and modern day slavery operations.

At 31 March 2024, the Charity had total unrestricted funds of £17.35m (2023: £15.12m), an increase of £2.23m from last year. The Trustees meet regularly to review its forecast reserves and its required operational working capital. Reserves were again designated for use in longer term projects in November 2023 so the charity could provide support and assistance to vulnerable groups. These projects aim to go beyond any existing contractual services. There were designated reserves of £5.55m (2023: £4.16m). This leaves free reserves of £11.80m (2023: £10.96m); made up of £3.22m (2023: £2.27m) reserves from our trading subsidiary, Migrant Help Trading Limited and other general funds of £8.58m (2023: £8.69m).

The Trustees have finalised and are implementing the new five-year strategy.. The continued volume growth of the Asylum and Modern Slavery contracts and the ability for the Trustees to designate funds for long term projects allow Migrant Help to widen the scope of the future opportunities it can provide its current and prospective service users.

Principal risks and uncertainties

The Trustees and Executive Team have identified the major strategic and operational risks to which Migrant Help is exposed and have established controls and actions to mitigate them. Risk assessments and a risk register are in place and are subject to continual review and monitoring by the Executive Team, and quarterly review by the Trustees. The principal risks are outlined above.

Structure, governance and management

Governing document

Migrant Help has its origins in the Kent Committee for the Welfare of Migrants, which incorporated as Migrant Helpline in 2001. Today, Migrant Help is a Company Limited by Guarantee governed by its Articles of Association, last amended on 19 July 2015. It is registered as a Charity with the Charity Commission in England & Wales and with the Office of the Scottish Charity Regulator in Scotland. The wholly-owned trading subsidiary is a Company Limited by Shares, registered at Companies House.

Appointment of Trustees

Our Articles of Association provide that Migrant Help may have up to 14 Trustees and the present members of the Board are listed in this report.

Trustees, including the Chair, are recruited by open selection and are appointed for a three-year term, renewable for a further three years. The Trustees for the purposes of charity law and under the company's Articles are also the members of the organisation. Since the start of the financial year, four new trustees joined and seven resigned.

Strategic report of the Trustees (continued)

Structure, governance and management (continued)

Trustee induction and training

New Trustees have an Induction Day and are invited to visit offices across the UK to meet staff and clients. We have a Trustee Handbook and code of conduct which is issued to Trustees. Trustees are also provided with the Charity Commission's guide: The Essential Trustee and other relevant Charity Commission publications. There are regular governance reviews and Trustees are provided with Safeguarding training.

The Migrant Help Board of Trustees

Migrant Help's Board of Trustees is charged with ensuring a sharp focus on our mission and values. It sets the strategic direction, checks progress against strategy, ensures financial stability, and makes certain that Migrant Help is compliant with all the relevant laws and regulations. The Board has a zero-tolerance policy on fraud and corruption.

The Board delegates day-to-day decision making and operations to the Chief Executive Officer and the Executive Team. The Board meets formally at least four times a year, in addition to holding an away-day to consider Migrant Help's strategic direction given the changing context in which we operate.

There are four standing committees that feed into the Board.

The Finance and Audit Committee (FAC) is responsible for assurance oversight of the highest standards of integrity, financial reporting and internal control. In addition to reviewing organisational performance and results against the plan, the committee also ensure that Migrant Help's systems of financial control comply with Charity Commission guidelines and provide reasonable assurance against material misstatement or loss.

The People & Remuneration Committee sets the overall salary policy for Migrant Help, having regard to our agreed Pay Policy and the external environment in relation to remuneration. It also ensure that the Corporate Management Team implements the policy. The committee also sets the remuneration of the CEO and directors.

The Quality of Service Committee upholds the aims and objectives of the Charity considering all service delivery matters to ensure the Charity's services are run on a sound and business-like basis, in line with our charitable aims. It advises on all matters in relation to the quality of Migrant Help's services ensuring that contractual, statutory, and other quality standards are understood and monitored.

The Strategy and Communications Committee upholds the aims and objectives of the Charity when considering strategy matters to ensure the Charity's execution of the strategy is in line with our charitable aims. It advises on strategic matters in relation to the quality of Migrant Help's communications ensuring the branding, messaging and images are understood.

The Trustees will form other sub-groups to manage particular projects as and when required..

Strategic report of the Trustees (continued)

Structure, governance and management (continued)

Key management personnel remuneration

The Trustees consider that they, and the Executive Team comprise the key management personnel of the Charity, in charge of directing and controlling, running and operating the Charity on a day to day basis. All Trustees give their time freely and no Trustee received remuneration in the year. The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings.

In view of the nature of the Charity, the Trustees benchmark against pay levels in other charities of similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles. Further details of remuneration can be found at note 9 to the financial statements.

Related parties and co-operation with other organisations

Any interest between a Trustee or senior manager of the Charity and the Charity must be disclosed to the full board of Trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

Trustee responsibilities for reporting and financial statements

The Trustees (who are also directors of Migrant Help for the purposes of company law) are responsible for preparing the report of the Trustees including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- ♦ select suitable accounting policies and then apply them consistently;
- ♦ observe the methods and principals in the Charities SORP and FRS 102;
- ♦ 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 presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper and adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with Companies Act 2001, the Charities and Trustee Investments (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). 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.

Strategic report of the Trustees (continued)

Structure, governance and management (continued)

Going concern

After making appropriate enquiries, the Board of Trustees has a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, it continues to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

Public Benefit statement

The Charities Act 2011 requires all charities to have a purpose that is for the public benefit. The public benefit requirement has two aspects: the "benefit" aspect and the "public" aspect. All our services provide an identifiable benefit that is capable of being proved by evidence and are made available to the public or sufficient sections of the public. This is entirely in accordance with the two aspects of the public benefit requirement. The Trustees can confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, "Charities and Public Benefit". Our charitable purpose is enshrined in our vision and mission statements and the Trustees ensure that this purpose is carried out for the public benefit by delivering services in accordance with our strategic aims.

Disclosure of information to the auditor

In so far as the Trustees are aware there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought reasonably to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Internal control

The Trustees have overall responsibility for Migrant Help's systems of internal control. Trustees recognise that systems of control can only provide a reasonable and not complete assurance against inappropriate or ineffective use of resources, or against the risk of errors or fraud. Trustees remain satisfied that Migrant Help's systems provide reasonable assurance that the charity operates efficiently and effectively, safeguards its assets, maintains proper records and complies with relevant laws and regulations.

Migrant Help operates a comprehensive accountability system. This includes annual planning, with plans approved by Trustees, and annual budgets. Trustees consider actual results compared with plans and forecasts, and non-financial performance data. Other controls include delegation of authority, segregation of duties and the completion of an internal control self-assessment checklist as advised by the Charity Commission.

Strategic report of the Trustees (continued)

Structure, governance and management (continued)

Members' Guarantee

Members of the charity guarantee to contribute an amount not exceeding £1 each to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2024 was 14 (2023: 14).

Trustees indemnities

Trustees benefit from indemnity insurance to cover the liability of the Trustees which by virtue of any rule of law would otherwise attach to them in respect of any negligence, default or breach of trust or breach of duty of which they may be guilty in relation to the charity. The aggregated cost of this and management liability insurance was £6,733 (2023: £6,825). This provides cover up to £5,000,000 (2023: £5,000,000).

Fundraising

Migrant Help exist to support people affected by displacement and exploitation and we secure most of our income through grants and contracts. During 2023-2024, we have undertaken a strategic review seeking voluntary donations and support from the general public and through partnerships. These voluntary donations and partnerships support our two main campaigns; Our Crisis Fund supports survivors of slavery and asylum seekers with essential items when no other provision is in place to help. Our Neil Wildman Children's Fund supports children and young people who have been through unimaginable hardship. Through our newly enhanced website and using social media channels, we aim to grow voluntary donations and continue to explore alternative income sources to enable us to help the people we support.

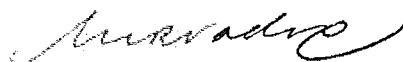
Auditor

In so far as the trustees are aware:

- ♦ there is no relevant audit information of which the charitable company's auditor is unaware; and
- ♦ the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Buzzacott LLP were appointed as our auditor during the year and they have indicated their willingness to continue in that capacity.

The Trustees' report, incorporating a strategic report, approved by order of the members of the Board of Trustees on 11 December 2024 and signed on its behalf by:



Madhavi Vadera
Chair of Board of Trustees

Independent auditor's report to the Members and Trustees of Migrant Help

Opinion

We have audited the financial statements of Migrant Help (the 'parent charitable company') and its subsidiary for the year ended 31 March 2024 which comprise the group statement of financial activities, group and charity balance sheets, group and charity statements of cash flows and notes to the financial statements, including a summary of significant policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- ♦ give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2024 and of the group's income and expenditure for the year then ended;
- ♦ have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- ♦ have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulation 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

Conclusions relating to going concern (continued)

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- ◆ the information given in the Trustees' report, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ◆ the Trustees' report and the strategic report, has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report including the strategic report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulation 2006 requires us to report to you if, in our opinion:

- ◆ proper and adequate accounting records have not been kept by the charitable parent company, or returns adequate for our audit have not been received from branches not visited by us; or
- ◆ the charitable parent company financial statements are not in agreement with the accounting records and returns; or
- ◆ certain disclosures of Trustees' remuneration specified by law are not made; or
- ◆ we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- ◆ the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations; and
- ◆ we obtained an understanding of the legal and regulatory frameworks that are applicable to the charity and determined that the most significant frameworks which are directly relevant to specific assertions in the financial statements are those that relate to the reporting framework (Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011).

Auditor's responsibilities for the audit of the financial statements (continued)

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- ◆ making enquiries of management as to their knowledge of actual, suspected and alleged fraud; and
- ◆ considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- ◆ performed analytical procedures to identify any unusual or unexpected relationships;
- ◆ tested journal entries to identify unusual transactions;
- ◆ challenged assumptions and judgements made by management in assessing the going concern basis of accounting and in its significant accounting estimates, including the estimated useful economic lives of assets for the purpose of determining the annual depreciation charge; and
- ◆ performed sample based testing of expenditure in the accounting system to supporting documentation and sample based testing of income from source documentation to the accounting system.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- ◆ reading the minutes of meetings of those charged with governance; and
- ◆ enquiring of management as to actual and potential litigation and claims.

As a result of our procedures, we did not identify any key audit matters relating to irregularities.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

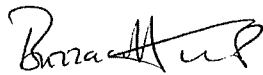
Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Independent auditor's report on the financial statements 31 March 2024

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charity's Trustees as a body, in accordance with Section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Edward Finch
For and on behalf of Buzzacott LLP, Statutory Auditor
130 Wood Street
London
EC2V 6DL

Date: 18 December 2024

Buzzacott LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of financial activities Year to 31 March 2024

	Notes	Unrestricted general fund £'000	Restricted funds £'000	2024 Total funds £'000	Unrestricted general fund £'000	Restricted funds £'000	2023 Total funds £'000
Income from:							
. Donations	2	131	614	745	23	571	594
. Investment income	3	267	—	267	56	—	56
Income from charitable activities	4	48,961	5,523	54,484	38,146	3,636	41,782
Income from trading activities							
. Commercial trading operations	5	2,667	—	2,667	3,302	—	3,302
Total		52,026	6,137	58,163	41,527	4,207	45,734
Expenditure on:							
Costs of raising funds							
. Commercial trading operations	5	2,454	—	2,454	2,505	—	2,505
Expenditure on charitable activities	6	47,115	6,244	53,359	34,678	4,556	39,234
Total		49,569	6,244	55,813	37,183	4,556	41,739
Net income (expenditure)		2,457	(107)	2,350	4,344	(349)	3,995
Transfers between funds		(225)	225	—	(122)	122	—
Net movement in funds		2,232	118	2,350	4,222	(227)	3,995
Reconciliation of funds							
Total fund balances brought forward		15,116	193	15,309	10,894	420	11,314
Total fund balances carried forward		17,348	311	17,659	15,116	193	15,309

There are no recognised gains or losses other than those shown above. All of the above results derive from continuing activities.

The notes on pages 43 to 55 form part of these financial statements.

Group and Charity balance sheets 31 March 2024

	Notes	Group		Charity	
		2024 £'000	2023 £'000	2024 £'000	2023 £'000
Fixed assets					
Intangible fixed assets	11	—	33	—	33
Tangible fixed assets	11	316	173	315	170
Investments	12	—	—	100	100
		316	206	415	303
Current assets					
Debtors	13	10,235	7,895	10,042	7,659
Cash at bank and in hand		14,856	14,278	11,743	12,889
		25,091	22,173	21,785	20,548
Current liabilities					
Creditors: amounts falling due within one year	14	(4,248)	(4,813)	(4,258)	(5,552)
Provision	16	(3,500)	(2,257)	(3,500)	(2,257)
		(7,748)	(7,070)	(7,758)	(7,809)
Net current assets		17,343	15,103	14,027	12,739
Total net assets		17,659	15,309	14,442	13,042
Funds					
Restricted funds	17	311	193	311	193
Unrestricted funds	18	17,348	15,116	14,131	12,849
Total funds		17,659	15,309	14,442	13,042

The financial statements on pages 43 to 55 were approved by the Trustees, and authorised for issue on 11 December 2024 and are signed on their behalf by:



Madhavi Vadera, Chair

Company Limited by Guarantee

Registration Number: 04172880 (England and Wales)

Group and charity statements of cash flows Year to 31 March 2024

	Group		Charity	
	2024 £'000	2023 £'000	2024 £'000	2023 £'000
Cash flows from operating activities				
Net income for the year	2,350	3,995	1,401	3,551
Adjustments for:				
Depreciation	105	134	105	134
Amortisation	33	80	33	80
Investment income	(267)	(56)	(267)	(56)
Increase in debtors	(2,238)	(1,651)	(2,281)	(1,647)
(Decrease) increase in creditors	(604)	1,884	(1,336)	2,652
Decrease in deferred income	(63)	(48)	(63)	(48)
Increase in provisions	1,243	1,175	1,243	1,175
Net cash generated from (used in) operating activities	559	5,513	(1,165)	5,841
Cash flows from investing activities				
Interest income	267	56	267	56
Purchase of intangible fixed assets	—	(8)	—	(8)
Purchase of tangible fixed assets	(248)	(174)	(248)	(171)
Net cash generated from (used in) investment activities	19	(126)	19	(123)
Increase (decrease) in cash in the year	578	5,387	(1,146)	5,718
Cash at the beginning of the year	14,278	8,891	12,889	7,171
Total cash at the end of the year	14,856	14,278	11,743	12,889

A Analysis of changes in net debt

	At 1 April 2023 £'000	Cash flows £'000	New loans £'000	Other non-cash changes £'000	At 31 March 2024 £'000
Cash	14,278	578	—	—	14,856
	14,278	578	—	—	14,856

Basis of preparation

These financial statements are prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note. The financial statements are prepared in sterling and rounded to the nearest £'000s.

Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Migrant Help Trading Limited on a line by line basis. A separate statement of financial activities has not been presented because the charitable company has taken advantage of the exemption afforded by Section 408 of the Companies Act 2006.

Public Benefit Entity

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

Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Fund accounting

All funds raised by the charity are used in the furtherance of its charitable objects. The three types of funds are as follows:

Unrestricted funds

General unrestricted funds represent funds which are expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.

Designated funds

Designated funds are funds set aside by the Trustees for a specific purpose.

Restricted funds

Restricted funds represent grants received which are allocated by the donor for a specific purpose.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants and contracts, whether "capital" grants or "revenue" grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants or contracts have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred and included in creditors until the criteria for income recognition are met and where entitlement arises before income is received the income is accrued.

Interest from funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Income from commercial trading operations comprises of the invoiced value of goods and services supplied by the subsidiary, Migrant Help Trading Limited, exclusive of Value Added Tax and trade discounts.

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the value of general volunteer time is not recognised.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- ◆ Costs of raising funds comprise the costs of commercial trading from the trading subsidiary.
- ◆ Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of the objects of the charity. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs include expenditure on general management, human resources, finance, communications and general support staff. Costs are allocated across the charitable expenditure on the basis of an estimate of the proportion of time spent by staff on those activities. No support costs were considered to be attributable to costs of raising funds which are incurred by the Charity's trading subsidiary.

Expenditure (continued)

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Operating leases

Rentals applicable to operating lease contracts, where substantially all the benefits and risks of ownership remain with the lessor, are charged to the statement of financial activities on a straight line basis over the lease term.

Intangible fixed assets

The cost of any intangible fixed assets are amortised over the useful life of that asset and specifically the life of any contracts to which that intangible asset may be used and give value.

Tangible fixed assets

Tangible fixed assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition and are depreciated over their useful economic lives as follows:

Office equipment	33% on cost
Motor vehicles	25% reducing balance

Investment in subsidiaries

Investments in subsidiaries are at cost.

Pensions

The Charity participates in a group pension scheme. This is a defined contribution pension scheme for all members of staff. The assets of this scheme are held separately from those of the Charity, being invested with an insurance company. Pension costs charged in the statement of financial activities represent the contributions payable by the Charity in the year. Pension costs are based upon 8% of gross salary.

Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

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

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Foreign currencies

Transactions in foreign currencies are recorded using the rate of exchange ruling at the date of transaction. Any foreign currency balances are translated at the exchange rate prevailing at the balance sheet date. Gains and losses on translation are included in the statement of financial activities.

Taxation

As a registered charity, Migrant Help is potentially exempt from tax on income and gains falling within Sections 466 to 489 of the Corporation Taxes Act 2010 as all its income is charitable and applied towards charitable purposes.

No tax is payable in the trading subsidiary due to the profit being donated to the charity under Gift Aid. No provision is made for current or deferred tax.

Related party disclosures

The charity has taken advantage of the exemption that is conferred by FRS 102, which allows it not to disclose transactions with group undertakings that are eliminated on consolidation.

Critical accounts estimates and assumptions

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The only material estimates at the year end are in relation to provisions for potential liabilities arising out of a compliance review and the interpretation of income recognition from the AIRE contract.

Legal status of the Charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Notes to the Financial Statements Year to 31 March 2024

1 Financial performance of the Charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary which provides interpreting and translation services.

The summary financial performance of the charity alone is:

	2024 Total funds £'000	2023 Total funds £'000
Income	55,590	42,533
Gift aid from subsidiary company	2,285	1,845
	57,875	44,378
Expenditure on charitable activities	(56,475)	(40,827)
Net income	1,400	3,551
Total funds brought forward	13,042	9,491
Total funds carried forward	14,442	13,042
Represented by:		
Restricted income funds	311	193
Unrestricted income funds	14,131	12,849
	14,442	13,042

2 Donations

	Unrestricted funds £'000	Restricted funds £'000	2023 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2022 Total funds £'000
Donations receivable	131	—	131	23	—	23
Partnership for Digital Inclusion Project	—	614	614	—	571	571
Donations receivable	131	614	745	23	571	594

3 Investment income

	Unrestricted funds £'000	Restricted funds £'000	2024 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2023 Total funds £'000
Bank interest	267	—	267	56	—	56

Notes to the Financial Statements Year to 31 March 2024

4 Income from charitable activities

	Unrestricted funds £'000	Restricted funds £'000	2024 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2023 Total funds £'000
AIRE	39,291	—	39,291	29,950	—	29,950
Trafficking	9,604	4,733	14,337	8,036	2,896	10,932
European Settlement Scheme	—	272	272	—	77	77
Community Engagement	—	435	435	—	615	615
Refugee Employability Programme	—	83	83	—	—	—
Other services	66	—	66	160	48	208
	48,961	5,523	54,484	38,146	3,636	41,782

The Charity's main source of income from charitable activities is government grants and contracts. The total income from the Home Office was £39,291,000 (2023: £29,950,000).

5 Commercial trading operations

The wholly owned trading subsidiary, Migrant Help Trading Limited, is incorporated in England and Wales (company number 05684239) and pays all its profits to the charity under the gift aid scheme. Migrant Help Trading Limited operates as an interpreting and translation service provider. The summary financial performance of the subsidiary alone is:

	2024 Total funds £'000	2023 Total funds £'000
Turnover	12,400	9,423
Cost of sales and administration costs	(9,159)	(7,134)
Net profit	3,241	2,289
Amount gifted to the charity	(2,285)	(1,845)
Available for distribution	956	444
The assets and liabilities of the subsidiary were:		
Fixed assets	2	3
Current assets	5,488	3,794
Current liabilities	(2,167)	(1,430)
Total net assets	3,323	2,367
Aggregate of share capital and reserves	3,323	2,367

6 Analysis of expenditure on charitable activities

	Staff costs £'000	Direct costs £'000	Support cost allocation £'000	Governance cost allocation £'000	2024 Total £'000
Charitable activities	26,938	20,187	5,777	457	53,359
Support costs	3,536	2,698	(5,777)	(457)	—
	30,474	22,885	—	—	53,359

Notes to the Financial Statements Year to 31 March 2024

6 Analysis of expenditure on charitable activities (continued)

	Staff costs £'000	Direct costs £'000	Support cost allocation £'000	Governance cost allocation £'000	2023 Total £'000
Charitable activities	18,894	15,753	4,209	378	39,234
Support costs	2,391	2,196	(4,209)	(378)	—
	21,285	17,949	—	—	39,234

Of the charitable activities set out above, £6,244,000 (2023: £4,556,000) was funded from restricted funds and £47,115,000 (2023: £34,678,000) from unrestricted funds.

Included within direct costs above are grants awarded totalling £386,757 (2023: £65,780), comprising a grant to the Happy Baby Community of £151,843 (2023: £35,406), and a number of small grants relating to the upscaling of the Community Hubs Project totalling £234,914 (2023: £20,374).

7 Support costs

Support costs comprise the following items:

	General support £'000	Governance function £'000	2024 Total £'000	General support £'000	Governance function £'000	2023 Total £'000
Communications	676	7	683	447	1	448
Finance	569	35	604	571	37	608
General management	178	359	537	146	334	480
Human resources	906	41	947	718	6	724
Support services	3,448	15	3,463	2,327	—	2,327
	5,777	457	6,234	4,209	378	4,587

8 Net income (expenditure) for the year

This is stated after charging:

	2024 £'000	2023 £'000
Auditor's remuneration:		
· statutory audit current year	29	29
· accounting and tax services	3	3
Depreciation	105	134
Amortisation	33	80
Operating leases:		
· property	466	540
· equipment	28	37

Notes to the Financial Statements Year to 31 March 2024

9 Staff costs

The total remuneration of employees (full-time and part-time) was:

	2024 £'000	2023 £'000
Wages and salaries	15,853	12,411
Social security costs	1,462	1,158
Pension contributions	1,323	952
Sub-contract labour	13,422	8,064
Settlement	37	—
Other related staff costs including staff benefits	7	12
	32,103	22,597

The average number of employees (head count based on number of staff employed) during the year was:

	2024 Number	2023 Number
Charitable activities	374	323
Support staff	84	41
Trading subsidiary staff	43	40
	501	404

The average number of full-time equivalent staff in the year was 486 (2023: 390).

The number of staff whose emoluments are great than £60,000 are:

	2024 Number	2023 Number
£60,001 - £70,000	2	2
£70,001 - £80,000	2	3
£80,001 - £90,000	2	1
£100,001 - £110,000	1	—
£120,001 - £130,000	—	1
£130,001 - £140,000	1	—
	8	7

Of the employees who earned £60,000 or more during the year, employee contributions were made to defined contribution pension schemes in respect of 8 (2023: 7) employees. During the year this amounted to £70,817 (2023: £44,628).

The key management personnel of the group and parent charity comprise the Trustees and the Senior Management Team, comprising of 14 staff (2023: 12). The total employee benefits of the key management personnel were £1,126,669 (2023: £941,390).

10 Trustees' remuneration

No remuneration or other payments have been made to the Trustees for their services as board members in the year (2023: £Nil).

The most significant element of Trustees' expenses is the cost of travel and subsistence. In the year nine Trustees incurred a total of £7,520 (2023: £2,884 was paid to 3 Trustees) through expenses reimbursed and costs incurred by the charity on their behalf.

Notes to the Financial Statements Year to 31 March 2024

11 Fixed assets

Group	Intangible Computer software £'000	Total intangible £'000	Tangible Land & Buildings £'000	Tangible office equipment £'000	Total tangible £'000
Cost					
At 1 April 2023	507	507	—	466	466
Additions	—	—	96	152	248
At 31 March 2024	507	507	96	618	714
Amortisation					
At 1 April 2023	474	474	—	293	293
Charge in year	33	33	—	105	105
At 31 March 2024	507	507	—	398	398
Net book value					
At 31 March 2024	—	—	96	220	316
At 1 April 2023	33	33	—	173	173
Charity					
	Intangible Computer software £'000	Total intangible £'000	Tangible Land & Buildings £'000	Tangible office equipment £'000	Total tangible £'000
Cost					
At 1 April 2023	507	507	—	449	449
Additions	—	—	96	152	248
At 31 March 2024	507	507	96	601	697
Amortisation					
At 1 April 2023	474	474	—	279	279
Charge in year	33	33	—	103	103
At 31 March 2024	507	507	—	382	382
Net book value					
At 31 March 2024	—	—	96	219	315
At 1 April 2023	33	33	—	170	170

12 Fixed asset investments – charity

Shares in group undertakings:

	2023 £'000
Cost at 1 April 2023	100
Additions	—
Cost at 31 March 2024	100

The charity holds £100,000 (2023: 100,000) shares of £1 each in its wholly owned subsidiary company, Migrant Help Trading Limited, which is incorporated in England and Wales. These are the only shares allotted, called up and fully paid. The activities and results of this company are summarised in note 5.

Notes to the Financial Statements Year to 31 March 2024

13 Debtors

	Group		Charity	
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Trade debtors	7,118	6,115	6,702	5,763
Other debtors	56	5	56	5
Amounts due from subsidiary undertaking	—	—	132	53
Prepayments	1,437	695	1,419	683
Accrued income	1,624	1,080	1,733	1,155
	10,235	7,895	10,042	7,659

14 Creditors

	Group		Charity	
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Trade creditors	2,157	2,690	1,599	2,099
Taxation and social security	681	1,319	599	1,224
Other creditors	419	94	301	51
Amounts due to subsidiary undertaking	—	—	870	1,470
Deferred income (note 16)	46	109	46	109
Accruals	945	601	843	599
	4,248	4,813	4,258	5,552

15 Deferred income

	Group		Charity	
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Balance at 1 April 2023	109	157	109	157
Amount released to income	(303)	(681)	(303)	(681)
Amount deferred in the year	240	633	240	633
Balance at 31 March 2024	46	109	46	109

Deferred income relates to grant income received and interpreter services invoiced in respect of future accounting periods.

16 Provision

	Group		Charity	
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Balance at 31 March 2024	3,500	2,257	3,500	2,257

A provision was added to acknowledge a potential liability arising from the interpretation of income recognition from the AIRE contract.

17 Analysis of movements in restricted funds

	Balance at 1 April 2023 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2024 £'000
Trafficking Scotland	—	4,733	(4,422)	—	311
Vulnerable Persons Resettlement Scheme	111	435	(715)	169	—
Partnership for Digital Inclusion Project	—	614	(614)	—	—
AIRE Mobilisation	3	—	(3)	—	—
Hong Kong Welcome Project	79	—	(88)	9	—
EU Settlement Scheme	—	272	(290)	18	—
Refugee Employability Programme	—	83	(112)	29	—
	193	6,137	(6,244)	225	311

	Balance at 1 April 2022 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2023 £'000
Trafficking Scotland	40	2,896	(3,056)	120	—
Vulnerable Persons Resettlement Scheme	103	615	(607)	—	111
Partnership for Digital Inclusion Project	—	571	(571)	—	—
AIRE Mobilisation	83	—	(80)	—	3
Hong Kong Welcome Project	186	48	(155)	—	79
EU Settlement Scheme	8	77	(87)	2	—
	420	4,207	(4,556)	122	193

Transfers are made from the unrestricted general fund to cover the fair allocation of support costs to the above restricted fund projects and where additional spend is seen as appropriate in achieving success for those activities.

The nature and purpose of each restricted fund is as follows:

Trafficking – Scotland

Migrant Help have provided accommodation and support services to victims of human trafficking. The level of support is dependent upon individual needs and eligibility to access services.

Vulnerable Persons Resettlement Scheme

This project is directly aimed at providing support services to refugees in Kent.

Partnership for Digital Inclusion Project

This project allowed the charity to provide phone handsets and data-plans to its Asylum clients by virtue of its corporate partnership with Virgin Media/O2, BT, Vodafone, Hubbub and Socialbox.

17 Analysis of movements in restricted funds (continued)

AIRE Mobilisation

All costs have been incurred following the end of the AIRE mobilisation period but the Charity continues to amortise capital costs funded by AIRE Mobilisation over their useful economic life.

Hong Kong Welcome Project

This project is directly aimed at providing Hong Kong nationals requesting resettlement with access to education, training and employment opportunities.

EU Settlement Scheme

This grant is aimed at providing support to EU citizens, advising them on the requirements for them to remain in the UK after the UK has left the European Union.

Refugee Employability Programme (REP)

The REP provides a package of tailored support for refugees who face barriers to employment which cannot be fully addressed by mainstream employment programmes.

18 Analysis of movements in unrestricted funds

	Balance at 1 April 2023 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2024 £'000
Designated funds					
Community Hubs	220	—	(235)	400	385
YWO Experience	1,578	—	(741)	750	1,587
Age Dispute	16	—	(19)	3	—
Investment Property Fund	1,000	25	—	—	1,025
Happy Baby Community	117	—	(152)	211	176
Migrant Workers Advice & Guidance	300	—	(124)	—	176
Reducing the Risk of Exploitation	250	—	(15)	—	235
NRM First Responder	330	—	(47)	—	283
ESOL & Employability Grant	100	—	(17)	—	83
Bryan Hogwood Fund	—	—	(1)	5	4
BEPS Project	216	—	(35)	—	181
The Leila Bursary	5	—	(8)	5	2
Neil Wildman Children's Fund	23	—	(13)	—	10
Project Haven	—	—	—	1,400	1,400
Total designated funds	4,155	25	(1,407)	2,774	5,547
General funds	8,694	49,334	(45,708)	(3,742)	8,578
	12,849	49,359	(47,115)	(968)	14,125
Trading Subsidiary	2,267	2,667	(2,454)	743	3,223
	15,116	52,026	(49,569)	(225)	17,348

18 Analysis of movements in unrestricted funds (continued)

	Balance at 1 April 2022 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2023 £'000
Designated funds					
Strategic Projects 2022	2,100	—	—	(2,100)	—
Community Hubs	—	—	(30)	250	220
YWO Experience	—	—	(272)	1,850	1,578
Age Dispute	—	—	(9)	25	16
Investment Property Fund	—	—	—	1,000	1,000
Happy Baby Community	—	—	(35)	152	117
Migrant Workers Advice & Guidance	—	—	—	300	300
Reducing the Risk of Exploitation	—	—	—	250	250
NRM First Responder	—	—	—	330	330
ESOL & Employability Grant	—	—	—	100	100
BEPS Project	—	—	—	216	216
The Leila Bursary	—	5	(5)	5	5
Neil Wildman Children's Fund	16	11	(4)	—	23
Total designated funds	2,116	16	(355)	2,378	4,155
General funds	6,955	38,124	(34,323)	(2,062)	8,694
	9,071	38,140	(34,678)	316	12,849
Trading Subsidiary	1,823	3,387	(2,505)	(438)	2,267
	10,894	41,527	(37,183)	(122)	15,116

The nature and purpose of each designated fund is as follows:

Community Hubs

This project has been developed to help support grass roots organisations within the sector to build capacity. This is through a combination of grants and practical support. The grants are aimed at helping to expand the reach and delivery of pre-existing hubs or to assist with the delivery of brand-new hubs that can support our clients by bringing together a wide range of local organisations from within the community.

Youth Welfare Officer (YWO) Experience

The YWO Experience is focused at delivering help to unaccompanied young people (18-25) who are living in hotel accommodation. This project assists with reducing isolation and delivering support to those navigating the asylum system whilst also providing opportunities to participate in a wide variety of activities.

Age Dispute

The fund has been set-up to resources services for those Asylum service users who claim to be under 18. The service assists with referrals to social services and signposting to legal representation.

18 Analysis of movements in unrestricted funds (continued)

Investment Property Fund

This fund has been ringfenced for the purchase of a property to be used as part of the charity's contract to provide accommodation services to victims of modern-day slavery. The purchase was completed in June 2024.

Happy Baby Community

The Happy Baby Community offer essential support to their pregnant women and parents with young children, providing access to practical, emotional and educational support. Many of the women with new babies are supported at the community hubs facilitated by the Happy Baby Community, giving them and their children access to a caring and safe environment.

Migrant Workers Advice and Guidance

Working in partnership with 58 Global, the developers of the Just Good Work app, we are producing resources that will be hosted on this platform and will provide extensive information on all aspects of workers' rights, enabling clients to be informed about the UK employment market and reducing the risk of exploitation.

Reducing the Risk of Exploitation

Working closely with members of our Lived Experience Advisory Panel to identify the situation and risks our clients face, we will create a broad range of resources and information to communicate to our client group. By liaising with internal and external partners internally we will identify how to get the information to clients in an appropriate way and at key points in their engagement within our services.

NRM First Responder

This project will provide additional dedicated resourcing to support people who may have been trafficked or exploited to be referred to the National Referral Mechanism framework. There has been an increase across the UK in the number of people requiring assistance and with changes in legislation, the process of completing referrals is more complex.

English for Speakers of Other Languages (ESOL) & Employability Grant

This project has been developed to support organisations within the sector to provide additional ESOL and employability provision. It has been identified that our clients have significant issues accessing good quality ESOL and Employability services and this grant will provide funding to support with the development and delivery of these provisions.

The Building, Empowering, Protecting and Supporting (BEPS) project.

This funding is specifically for our staff to submit small projects that they feel will help our clients to thrive. Projects must meet the following themes, protecting and supporting the most vulnerable or empowering and building communities with a particular focus on the following topics:

- Employability
- Mental health
- Co-production opportunities with clients
- Capacity building other organisations.
- Continuous improvement in support services

18 Analysis of movements in unrestricted funds (continued)

The Leila Bursary

The fund has been set up to provide children of staff from Migrant Help and Migrant Help Trading Limited, the opportunity to apply for funding to help towards fees and expense for higher education and post-secondary training.

Neil Wildman Children's Fund

The fund has been set up to provide additional support to families who use our services and are in need of children's clothes and equipment.

Bryan Hogwood Fund

This fund was set up to support clients and their children within the initial accommodation and our offices to use towards a holiday party for clients in December.

Project Haven

This fund has been set up for the creation of Project Haven, a new CRM system. Project Haven's implementations will improve efficiency for frontline staff, enhance our reporting functions and provide a better service to our clients.

General Funds

This unrestricted fund includes the surpluses made on the key contracts with the Home Office and The Salvation Army. It is supported by the transfer of unrestricted funds from the Charity's trading subsidiary. Transfers are made from the general fund to cover the fair allocation of support costs to certain restricted fund projects and where additional spend is seen as appropriate in achieving success for those activities.

Trading Subsidiary

The fund encompasses the financial results of the Charity's trading subsidiary and the distributable reserves remaining in the company at the year end. Taxable profits are transferred into the general fund under Gift Aid arrangements.

Strategic Projects 2022

In February 2022, the Trustees met to designate funds to a range of projects where the provision is not met by existing contracts. A fund was ringfenced for their implementation over the next three years. Amongst these projects are the expansion of the Charity's existing Youth Worker initiative, a nationwide Community Hub project to explore and support gaps in service in partnership with other providers, and support in cases of age dispute.

19 Analysis of Group net assets between funds

	Restricted £'000	Designated £'000	General £'000	Subsidiary £'000	2024 Total £'000
Fixed assets	—	—	315	1	316
Current assets	311	5,547	15,921	3,312	25,091
Current liabilities	—	—	(4,158)	(90)	(4,248)
Provision	—	—	(3,500)	—	(3,500)
	311	5,547	8,578	3,223	17,659

19 Analysis of Group net assets between funds (continued)

	<i>Restricted</i>	<i>Designated</i>	<i>General</i>	<i>Subsidiary</i>	<i>2023</i>
	<i>£'000</i>	<i>£'000</i>	<i>£'000</i>	<i>£'000</i>	<i>Total</i>
					<i>£'000</i>
<i>Fixed assets</i>	33	—	170	3	206
<i>Current assets</i>	160	4,155	14,164	3,694	22,173
<i>Current liabilities</i>	—	—	(3,383)	(1,430)	(4,813)
<i>Provision</i>	—	—	(2,257)	—	(2,257)
	<u>193</u>	<u>4,155</u>	<u>8,694</u>	<u>2,267</u>	<u>15,309</u>

20 Pension commitments

All staff under 70 are eligible to participate in a defined contribution pension scheme managed by Aviva or the Pension Trust. The assets of the scheme are held separately from the Charity. The Charity contributes 8% of pensionable salary.

The pension cost for the year represents contributions payable to the scheme and amounted to £1,140,048 (2023: £872,598). At the Balance Sheet date, the charity owed contributions of £50,943 (2023: £98,549) to the schemes.

21 Operating lease commitments

At 31 March 2024, the charity had the following future minimum commitments under non-cancellable leases:

Group and Charity	Land and buildings	Equipment	2024	Land and buildings	Equipment	2023
	£'000	£'000	£'000	£'000	£'000	£'000
Amounts payable:						
Within 1 year	304	9	313	334	9	343
Between 2 and 5 years	—	9	9	132	19	151
Total	304	18	322	466	28	494

22 Related party transactions

During the year ended 31 March 2024, the charity received a donation of £5,000 from Lifeline, of which M Vadera is a common Trustee. There were no other related party transactions (2023: None).

23 Financial instruments

The carrying amounts of the group and charity's financial instruments are as follows:

	Group		Charity	
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Financial Assets				
<i>Debt instruments at amortised cost:</i>				
Trade debtors	7,118	6,115	6,702	5,763
Amounts due to subsidiary undertaking	—	—	132	53
Other debtors	56	5	56	5
Accrued Income	1,624	1,080	1,733	1,155
	8,798	7,200	8,623	6,976
 Equity instruments measured at cost less impairment:				
Fixed asset unlisted investments	—	—	100	100
 Financial Liabilities				
<i>Measured at amortised cost:</i>				
Trade creditors	2,157	2,690	1,599	2,099
Other creditors	419	94	301	51
Amounts owed to group undertakings	—	—	870	1,470
Accruals	945	601	843	599
	3,521	3,385	3,613	4,219

Migrant Help

England & Wales - Charity number 1088631

Accounts

Migrant Helpline
(operating as Migrant Help)

**Annual Report and Financial
Statements**

31 March 2023

Company Limited by Guarantee
Registration Number
04172880 (England and Wales)

Charity Registration Number
1088631 (England and Wales)

Charity Registration Number
SC041022 (Scotland)

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Reference and administrative information

Trustees & Directors

Madhavi Vadera
Katherine Arie (Appointed 15 December 22)
Simon Gallow (Appointed 15 December 22)
Yusef Gojikian
Amelia Knott
Mark Leigh
David Noble
Frank Omare
Brandon Perlberg (Appointed 20 September 23)
Victoria Quek (Appointed 15 December 22)
Jamie Seaford (Appointed 15 December 22)
Mayan Shah
John Smart
Adrian Stones (Resigned 22 June 22)
Piramindhan Thillainathan

Executive Team

Chief Executive Officer	Caroline O'Connor
Director of Asylum Services	Helen Bransfield
Director of MSVC	Rabiya Rabat
Director of HR	Fiona Stephens
Director of Strategy & Engagement	Anna Ware
Director of Finance, Infrastructure & Quality	Melvin Witt
Deputy Director of Asylum Services	Juliet Halstead
Deputy Director of Strategic Programmes	Chris Hammond (appointed 18 July 2022)
Deputy Director of Asylum Services	Anna Konieczny (appointed 15 August 2022)
Deputy Director of Asylum Services	Daisy Noble (appointed 1 February 2022)
Deputy Director of Commercial	Tina Riley (appointed 8 August 2022)
Chief of Staff	Debbie Pemberton

Registered address

128 City Road
London
EC1V 2NX

Company registration number

04172880

Charity registration number

1088631 (England and Wales)
SC041022 (Scotland)

Auditor

Buzzacott LLP
130 Wood Street
London
EC2V 6DL

Reference and administrative information

Bankers National Westminster Bank Plc
Europa House
49 Sandgate Road
Folkestone
Kent
CT20 1RX

Solicitors Browne Jacobson LLP
Mowbray House
Castle Meadow Road
Nottingham
NG2 1BJ

Welcome message

Migrant Help has three charitable aims:

- The relief of refugees and their families and dependants who are in conditions of need, hardship or distress.
- To inform, advise and assist foreigners and Commonwealth citizens who are in difficulty or distress during their stay in the UK or in connection with their arrival or departure there.
- To promote the rights of refugees through the provision of advocacy and information.

During 2022/23 overall migration numbers increased significantly, and with it, the pressures on all charities working within the sector. Against the backdrop of rising inflation, the cost-of-living crisis, the unprecedented strain on public sector services, and the continuing debate on asylum numbers and tackling the backlog of asylum applications, Migrant Help continued to deliver an exceptional level of support across all its services.

In 2022 there were approximately 81,000 asylum applications for just under 100,000 applicants, and the backlog of cases still being processed stands at around 215,000 (as at June 2023).

The continuing backlog, increased asylum applications and the continuing conflicts across the globe have an inevitable impact on the volume and complexity of the services we provide.

Migrant Help is the leading charity reaching the majority of people seeking asylum coming to the UK, ensuring immediate and focused support for refugees and their families and victims of trafficking and modern slavery – through every stage of their transition to a safer resettlement. In the year ending March 2023, Migrant Help staff supported over 96,000 people seeking asylum, 2,700 survivors of modern slavery, and more than 4,000 vulnerable EU citizens – an increase of 16% over last year.

We have continued to provide this support through both our helpline services and face-to-face support. Our teams have had to deal with the increased volume and complexity of queries and, at the same time, work with patience and empathy in supporting our vulnerable and traumatised clients, facing the complex maze of the asylum process in a foreign language. Our social enterprise, Clear Voice, offers interpreter support in over 200 languages, and ensured that our clients were able to express their requirements, and were listened to and supported, in their own language.

The Board and the team have led the significant growth of Clear Voice, resulting in a 40% overall increase in telephone interpreting. The service achieved over 13 million minutes of telephone interpreting this year, and the Clear Voice "Inpower Project" trained and supported 44 refugees to gain qualifications.

Welcome message (continued)

Caroline and I feel particularly proud of the Migrant Help family and the way in which our entire organisation has raised the bar in the delivery of all our services with professionalism, integrity and commitment. The values-driven approach that is enshrined within our charity's objectives is reflected across the range of services provided by Migrant Help staff, whether it is the front-line staff who directly support clients, or our support services that work hard in the background to make sure we achieve the quality of service we pride ourselves on delivering.

We are especially proud of our work in embedding co-production in our services, bringing together clients (experts by lived experience) and staff (experts by work experience) to help develop and design our services.

During the year we initiated a range of strategic projects, working directly and in partnership with charities within the sector, to increase the range and depth of our services supporting highly vulnerable clients. These include our Youth Welfare Officer project, Community Hubs programmes, our Age Dispute Adviser, and National Referral Mechanism (NRM) project. We expanded our work with corporate partners, thus enabling our critical digital inclusion project, which provided phones, devices and data to our clients – giving them access to wider services, training, legal support, and their families.

These accounts demonstrate the work of a dedicated and motivated team, reflecting the values of a fiscally sound organisation providing timely, targeted services to a quality and standard that our clients deserve.

Madhavi Vadera, Chair of the Board of Trustees

Caroline O'Connor, Chief Executive Officer

Our aims

The objects for which the charity is established are:

- ◆ The relief of sickness and financial hardship of beneficiaries including:
 - ◇ Information and advice on counselling, health, legal and welfare services and assistance.
 - ◇ Advice on financial maintenance which may include the direct provision of financial assistance, goods and services.
 - ◇ Advice on and provision of residential accommodation.
 - ◇ Such other items or services as the trustees in their discretion choose to provide.
- ◆ To advance the education and training of beneficiaries and their dependents in need thereof so as to advance them in life and assist them to adapt within a new community.
- ◆ To promote for the public benefit, the sound administration of the law by providing advocacy services to beneficiaries and their dependents.
- ◆ To advance the education of the public in general about the issues relating to human migration.

Our purpose

Our vision is for a global society that protects vulnerable migrants, treats them with respect and enables them to reach their full potential.

We operate across the United Kingdom, providing excellent and highly valued services - supporting people seeking asylum, survivors of modern slavery, EU citizens and those settling into this country as recent refugees.

We deliver excellent value under national, regional and local government contracts. This has provided us with opportunities to broaden our scope, and we have begun this year to form partnerships across the statutory, voluntary and private sectors to achieve better outcomes for our client group and fill some of the gaps in existing provision, using our knowledge and expertise from a range of service areas.

Strategic report of the Trustees

Organisational Highlights

This year saw us continue to reintroduce face to face meetings and office working after the restrictions of last year due to Covid 19, vital to establishing and improving relationships with 'real life' contact with our clients, partners and colleagues.

Other highlights included the establishment of a new Safeguarding team to even further support the needs of our most vulnerable clients, the successful mobilisation of the Hong Kong Welcome project and the start of our community hub in Bournemouth. Our trading subsidiary, Clear Voice, continued to go from strength to strength, increasing its provision of first-class interpreting services and providing employment opportunities to refugees via its InPower project. Our work with partners on digital inclusion saw laptops, mobile phone and data being distributed to clients in greater numbers than ever. We were delighted that our 'Eskander's Journey' campaign won a prestigious Drum Social Purpose PR Award, in the category of Best Stunt or Live Event, demonstrating the impact that our work has on sharing the stories and the journeys of our clients in the media and with the general public.

Asylum Services

With the continuing growth of the Advice, Issue Reporting and Eligibility (AIRE) contract we have evolved and adjusted to meet these changes, including an increase of 27% of staffing. We seamlessly implemented a new telephony system in the latter part of 2022 to drive efficiencies, improve training opportunities, provide more visibility for quality assurance and complaint handling. We started a project to introduce transferred webchat between our First Response Centre (FRC) and our Eligibility Advice and Guidance Line (EAGL), to reduce inbound call volumes. Our Specialised Services department have grown our team of Community Liaison Coordinators by more than 25% and we have seen more than a 50% increase in the number of partners in our Commissioning Framework, which means that we are able to reach more clients across the UK, as well as increasing capacity in the sector. Our Outreach Team, that supports the most vulnerable people seeking asylum, expanded its face-to-face provision to assist more people than ever before, working closely with our safeguarding team, to make sure people with specific needs are well supported.

Modern Slavery Support Services

In England, Modern Slavery Victim Care (MSVC) managers established key Single Point Of Contact Systems (SPOCS) and referral pathways in Local Authority accommodation, safeguarding services and social/children's services for the benefit of clients and staff. We also worked on our first response capability by bringing together the current National Referral Mechanism (NRM) advisers, senior management and our projects team to gather more effective data with a view to expand the team. The NRM advisers provided training to the MSVC advisers, so that they are now able to assist with NRM referrals.

Strategic report of the Trustees (continued)

Modern Slavery Support Services (continued)

We were delighted that our Trafficking and Exploitation Survivors' Service (TESS) was successful in its bid to retain funding to lead on the provision of support services to survivors of human trafficking in Scotland. It bolstered its numbers from nine to sixteen staff, equipping it to better meet demand, in a year which saw its highest ever number of referrals. Two new key roles – Move-on Specialist/Activities Coordinator, and Facilities and Accommodation Officer allowed the service to provide meaningful extra help for our clients. The team also moved into new Glasgow offices.

In Northern Ireland, a variety of new activities and partnerships provided clients with many different ways to integrate into life in the UK, improve their mental wellbeing and meet people. Highlights included the involvement of clients in the Belfast Mela Festival, Archery Northern Ireland, Street Soccer, a six-week programme with the Ulster School of Music, and training and employment opportunities from award-winning catering social enterprise Yallaa and many other partnerships.

Refugee Resettlement Service

Both the team and the number of clients being supported by this service grew in numbers this year. A Lived Experience Advisory Panel (LEAP) was established with Migrant Help's co-production team, and it advanced a project around English Language support, which resulted in the establishment of monthly quizzes, book swaps and feedback to providers. The team also worked with Kent Police to introduce quarterly joint visits to the families we support, bridging the gap to increase client confidence in the police, and give them a safe space to raise any questions or concerns that they may have

EU Settlement Scheme Support

Our small team continued to support EU nationals in getting their pre-settled or settled status this year, providing face-to-face support including weekly surgeries in Leicester, Coventry, Nottingham and Northampton. This year they supported more than 4,000 clients and submitted more than 350 applications on their behalf.

Migrant Help Strategy

In order to work towards our vision of a global society that protects vulnerable migrants, treats them with respect and enables them to reach their full potential, we have five key strategic objectives. We continue making progress in each of these areas, with examples outlined below.

Strategic report of the Trustees (continued)

Migrant Help Strategy (continued)

Supporting people most in need and least likely to receive support elsewhere

We continue with our digital inclusion programme which aims to help clients who have no access to phones or data and are at increased risk of social and economic isolation. Through generous corporate partnerships and donations we are distributing phones, laptops, tablets and free unlimited data to those we support. To achieve this, we work with both our frontline staff and local charities within our sector to ensure we reach clients across the country. Through these partnerships and collaboration, we are working together to deliver our strategic objective of reaching and supporting those most in need.

Our Crisis Fund has been established with a focus to raise important funds that can provide essentials for people in crisis. When vulnerable people come to Migrant Help for support with nothing but the clothes they are wearing, donations received help provide essential items such as warm clothing, shoes and toiletries. This fund enables us to support people who have already faced the unimaginable by allowing us to respond quickly when crisis hits.

In 2022 we expanded our Youth Welfare Officer Project into two further areas in London. The project in Brent with Young Roots supports young people aged 18-25 with their mental health and wellbeing as they navigate the asylum process. This group is often at high risk of suicide ideation and self-harm, so the project aims to be a support network for these young people, and help them to settle in the UK. Now also set up in Croydon and King's Cross through Young Roots, the project is reaching more young people than ever before. We also opened a grant application process for three new organisations outside of London to join the programme in 2023.

In order to support the more vulnerable people, we invested in two new roles as part of our growing safeguarding team. We recruited an age disputes advisor, who will take referrals from internal teams and a disability advisor who will link with local specialist organisations and ensure we have all the appropriate resources.

Using some of our experts by experience from the lived-experience advisory panels (LEAPs), we also worked with residents at an accommodation site to identify steps that could be taken to improve their living experience. As a result of consultation and feedback led by the LEAP, we were able to provide board games, replacement table tennis and pool tables, a wheelbarrow to transport luggage, a variety of British films and DVDs and a music system.

Working with communities to bridge gaps and coordinate services

We launched several strategic initiatives during the year, including providing funding to existing community groups, launching a new community hub in Bournemouth and commencing a new project with The Happy Baby Community

The Bournemouth Community Hub was launched in February 2023 with engagement from more than 10 local partners. Every Monday, the hub provides ESOL classes, activities and support from a range of organisations. Numbers are already rising week on week as more clients are referred to the Hub and we expect this to continue to increase.

Strategic report of the Trustees (continued)

Migrant Help Strategy (continued)

Working with communities to bridge gaps and coordinate services (continued)

Also in February, we started the project with The Happy Baby Community (HBC) to offer essential help to pregnant and new mothers, providing access to practical, emotional and educational support. As part of the project, they will aim to provide over 1,000 essential items such as clothes, hospital bags and warm coats as well as offering at least 200 women one-to-one Doula care who are currently without support. In addition to this the HBC will also provide 1,000 perinatal peer support calls.

We were proud to work with Freewheel this year, supporting the Ride For Freedom programme that empowers survivors of modern day slavery to cycle to support their physical and mental health and wellbeing, independence and mobility to aid their rehabilitation into society. The West Midlands Hub launched in September 2022, the second to be rolled out in the UK. Around 30 survivors from the West Midlands were given a bike and accessories, including helmets, locks and lights, and provided with cycling proficiency and road awareness training through the national cycle training programme, Bikeability.

We built excellent corporate partnerships to source phones, devices and data for our clients, who face huge disadvantages due to digital exclusion. We also collaborated closely with amazing charity partners like Young Roots, Welsh Refugee Council, Refuweege, Causeway and so many more. In order to strengthen these relationships, we set up a Partnerships Newsletter that highlights the work of Migrant Help and other charities in the sector, showcasing new ideas and sharing good practice.

Demonstrating the value that migrants bring to the UK

Through our external communications, we continued to champion our clients and change perceptions in the face of ongoing hostility from some parts of the media and elsewhere.

For Refugee Week we commissioned an eye-catching series of 3D artworks which were displayed on London's Southbank, winning us a Drum Social Purpose PR Award, a huge media audience and great opportunities for engaging the general public. Seeking new audiences, we worked with three influencers on a campaign that ran on our Instagram channel with the aim of humanising the people that we support.

As part of the Coalition to Stop Slavery we contributed to its impactful Time to Stop Slavery campaign for Anti-Slavery Day 2022. The series of short films and social media posts reached 6.7 million people (around one in 10 of the British population) and led to strong engagement, with more than 4,000 people signing the campaign's petition and more than half of those that visited the website undertaking the 'spot the signs' training to learn about issues around modern slavery and what they can do to combat it.

We have also worked hard this year to collect stories that our clients are happy to share, and place them in local and national media outlets to increase public awareness and understanding. Coverage has included interviews on Sky News for Refugee Week 2022, The Guardian, Metro and the BBC online.

Strategic report of the Trustees (continued)

Migrant Help Strategy (continued)

Influencing positive change to policy and practice

In 2020, Migrant Help drafted a strategy that outlined the key aims of the organisation and the ways in which we would achieve those aims over the course of the next three years. It was developed to reflect the needs of our clients and would enable us to address those needs in the best way possible. As an organisation, we recognised that some of those needs would require us to use our experience, expertise and national charity status to become more influential in discussions around legislation and policy implementation. Out of this recognition came our fourth strategic objective: influencing positive change to policy and practice.

Part of this strategic object includes being “a trusted source of information” in our field. So while we continue to establish working relationships amongst sector partners and Government representatives, we have decided to focus on using our 60 years of accumulated knowledge to make positive change in the areas of policy and practice. Since the establishment of our organisational policy function in October 2022 and with support from our Research Manager and our Lived Experience Advisory Panels, Migrant Help has taken part in three calls for evidence/views. By participating in these, we used our resources to challenge issues that could be detrimental to those we support. We have incorporated our organisational value of partnership into our policy function by working with sector partners and those with lived experience.

Additionally, we are ongoing participants in longitudinal research being conducted by IPSOS which looks at the impact of the Government's differentiation policy first outlined in the 2021 New Plan for Immigration and which came into force in the Nationality and Borders Act 2022. This research study will use evidence and interviews over the next two years.

Since 2021, legislation has moved at lightning speed. Parts of both the Nationality and Borders Act and the Illegal Migration Act are undergoing legal challenges. As we come towards the end of the first year of our new policy function, it's clear that adding our voice to the conversation can positively impact our clients.

In 2022/23 we delivered more than 14,500 hours of training and development for our staff. These hours covered a wide range of topics: in addition to statutory and mandatory training, themes also included wellbeing, personal development and professional skills development.

After successfully delivering the Leadership Academy to managers, this year it was rolled out across all positions, with staff being able to access particular modules of interest to support their development.

We were extremely proud in November 2022 to have received the Gold Award from Investors in People, the global benchmark in how employers lead, support and develop their staff. This accreditation acknowledges the hard work we have put into our people strategy, 'A Great Place to Work'.

As a result of supporting our staff, we've seen a high proportion of internal moves this year, showing that our investment in people has reaped rewards. Development of the senior team continues, with professional coaches and group activities.

We started our volunteering programme, initially setting up all the processes and procedures required and then working with our co-production team to identify areas of greatest need for our clients. During 2023/24 we will develop two volunteering pilots, working closely with frontline teams and clients to roll out a new and exciting programme.

Strategic report of the Trustees (continued)

Migrant Help Strategy (continued)

Developing our staff and volunteers to deliver the best possible outcomes for clients

We delivered six staff conferences (five in-person and one virtual), our first face to face all-staff events since the pandemic. Focusing on getting to know each other and the organisation, the events, at different locations around the UK, encouraged interaction, learning and fun activities for staff to participate in, and engagement was high throughout. Feedback from the conferences was very positive, with staff seeing them as successful events and wanting more opportunities to meet face to face in the future.

Looking Forward

2023/24 is already set out to be a busy year. As we prepare for our 60th Anniversary year, we are planning some exciting events and activities with the aim to raise awareness, raise support and raise income. Next year also sees the development and release of a new five-year strategy, coproduced with our clients, that will set the direction of the charity for the upcoming years.

We will be releasing new grant opportunities for small charities to access, supporting local community hubs and employability provision.

We will also be working on mobilising new strategic projects, focusing on reducing the risks of exploitation of people seeking asylum, and providing advice and guidance for migrant and refugee workers. We hope to strengthen our employability support by exploring new opportunities and partnerships.

Looking ahead, we are committed to investing and diversifying our income. We have ambitious plans to forge new partnerships and relationships with companies and individuals who share our vision and want to help rebuild stolen lives.

Strategic report of the Trustees (continued)

Risks

We have continually reviewed the principal risks to achieving our strategic plan and have focused on the key strategic risks that we have sought to mitigate during 2022/23.

Risk	Commentary
1. The charity does not react successfully to changes required by the implementation of the Nationality and Borders Act 2022 and the Illegal Migration Act 2023 and its impact on users of Asylum and Modern Slavery Services.	The charity monitors policy changes through dedicated staffing and maintains a visibility on social media and through other communications. The charity has continuing discussions with the Home Office as part of the Asylum contract and as a wider sector stakeholder about the potential impact of changes and looks to model their commercial implications. After building stronger relationships with sector partners, pragmatic solutions can be proposed. The charity is finalising its five-year strategy which will outline its future objectives and its approach to minimising the risk of such policy changes.
2. The charity does not react successfully to changes made by the government to the National Referrals Mechanism (NRM) and its impact on users of Modern Slavery services.	As a First Responder, the charity is a part of active forums where it can discuss and consider the proposed changes. The charity has designated funding for staffing to provide additional resourcing supporting people who may have been trafficked or exploited to be referred to the NRM Framework.
3. The charity fails to meet the strict Key Performance Indicators, and performance levels set forth in its contracts.	Staffing levels and structures are changed to address volume changes – both for ongoing high service demand and for spikes caused by external factors. KPI monitoring continues throughout the month with enhanced management information and analytics. Under-performance, commercial matters and the appropriateness of measures are highlighted and addressed in regular meetings with the Home Office, the Salvation Army and our key sub-contractors. The Quality Management function provides the framework for continuous staff assessment and regular internal audits against agreed performance gradings and investigation of non-conformances.

Strategic report of the Trustees (continued)

Risks (Continued)

4. The charity fails to change its staffing and cost base to reflect the impact of changes to border controls and the volumes of people movement.	The charity monitors announcements through governmental publication services and receives daily volume related data. There is a close working relationship with the Home Office and other commissioners to identify trends and their impact on volumes. Internal cross departmental working groups help to forecast volume change so staffing can be flexed accordingly. Staffing structures are reviewed to identify the best working processes for short- and long-term changes in demand.
5. The charity fails to provide adequate services to all its service users due to the high level of asylum arrivals	As well as identifying the potential for volume changes through the actions noted above, the charity looks to be build better efficiencies to allow it to reach higher volume levels. Improving our webchat facilities to reach more service users, remodelling our AIRE management structures and business support processes will allow greater reach. The charity will work with the Home Office on its commercial and financial contract modelling as a result of the high level of arrivals.
6. The charity fails to retain key contracts on which it is reliant or suffers reductions in income on those contracts from volume changes outside of its control.	The charity is adding to its short-term forecasting and longer-term budgeting capabilities through software improvements. Frequent and regular meetings between Finance, Operations and the Home Office allow better forecasting of volumes. An expanding strategy team allow more identification of grant and contract opportunities which would achieve more diverse income streams. Additionally, the charity is exploring corporate partnerships and looking to make its strategic project investments sustainably funded where need and potential positive impacts are identified.

Strategic report of the Trustees (continued)

Financial review

Income

During the year, our income was £45.73m (2022: £33.50m), an increase of 37% from the previous year. This increase has been attributed to the high growth of the contract to provide advice, issue reporting & eligibility guidance to people seeking asylum in the UK. This contract commenced in September 2019 at volumes vastly more than even the highest levels of Home Office estimates. Those volumes have continued to grow month on month throughout 2022 - 23. The growth of this contract has also impacted directly on the turnover of our trading subsidiary, Migrant Help Trading Limited, who provide interpreting services for this contract for those service users and for external clients. We have also seen growth in the coverage of our contract with The Salvation Army to provide support to victims of Modern Slavery in the south of England.

Expenditure

Our expenditure rose to £41.74m from £28.10m, an increase of 49%. These are costs associated with servicing the growth in our major contracts throughout the year along with the commencement of some strategic projects to further the charity's aims. Due to the nature of our work, staff costs represent the major element of expense and these increased by 35% to £22.60m (2022: £16.76m). Staff costs include subcontracted operations of the charity's First Response Centre and its Move-On service provision as part of operating the Asylum contract.

Commercial trading subsidiary

Our commercial trading subsidiary, Migrant Help Trading Limited, provides interpreting and translation services. A profit of £2.29m (2022: £1.85m) was generated in the year, primarily from providing interpreting services that supported the greatly expanded Asylum contract. It has been covenanted that Migrant Help Trading Limited will gift aid 100% of its taxable profit to the charity by 31 December of the following financial year. For 2023, the full amount of is to be donated in October 2023 (2022: £1.85m in September 2022).

Reserves policy and current status

The Trustees wish to secure the future of Migrant Help and its ability to continue its charitable activities. To achieve this, they have carried out an assessment of the risks facing the charity and the financial consequences of those risks. Consequently, they aim to retain sufficient reserves, to protect against the risk to the charity of a temporary reduction in funding or the loss of a major funder, and to provide funds for development of new services to meet the needs of exploited and displaced people seeking asylum in alignment with our strategic aims.

At the time of each quarterly forecast, risks are re-assessed, together with the adequacy of reserves, in light of any changes in costs and circumstances. If reserves fall below the target, Trustees may act to reduce future costs. Alternatively, if reserves are in excess of target, Trustees may consider opportunities for initiating new developments. The Trustees may examine the level of reserves each year when setting the following year's budget and the reserves policy will be reviewed each year.

Strategic report of the Trustees (continued)

Financial review (continued)

Reserves policy and current status (continued)

In addition to ensuring reserves are retained for risks and project commitments, the charity retains approximately 11 weeks of total expenditure to ensure it had the operating capital to service its larger contracts. The Trustees will consider a target reserves level in 23/24 but this is currently difficult due to the fluctuating volumes and changing regulatory and legal frameworks that impact its core Asylum and modern day slavery operations.

At 31 March 2023, the charity had total unrestricted funds of £15.12m (2022: £10.89m), an increase of £4.23m from last year. Following a detailed final review in February 2023 of its confirmed reserves and its required operational working capital, reserves were designated for use in new longer-term projects that could provide support and assistance to vulnerable groups. These projects aim to go beyond any existing contractual services. Additional designated reserves of £2.35m (2022: £2.12m) were ringfenced. This leaves free reserves of £10.96m (2022: £8.78m); made up of £2.27m (2022: £1.82m) reserves from our trading subsidiary, Migrant Help Trading Limited and other general funds of £8.69 (2022: £6.96m).

The Trustees are close to finalising the new five-year strategy to commence in late 2023. The continued volume growth of the Asylum and Modern Slavery contracts and the ability for the Trustees to designate funds for long term projects allow Migrant Help to widen the scope of the future opportunities it can provide its current and prospective service users.

Principal risks and uncertainties

The Trustees and Executive Team have identified the major strategic and operational risks to which Migrant Help is exposed and have established controls and actions to mitigate them. Risk assessments and a risk register are in place and are subject to continual review and monitoring by the Executive Team, and quarterly review by the Trustees. The principal risks are outlined above.

Structure, governance and management

Governing document

Migrant Help has its origins in the Kent Committee for the Welfare of Migrants, which incorporated as Migrant Helpline in 2001. Today, Migrant Help is a Company Limited by Guarantee governed by its Articles of Association, last amended on 19 July 2015. It is registered as a charity with the Charity Commission in England & Wales and with the Office of the Scottish Charity Regulator in Scotland. The wholly-owned trading subsidiary is a Company Limited by Shares, registered at Companies House.

Appointment of Trustees

Our Articles of Association provide that Migrant Help may have up to 14 Trustees and the present members of the Board are listed in this report.

Strategic report of the Trustees (continued)

Structure, governance and management (continued)

Appointment of Trustees (continued)

Trustees, including the Chair, are recruited by open selection and are appointed for a three-year term, renewable for a further three years. The Trustees for the purposes of charity law and under the company's Articles are also the members of the organisation. Since the start of the financial year, four new trustees joined and seven resigned.

Trustee induction and training

New Trustees have an Induction Day and are invited to visit offices across the UK to meet staff and clients. We have a Trustee Handbook and code of conduct which is issued to Trustees. Trustees are also provided with the Charity Commission's guide: The Essential Trustee and other relevant Charity Commission publications. There are regular governance reviews and Trustees are provided with Safeguarding training. Annual Trustee appraisals ensure that Trustees receive the information and development opportunities they need to make an effective contribution to Migrant Help's governance.

The Migrant Help Board of Trustees

Migrant Help's Board of Trustees is charged with ensuring a sharp focus on our mission and values. It sets the strategic direction, checks progress against strategy, ensures financial stability, and makes certain that Migrant Help is compliant with all the relevant laws and regulations. The Board has a zero-tolerance policy on fraud and corruption.

The Board delegates day-to-day decision making and operations to the Chief Executive Officer and the Executive Team. The Board meets formally at least four times a year, in addition to holding an away-day to consider Migrant Help's strategic direction given the changing context in which we operate.

There are four standing committees that feed into the Board.

The Finance and Audit Committee (FAC) is responsible for assurance oversight of the highest standards of integrity, financial reporting and internal control. In addition to reviewing organisational performance and results against the plan, the committee also ensure that Migrant Help's systems of financial control comply with Charity Commission guidelines and provide reasonable assurance against material misstatement or loss.

The Human Resources and Remunerations Committee (RemCom) sets the overall salary policy for Migrant Help, the remuneration of the CEO and directors, having regard to our agreed Pay Policy and the external environment in relation to remuneration. The committee considers employment and equality policy and compliance with the Charity's statutory requirements as an employer.

The Quality-of-Service Committee upholds the aims and objectives of the charity considering all service delivery matters to ensure the charity's services are run on a sound and business-like basis, in line with our charitable aims. It advises on all matters in relation to the quality of Migrant Help's services ensuring that contractual, statutory, and other quality standards are understood and monitored.

Strategic report of the Trustees (continued)

Structure, governance and management (continued)

The Migrant Help Board of Trustees (continued)

The Strategy and Communications Committee upholds the aims and objectives of the charity when considering strategy matters to ensure the charity's execution of the strategy is in line with our charitable aims. It advises on strategic matters in relation to the quality of Migrant Help's communications ensuring the branding, messaging and images are understood.

The Trustees will form other sub-groups to manage particular projects as and when required..

Key management personnel remuneration

The Trustees consider that they, and the Executive Team comprise the key management personnel of the charity, in charge of directing and controlling, running and operating the charity on a day-to-day basis. All Trustees give their time freely and no Trustee received remuneration in the year. The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings.

In view of the nature of the charity, the Trustees benchmark against pay levels in other charities of similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles. Further details of remuneration can be found at note 9 to the financial statements.

Related parties and co-operation with other organisations

Any interest between a Trustee or senior manager of the charity and the charity must be disclosed to the full board of Trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

Trustee responsibilities for reporting and financial statements

The Trustees (who are also directors of Migrant Help for the purposes of company law) are responsible for preparing the report of the Trustees including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- ◆ select suitable accounting policies and then apply them consistently;
- ◆ observe the methods and principals in the Charities SORP and FRS 102;
- ◆ 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 presume that the charitable company will continue in operation.

Strategic report of the Trustees (continued)

Structure, governance and management (continued)

Trustee responsibilities for reporting and financial statements (continued)

The Trustees are responsible for keeping proper and adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with Companies Act 2001, the Charities and Trustee Investments (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). 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.

Going concern

After making appropriate enquiries, the Board of Trustees has a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, it continues to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

Public Benefit statement

The Charities Act 2011 requires all charities to have a purpose that is for the public benefit. The public benefit requirement has two aspects: the "benefit" aspect and the "public" aspect. All our services provide an identifiable benefit that is capable of being proved by evidence and are made available to the public or sufficient sections of the public. This is entirely in accordance with the two aspects of the public benefit requirement. The Trustees can confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, "Charities and Public Benefit". Our charitable purpose is enshrined in our vision and mission statements and the Trustees ensure that this purpose is carried out for the public benefit by delivering services in accordance with our strategic aims.

Disclosure of information to the auditor

In so far as the Trustees are aware there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought reasonably to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Strategic report of the Trustees (continued)

Structure, governance and management (continued)

Internal control

The Trustees have overall responsibility for Migrant Help's systems of internal control. Trustees recognise that systems of control can only provide a reasonable and not complete assurance against inappropriate or ineffective use of resources, or against the risk of errors or fraud. Trustees remain satisfied that Migrant Help's systems provide reasonable assurance that the charity operates efficiently and effectively, safeguards its assets, maintains proper records and complies with relevant laws and regulations.

Migrant Help operates a comprehensive accountability system. This includes annual planning, with plans approved by Trustees, and annual budgets. Trustees consider actual results compared with plans and forecasts, and non-financial performance data. Other controls include delegation of authority, segregation of duties and the completion of an internal control self-assessment checklist as advised by the Charity Commission.

Members' Guarantee

Members of the charity guarantee to contribute an amount not exceeding £1 each to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2023 was 14 (2022: 10).

Trustees indemnities

Trustees benefit from indemnity insurance to cover the liability of the Trustees which by virtue of any rule of law would otherwise attach to them in respect of any negligence, default or breach of trust or breach of duty of which they may be guilty in relation to the charity. The aggregated cost of this and management liability insurance was £6,825 (2022: £6,825). This provides cover up to £5,000,000 (2022: £5,000,000).

Fundraising

Migrant Help exists to support people affected by displacement and exploitation and we secure most of our income through grants and contracts. During 22-23, we received a growing amount of voluntary donations from the general public and through partnerships. Voluntary donations and partnerships continue to contribute to our two main campaigns, our Crisis Fund, for survivors of slavery and asylum seekers with essential items when no other provision is in place to help, and our Neil Wildman Children's Fund, for children and young people who have been through unimaginable hardship. We have improved our supporter care and reporting, ensuring our donors know how their support has added value and helped our clients.

We have had growing interest from corporate partners and we will have a dedicated resource for this area in the upcoming year. We hope to introduce new opportunities for people to fundraise for us, such as workplace or sports activities, and will be using our 60th anniversary year to raise awareness and attract new supporters.

Trustees' report Year to 31 March 2023

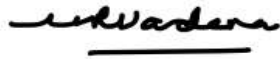
Auditor

In so far as the Trustees are aware:

- ◆ there is no relevant audit information of which the charitable company's auditor is unaware; and
- ◆ the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Buzzacott LLP were appointed as our auditor during the year and they have indicated their willingness to continue in that capacity.

The Trustees' report, incorporating a strategic report, approved by order of the members of the Board of Trustees on 20 September 2023 and signed on its behalf by:



Madhavi Vadera
Chair of Board of Trustees

Independent auditor's report to the Members and Trustees of Migrant Help

Opinion

We have audited the financial statements of Migrant Help¹ (the 'parent charitable company') and its subsidiary for the year ended 31 March 2023 which comprise the group statement of financial activities, group and charity balance sheets, group and charity statements of cash flows and notes to the financial statements, including a summary of significant policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- ◆ give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2023 and of the group's income and expenditure for the year then ended;
- ◆ have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- ◆ have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulation 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

¹ The name of the charitable company changed from Migrant Helpline to Migrant Help on 14 November 2023. Our audit report refers to the charitable company as Migrant Help, which is the name of the charitable company at the date of our report. Elsewhere in the annual report and financial statements the Trustees have appropriately referred to the charitable company as Migrant Helpline, which was the name of the charitable company on the date the financial statements were approved by the Trustees.

Conclusions relating to going concern (continued)

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- ◆ the information given in the Trustees' report, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ◆ the Trustees' report and the strategic report, has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report including the strategic report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulation 2006 requires us to report to you if, in our opinion:

- ◆ proper and adequate accounting records have not been kept by the charitable parent company, or returns adequate for our audit have not been received from branches not visited by us; or
- ◆ the charitable parent company financial statements are not in agreement with the accounting records and returns; or
- ◆ certain disclosures of Trustees' remuneration specified by law are not made; or
- ◆ we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- ◆ the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations; and
- ◆ we obtained an understanding of the legal and regulatory frameworks that are applicable to the charity and determined that the most significant frameworks which are directly relevant to specific assertions in the financial statements are those that relate to the reporting framework (Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011).

Auditor's responsibilities for the audit of the financial statements (continued)

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- ◆ making enquiries of management as to their knowledge of actual, suspected and alleged fraud; and
- ◆ considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- ◆ performed analytical procedures to identify any unusual or unexpected relationships;
- ◆ tested journal entries to identify unusual transactions;
- ◆ challenged assumptions and judgements made by management in assessing the going concern basis of accounting and in its significant accounting estimates, including the estimated useful economic lives of assets for the purpose of determining the annual depreciation charge; and
- ◆ performed sample based testing of expenditure in the accounting system to supporting documentation and sample based testing of income from source documentation to the accounting system.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- ◆ reading the minutes of meetings of those charged with governance; and
- ◆ enquiring of management as to actual and potential litigation and claims.

As a result of our procedures, we did not identify any key audit matters relating to irregularities.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charity's Trustees as a body, in accordance with Section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Edward Finch

For and on behalf of Buzzacott LLP, Statutory Auditor

130 Wood Street

London

EC2V 6DL

Date: 24 November 2023

Buzzacott LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of financial activities Year to 31 March 2023

	Notes	Unrestricted general fund £'000	Restricted funds £'000	2023 Total funds £'000	Unrestricted general fund £'000	Restricted funds £'000	2022 Total funds £'000
Income from:							
. Donations	2	23	571	594	53	—	53
. Investment income	3	56	—	56	1	—	1
Income from charitable activities	4	38,146	3,636	41,782	29,354	2,319	31,673
Income from trading activities							
. Commercial trading operations	5	3,302	—	3,302	1,772	—	1,772
Total		41,527	4,207	45,734	31,180	2,319	33,499
Expenditure on:							
Costs of raising funds							
. Commercial trading operations	5	2,505	—	2,505	1,600	—	1,600
Expenditure on charitable activities	6	34,678	4,556	39,234	24,424	2,072	26,496
Total		37,183	4,556	41,739	26,024	2,072	28,096
Net income (expenditure)		4,344	(349)	3,995	5,156	247	5,403
Transfers between funds		(122)	122	—	—	—	—
Net movement in funds		4,222	(227)	3,995	5,156	247	5,403
Reconciliation of funds							
Total fund balances brought forward		10,894	420	11,314	5,738	173	5,911
Total fund balances carried forward		15,116	193	15,309	10,894	420	11,314

There are no recognised gains or losses other than those shown above. All of the above results derive from continuing activities.

The notes on pages 33 to 45 form part of these financial statements.

Group and Charity balance sheets 31 March 2023

	Notes	Group		Charity	
		2023 £'000	2022 £'000	2023 £'000	2022 £'000
Fixed assets					
Intangible fixed assets	11	33	105	33	105
Tangible fixed assets	12	173	133	170	133
Investments	13	—	—	100	100
		206	238	303	338
Current assets					
Debtors	14	7,895	6,244	7,659	6,012
Cash at bank and in hand		14,278	8,891	12,889	7,171
		22,173	15,135	20,548	13,183
Current liabilities					
Creditors: amounts falling due within one year	15	(4,813)	(2,977)	(5,552)	(2,948)
Provision	17	(2,257)	(1,082)	(2,257)	(1,082)
		(7,070)	(4,059)	(7,809)	(4,030)
Net current assets		15,103	11,076	12,739	9,153
Total net assets		15,309	11,314	13,042	9,491
Funds					
Restricted funds	18	193	420	193	420
Unrestricted funds	19	15,116	10,894	12,849	9,071
Total funds		15,309	11,314	13,042	9,491

The financial statements on pages 33 to 45 were approved by the Trustees, and authorised for issue on Wednesday 20 September 2023 and are signed on their behalf by:



Madhavi Vadera, Chair

Company Limited by Guarantee

Registration Number: 04172880 (England and Wales)

Group and charity statements of cash flows Year to 31 March 2023

	Group		Charity	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Cash flows from operating activities				
Net income for the year	3,995	5,403	3,551	4,033
Adjustments for:				
Depreciation	134	68	134	68
Amortisation	80	73	80	73
Investment income	(56)	(1)	(56)	(1)
Increase in debtors	(1,651)	(725)	(1,647)	(568)
Increase in creditors	1,884	571	2,652	518
(Decrease) increase in deferred income	(48)	39	(48)	39
Increase in provisions	1,175	792	1,175	792
Net cash generated from operating activities	5,513	6,220	5,841	4,954
Cash flows from investing activities				
Interest income	56	1	56	1
Purchase of intangible fixed assets	(8)	(13)	(8)	(13)
Purchase of tangible fixed assets	(174)	(71)	(171)	(71)
Net cash used in investment activities	(126)	(83)	(123)	(83)
Increase in cash in the year	5,387	6,137	5,718	4,871
Cash at the beginning of the year	8,891	2,752	7,171	2,300
Total cash at the end of the year	14,278	8,891	12,889	7,171

A Analysis of changes in net debt

	At 1 April 2022 £'000	Cash flows £'000	New loans £'000	Other non-cash changes £'000	At 31 March 2023 £'000
Cash	8,889	5,387	—	—	14,278
	8,889	5,387	—	—	14,278

Basis of preparation

These financial statements are prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note. The financial statements are prepared in sterling and rounded to the nearest £'000s.

Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Migrant Help Trading Limited on a line by line basis. A separate statement of financial activities has not been presented because the charitable company has taken advantage of the exemption afforded by Section 308 of the Companies Act 2006.

Public Benefit Entity

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

Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Fund accounting

All funds raised by the charity are used in the furtherance of its charitable objects. The three types of funds are as follows:

Unrestricted funds

General unrestricted funds represent funds which are expendable at the discretion of the Trustees in the furtherance of the objects of the charity.

Designated funds

Designated funds are funds set aside by the Trustees for a specific purpose.

Restricted funds

Restricted funds represent grants received which are allocated by the donor for a specific purpose.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants and contracts, whether “capital” grants or “revenue” grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants or contracts have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred and included in creditors until the criteria for income recognition are met and where entitlement arises before income is received the income is accrued.

Interest from funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Income from commercial trading operations comprises of the invoiced value of goods and services supplied by the subsidiary, Migrant Help Trading Limited, exclusive of Value Added Tax (VAT) and trade discounts.

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the value of general volunteer time is not recognised.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- ◆ Costs of raising funds comprise the costs of commercial trading from the trading subsidiary.
- ◆ Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of the objects of the charity. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs include expenditure on general management, human resources, finance, communications and general support staff. Costs are allocated across the charitable expenditure on the basis of an estimate of the proportion of time spent by staff on those activities. No support costs were considered to be attributable to costs of raising funds which are incurred by the charity’s trading subsidiary.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Operating leases

Rentals applicable to operating lease contracts, where substantially all the benefits and risks of ownership remain with the lessor, are charged to the statement of financial activities on a straight line basis over the lease term.

Intangible fixed assets

The charity invested heavily in the development of a Customer Relationship Management Database (CRM) capable of linking directly with Home Office systems. This cost was capitalised and the system was operational in March 2018. The cost was amortised over an 18 month period to the end of the previous Home Office contract. Ongoing maintenance of the CRM is written off in the year of expenditure. For the new AIRE contract development costs for the new CRM have been capitalised. These costs will be amortised between the start of the new AIRE contract (1 September 2019) and the first available break clause (31 August 2023), a period of four years.

Tangible fixed assets

Tangible fixed assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition and are depreciated over their useful economic lives as follows:

Office equipment	33% on cost
Motor vehicles	25% reducing balance

Investment in subsidiaries

Investments in subsidiaries are at cost.

Pensions

The charity participates in a group pension scheme. This is a defined contribution pension scheme for all members of staff. The assets of this scheme are held separately from those of the charity, being invested with an insurance company. Pension costs charged in the statement of financial activities represent the contributions payable by the charity in the year. Pension costs are based upon 8% of gross salary.

Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

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

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Foreign currencies

Transactions in foreign currencies are recorded using the rate of exchange ruling at the date of transaction. Any foreign currency balances are translated at the exchange rate prevailing at the balance sheet date. Gains and losses on translation are included in the statement of financial activities.

Taxation

As a registered charity, Migrant Helpline is potentially exempt from tax on income and gains falling within Sections 466 to 489 of the Corporation Taxes Act 2010 as all its income is charitable and applied towards charitable purposes.

No tax is payable in the trading subsidiary due to the profit being donated to the charity under Gift Aid. No provision is made for current or deferred tax.

Related party disclosures

The charity has taken advantage of the exemption that is conferred by FRS 102, which allows it not to disclose transactions with group undertakings that are eliminated on consolidation.

Critical accounts estimates and assumptions

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The only material estimates at the year end are in relation to provisions for potential liabilities arising out of a compliance review and the interpretation of income recognition from the AIRE contract.

Legal status of the charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1 Financial performance of the charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary which provides interpreting and translation services.

The summary financial performance of the charity alone is:

	2023 Total funds £'000	2022 Total funds £'000
Income	42,533	31,828
Gift aid from subsidiary company	1,845	477
	44,378	32,305
Expenditure on charitable activities	(40,827)	(28,272)
Net income	3,551	4,033
Total funds brought forward	9,491	5,458
Total funds carried forward	13,042	9,491
Represented by:		
Restricted income funds	193	504
Unrestricted income funds	12,849	8,987
	13,042	9,491

2 Donations

	Unrestricted funds £'000	Restricted funds £'000	2023 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2022 Total funds £'000
Donations receivable	23	—	23	53	—	53
Partnership for Digital Inclusion Project	—	571	571	—	—	—
Donations receivable	23	571	594	53	—	53

The charity entered into a corporate partnership to distribute donated phone handsets and data plans to its Asylum clients.

3 Investment income

	Unrestricted funds £'000	Restricted funds £'000	2023 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2022 Total funds £'000
Bank interest	56	—	56	1	—	1

4 Income from charitable activities

	Unrestricted funds £'000	Restricted funds £'000	2023 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2022 Total funds £'000
AIRE	29,950	—	29,950	23,920	—	23,920
Trafficking	8,036	2,896	10,932	5,402	1,299	6,701
European Settlement Scheme	—	77	77	—	135	135
Community Engagement	—	615	615	—	699	699
Other services	160	48	208	26	192	218
	38,146	3,636	41,782	29,348	2,325	31,673

The charity's main source of income from charitable activities is government grants and contracts. The total income from the Home Office was £30,028,027 (2022: £24,055,358).

5 Commercial trading operations

The wholly owned trading subsidiary, Migrant Help Trading Limited, is incorporated in England and Wales (company number 05684239) and pays all its profits to the charity under the gift aid scheme. Migrant Help Trading Limited operates as an interpreting and translation service provider. The summary financial performance of the subsidiary alone is:

	2023 Total funds £'000	2022 Total funds £'000
Turnover	9,423	6,878
Cost of sales and administration costs	(7,134)	(5,031)
Net profit	2,289	1,847
Amount gifted to the charity	(1,845)	(477)
Available for distribution	444	1,370
The assets and liabilities of the subsidiary were:		
Fixed assets	3	—
Current assets	3,794	2,629
Current liabilities	(1,430)	(706)
Total net assets	2,367	1,923
Aggregate of share capital and reserves	2,367	1,923

6 Analysis of expenditure on charitable activities

	Staff costs £'000	Direct costs £'000	Support cost allocation £'000	Governance cost allocation £'000	2023 Total £'000
Charitable activities	18,894	15,753	4,209	378	39,234
Support costs	2,391	2,196	(4,209)	(378)	—
	21,285	17,949	—	—	39,234

6 Analysis of expenditure on charitable activities (continued)

	Staff costs £'000	Direct costs £'000	Support cost allocation £'000	Governance cost allocation £'000	2022 Total £'000
Charitable activities	14,213	8,941	2,939	404	26,497
Support costs	1,833	1,510	(2,939)	(404)	—
	16,046	10,451	—	—	26,497

Of the charitable activities set out above, £4,556,000 (2022: £2,072,000) was funded from restricted funds and £34,678,000 (2022: £24,424,000) from unrestricted funds.

7 Support costs

Support costs comprise the following items:

	General support £'000	Governance function £'000	2023 Total £'000	General support £'000	Governance function £'000	2022 Total £'000
Communications	447	1	448	275	1	276
Finance	571	37	608	309	40	349
General management	146	334	480	36	356	392
Human resources	718	6	724	557	7	564
Support services	2,327	—	2,327	1,762	—	1,762
	4,209	378	4,587	2,939	404	3,343

8 Net income (expenditure) for the year

This is stated after charging:

	2023 £'000	2022 £'000
Auditor's remuneration:		
. statutory audit current year	29	29
. accounting and tax services	3	3
Depreciation	134	68
Amortisation	80	73
Operating leases:		
. property	540	274
. equipment	37	2

9 Staff costs

The total remuneration of employees (full-time and part-time) was:

	2023 £'000	2022 £'000
Wages and salaries	12,411	8,967
Social security costs	1,158	770
Pension contributions	952	706
Settlements and redundancy	—	8
Sub-contract labour	8,064	6,299
Other related staff costs including staff benefits	12	8
	22,597	16,758

The average number of employees (head count based on number of staff employed) during the year was:

	2023 Number	2022 Number
Charitable activities	323	255
Support staff	41	34
	364	289

The average number of full time equivalent staff in the year was 350 (2022: 273).

The number of staff whose emoluments are great than £60,000 are:

	2023 Number	2022 Number
£60,001 - £70,000	2	4
£70,001 - £80,000	3	1
£80,001 - £90,000	1	1
£120,001 - £130,000	1	1
	7	7

Of the employees who earned £60,000 or more during the year, employee contributions were made to defined contribution pension schemes in respect of 7 (2022: 7) employees. During the year this amounted to £44,628 (2022: £42,816).

The key management personnel of the group and parent charity comprise the Trustees and the Senior Management Team, comprising of 12 staff (2022: 7). The total employee benefits of the key management personnel were £941,390 (2022: £646,437).

10 Trustees' remuneration

No remuneration or other payments have been made to the Trustees for their services as board members in the year (2022: £Nil).

The most significant element of Trustees' expenses is the cost of travel and subsistence. In the year 3 Trustees incurred a total of £2,884 (2022: £1,298 was paid to 3 Trustees) through expenses reimbursed and costs incurred by the charity on their behalf.

11 Intangible fixed assets

Group and charity	Computer software £'000	Total £'000
Cost		
At 1 April 2022	499	499
Additions	8	8
At 31 March 2023	<u>507</u>	<u>507</u>
Amortisation		
At 1 April 2022	394	394
Charge in year	80	80
At 31 March 2023	<u>474</u>	<u>474</u>
Net book value		
At 31 March 2023	<u>33</u>	<u>33</u>
At 1 April 2022	<u>105</u>	<u>105</u>

12 Tangible fixed assets

Group	Office equipment £'000	Total £'000
Cost		
At 1 April 2022	292	292
Additions	174	174
At 31 March 2023	466	466
Depreciation		
At 1 April 2022	159	159
Charge in year	134	134
At 31 March 2023	293	293
Net book value		
At 31 March 2023	173	173
At 1 April 2022	133	133
Charity	Office equipment £'000	Total £'000
Cost		
At 1 April 2022	278	278
Additions	171	171
At 31 March 2023	449	449
Depreciation		
At 1 April 2022	145	145
Charge in year	134	134
At 31 March 2023	279	279
Net book value		
At 31 March 2023	170	170
At 1 April 2022	133	133

13 Fixed asset investments – charity

Shares in group undertakings:

	2023 £'000
Cost at 1 April 2022	100
Additions	—
Cost at 31 March 2023	100

The charity holds £100,000 (2022: 100,000) shares of £1 each in its wholly owned subsidiary company, Migrant Help Trading Limited, which is incorporated in England and Wales. These are the only shares allotted, called up and fully paid. The activities and results of this company are summarised in note 5.

14 Debtors

	Group		Charity	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Trade debtors	6,115	4,667	5,763	4,295
Other debtors	5	5	5	5
Amounts due from subsidiary undertaking	—	—	53	155
Prepayments	695	881	683	874
Accrued income	1,080	691	1,155	683
	7,895	6,244	7,659	6,012

15 Creditors

	Group		Charity	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Trade creditors	2,690	1,220	2,099	761
Taxation and social security	1,319	1,049	1,224	962
Other creditors	94	34	51	29
Amounts due to subsidiary undertaking	—	—	1,470	522
Deferred income (note 16)	109	157	109	157
Accruals	601	517	599	517
	4,813	2,977	5,552	2,948

16 Deferred income

	Group		Charity	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Balance at 1 April 2022	157	118	157	118
Amount released to income	(681)	(752)	(681)	(752)
Amount deferred in the year	633	791	633	791
Balance at 31 March 2023	109	157	109	157

Deferred income relates to grant income received and interpreter services invoiced in respect of future accounting periods.

17 Provision

	Group		Charity	
	2023 £'000	2022 £'000	2023 £'000	2022 £'000
Balance at 31 March 2023	2,257	1,082	2,257	1,082

A provision was added to acknowledge a potential liability arising from the interpretation of income recognition from the AIRE contract.

18 Analysis of movements in restricted funds

	Balance at 1 April 2022 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2023 £'000
Trafficking Scotland	40	2,896	(3,056)	120	—
Vulnerable Persons Resettlement Scheme	103	615	(607)	—	111
Partnership for Digital Inclusion Project	—	571	(571)	—	—
AIRE Mobilisation	83	—	(80)	—	3
Hong Kong Welcome Project	186	48	(155)	—	79
EU Settlement Scheme	8	77	(87)	2	—
	420	4,207	(4,556)	122	193

	Balance at 1 April 2021 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2022 £'000
<i>Trafficking – Scotland</i>	22	1,299	(1,281)	—	40
<i>Syrian Resettlement Kent</i>	—	699	(596)	—	103
<i>AIRE Mobilisation</i>	151	—	(68)	—	83
<i>Hong Kong Welcome Project</i>	—	186	—	—	186
<i>EU Settlement Scheme</i>	—	135	(127)	—	8
	173	2,319	(2,072)	10	420

Transfers are made from the unrestricted general fund to cover the fair allocation of support costs to the above restricted fund projects and where additional spend is seen as appropriate in achieving success for those activities.

The nature and purpose of each restricted fund is as follows:

Trafficking – Scotland

Migrant Help have provided accommodation and support services to victims of human trafficking. The level of support is dependent upon individual needs and eligibility to access services.

Vulnerable Persons Resettlement Scheme

This project is directly aimed at providing support services to refugees in Kent.

Partnership for Digital Inclusion Project

This project allowed the charity to provide phone handsets and data-plans to its Asylum clients by virtue of its corporate partnership with Virgin Media/O2, BT, Vodafone, Hubbox and Socialbox.

AIRE Mobilisation

All costs have been incurred following the end of the AIRE mobilisation period but the charity continues to amortise capital costs funded by AIRE Mobilisation over their useful economic life.

18 Analysis of movements in restricted funds (continued)

Hong Kong Welcome Project

This project is directly aimed at providing Hong Kong nationals requesting resettlement with access to education, training and employment opportunities.

EU Settlement Scheme

This grant is aimed at providing support to EU citizens, advising them on the requirements for them to remain in the UK after the UK has left the European Union.

19 Analysis of movements in unrestricted funds

	Balance at 1 April 2022 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2023 £'000
Designated funds					
Strategic Projects 2022	2,100	—	—	(2,100)	—
Community Hubs	—	—	(30)	250	220
YWO Experience	—	—	(272)	1,850	1,578
Age Dispute	—	—	(9)	25	16
Investment Property Fund	—	—	—	1,000	1,000
Happy Baby Community	—	—	(35)	152	117
Migrant Workers Advice & Guidance	—	—	—	300	300
Reducing the Risk of Exploitation	—	—	—	250	250
NRM First Responder	—	—	—	330	330
ESOL & Employability Grant	—	—	—	100	100
BEPS Project	—	—	—	216	216
The Leila Bursary	—	5	(5)	5	5
Neil Wildman Children's Fund	16	11	(4)	—	23
Total designated funds	2,116	16	(355)	2,378	4,155
 General funds	 6,955	 38,124	 (34,323)	 (2,062)	 8,694
	9,071	38,140	(34,678)	316	12,849
 Trading Subsidiary	 1,823	 3,387	 (2,505)	 (438)	 2,267
	10,894	41,527	(37,183)	(122)	15,116

19 Analysis of movements in unrestricted funds (continued)

	Balance at 1 April 2021 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2022 £'000
<i>Designated funds</i>					
<i>Migrant Support Fund</i>	110	—	—	(110)	—
<i>Strategic Projects 2022</i>	—	—	—	2,100	2,100
<i>Neil Wildman Children's Fund</i>	10	6	—	—	16
<i>Total designated funds</i>	120	6	—	1,990	2,116
<i>General funds</i>	5,165	29,402	(24,424)	(3,188)	6,955
	5,285	29,408	(24,424)	(1,198)	9,071
<i>Trading Subsidiary</i>	453	1,772	(1,600)	1,198	1,823
	5,738	31,180	(26,024)	—	10,894

The nature and purpose of each designated fund is as follows:

Strategic Projects 2022

In February 2022, the Trustees met to designate funds to a range of projects where the provision is not met by existing contracts. A fund was ringfenced for their implementation over the next three years. In this year's accounts, the charity has provided a more detailed breakdown of the purpose of each strategic project. Funding was identified for further projects by Trustees in February 2023.

Community Hubs

This project has been developed to help support grass roots organisations within the sector to build capacity. This is through a combination of grants and practical support. The grants are aimed at helping to expand the reach and delivery of pre-existing hubs or to assist with the delivery of brand-new hubs that can support our clients by bringing together a wide range of local organisations from within the community.

Youth Welfare Officer (YWO) Experience

The YWO Experience is focused at delivering help to unaccompanied young people (18-25) who are living in hotel accommodation. This project assists with reducing isolation and delivering support to those navigating the asylum system whilst also providing opportunities to participate in a wide variety of activities.

Age Dispute

The fund has been set-up to resources services for those Asylum service users who claim to be under 18. The service assists with referrals to social services and signposting to legal representation.

Investment Property Fund

This fund has been ringfenced for the potential purchase of a property to be used as part of the charity's contract to provide accommodation services to victims of modern day alavery.

19 Analysis of movements in unrestricted funds (continued)

Happy Baby Community

The Happy Baby Community offer essential support to their pregnant women and parents with young children, providing access to practical, emotional and educational support. Many of the women with new babies are supported at the community hubs facilitated by the Happy Baby Community, giving them and their children access to a caring and safe environment.

Migrant Workers Advice and Guidance

Working in partnership with 58 Global, the developers of the Just Good Work app, we are producing resources that will be hosted on this platform and will provide extensive information on all aspects of workers' rights, enabling clients to be informed about the UK employment market and reducing the risk of exploitation.

Reducing the Risk of Exploitation

Working closely with members of our Lived Experience Advisory Panel to identify the situation and risks our clients face, we will create a broad range of resources and information to communicate to our client group. By liaising with internal and external partners internally we will identify how to get the information to clients in an appropriate way and at key points in their engagement within our services.

NRM First Responder

This project will provide additional dedicated resourcing to support people who may have been trafficked or exploited to be referred to the National Referral Mechanism framework. There has been an increase across the UK in the number of people requiring assistance and with changes in legislation, the process of completing referrals is more complex.

English for Speakers of Other Languages (ESOL) & Employability Grant

This project has been developed to support organisations within the sector to provide additional ESOL and employability provision. It has been identified that our clients have significant issues accessing good quality ESOL and Employability services and this grant will provide funding to support with the development and delivery of these provisions.

The Building, Empowering, Protecting and Supporting (BEPS) project.

This funding is specifically for our staff to submit small projects that they feel will help our clients to thrive. Projects must meet the following themes, 'protecting and supporting the most vulnerable' or 'empowering and building communities' with a particular focus on the following topics.

- Employability
- Mental health
- Co-production opportunities with clients
- Capacity building other organisations.
- Continuous improvement in support services

The Leila Bursary

The fund has been set up to provide children of staff from Migrant Help and Migrant Help Trading Limited, the opportunity to apply for funding to help towards fees and expense for higher education and post-secondary training.

19 Analysis of movements in unrestricted funds (continued)

Neil Wildman Children's Fund

The fund has been set up to provide additional support to families who use our services and are in need of children's clothes and equipment.

General Funds

This unrestricted fund includes the surpluses made on the key contracts with the Home Office and The Salvation Army. It is supported by the transfer of unrestricted funds from the charity's trading subsidiary. Transfers are made from the general fund to cover the fair allocation of support costs to certain restricted fund projects and where additional spend is seen as appropriate in achieving success for those activities.

Trading Subsidiary

The fund encompasses the financial results of the charity's trading subsidiary and the distributable reserves remaining in the company at the year end. Taxable profits are transferred into the general fund under Gift Aid arrangements.

Migrant Support Fund

The fund had been set up to provide additional support to migrants and people seeking asylum outside of the current grants and contracts, including the development of customer relationship management systems to provide a better service to our service users. The Trustees have now subsumed this historical fund into general reserves, while they create new designated funds with which to target additional support.

20 Analysis of Group net assets between funds

	Restricted £'000	Designated £'000	General £'000	Subsidiary £'000	2023 Total £'000
Fixed assets	33	—	170	3	206
Current assets	160	4,155	14,164	3,694	22,173
Current liabilities	—	—	(3,383)	(1,430)	(4,813)
Provision	—	—	(2,257)	—	(2,257)
	193	4,155	8,694	2,267	15,309

	Restricted £'000	Designated £'000	General £'000	Subsidiary £'000	2022 Total £'000
Fixed assets	105	—	133	—	238
Current assets	315	2,116	10,175	2,529	15,135
Current liabilities	—	—	(2,271)	(706)	(2,977)
Provision	—	—	(1,082)	—	(1,082)
	420	2,116	6,955	1,823	11,314

21 Pension commitments

All staff under 70 are eligible to participate in a defined contribution pension scheme managed by Aviva or the Pension Trust. The assets of the scheme are held separately from the charity. The charity contributes 8% of pensionable salary. The pension cost for the year represents contributions payable to the scheme and amounted to £872,598 (2022: £664,857). At the Balance Sheet date the charity owed contributions of £98,549 (2022: £65,738) to the schemes.

22 Operating lease commitments

At 31 March 2023, the charity had the following future minimum commitments under non-cancellable leases:

Group and Charity	Land and buildings £'000	Equipment £'000	2023 £'000	Land and buildings £'000	Equipment £'000	2022 £'000
Amounts payable:						
Within 1 year	334	9	343	258	9	267
Between 2 and 5 years	132	19	151	282	28	310
Total	466	28	494	540	37	577

23 Related party transactions

During the year ended 31 March 2023 the charity did not enter into any related party transactions (2022: None)

Migrant Help

England & Wales - Charity number 1088631

Accounts

Migrant Helpline
(operating as Migrant Help)

**Annual Report and Financial
Statements**

31 March 2022

Company Limited by Guarantee
Registration Number
04172880 (England and Wales)

Charity Registration Number
1088631 (England and Wales)

Charity Registration Number
SC041022 (Scotland)

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Reference and administrative information

Trustees & Directors

Madhavi Vadera (appointed 29 September 2021)
Lucy Bracken (resigned 29 September 2021)
Ayham Alsuleman (resigned 8 February 2022)
Rachael Baig (resigned 14 December 2021)
Eleanor Dougoud (resigned 8 December 2021)
Neil Everett (resigned 23 March 2022)
Dr Yusef Gojikian (appointed 29 September 2021)
Amelia Knott
Mark Leigh
David Noble
Frank Omare
Robert Phillips (resigned 8 December 2021)
Mayan Shah (appointed 23 March 2021)
John Smart
Adrian Stones (resigned 22 June 2022))
Piramindhan Thillainathan (appointed 23 March 2022)

Executive Team

Chief Executive Officer	Caroline O'Connor
Director of Asylum Services	Helen Bransfield
Director of MSVC	Rabiya Ravat
Director of HR	Fiona Stephens
Director of Strategy & Engagement	Anna Ware
Director of Finance, Infrastructure & Quality	Melvin Witt
Deputy Director of Asylum Services	Juliet Halstead
Deputy Director of Strategic Programmes	Chris Hammond (appointed 18 July 2022)
Deputy Director of Asylum Services	Anna Konieczny (appointed 15 August 2022)
Deputy Director of Asylum Services	Daisy Noble (appointed 1 February 2022)
Deputy Director of Commercial	Tina Riley (appointed 8 August 2022)
Chief of Staff	Debbie Pemberton

Registered address

128 City Road
London
EC1V 2NX

Company registration number

04172880

Charity registration number

1088631 (England and Wales)
SC041022 (Scotland)

Reference and administrative information

Auditor	Buzzacott LLP 130 Wood Street London EC2V 6DL
Bankers	National Westminster Bank Plc Europa House 49 Sandgate Road Folkestone Kent CT20 1RX
Solicitors	Browne Jacobson LLP Mowbray House Castle Meadow Road Nottingham NG2 1BJ

Welcome message

Migrant Help has three charitable aims:

- ◆ The relief of refugees and their families and dependants who are in conditions of need, hardship or distress
- ◆ To inform, advise and assist foreigners and Commonwealth citizens who are in difficulty or distress during their stay in the UK or in connection with their arrival or departure therefrom
- ◆ To promote the rights of refugees through the provision of advocacy and information.

2021/22 has been a year of unprecedented challenge for all charities working within the sector. The gradual opening up of the administrative and judicial asylum processes post pandemic was frustratingly slow at times. This was further exacerbated by the Afghan refugee crisis in August 2021 leading to some 21,000 more refugees expected to be resettled in the UK by the end of the year. 2022 also saw the start of a horrendous war in Ukraine, and the UK has stood in solidarity and support to the Ukrainian people, working together with charities like Migrant Help.

As one of the leading charities for people seeking asylum in the UK, Migrant Help has been at the forefront of providing immediate and targeted support to refugees and their families, through every stage of their asylum journey. Indeed, as some face-to-face support services were still heavily impacted by the pandemic for part of the year, our helpline services were a critical source of support for many thousands of people seeking asylum. The vast majority of our clients need a continuing level of support to navigate systems that seem complex, confusing and worrying (whether that is asylum, modern slavery, the resettlement scheme for Syrian/Afghan/Ukrainian refugees or the EU settlement scheme).

The entire organisation has risen admirably to these challenges with dedicated commitment, professionalism and compassion. The charity's fundamental values are reflected in the work done by Migrant Help staff, driven by a desire to support our clients who have not only suffered the anguish of a traumatic journey, but have had to cope with the uncertainty and hardship of the pandemic. During the year, Migrant Help staff supported over 81,000 people seeking asylum, 1900 survivors of modern slavery and more than 5,000 vulnerable EU citizens, an increase of 39% over last year.

During the year, we increased the depth and scope of our activities including the introduction of the Hong Kong welcome programme. We introduced co-production in our resettlement services, bringing together clients (experts by lived experience) and staff (experts by work experience), to help develop and design our services.

These accounts reflect the resilience and adaptability of a committed and professional organisation, one that is fully prepared to support its clients through turbulent times and beyond.

Welcome message (continued)

During the year, Migrant Help pursued its strategic objectives of a robust governance regime, responding effectively to our clients and building a committed and well supported team of employees. Governance initiatives included the expansion and strengthening of the Safeguarding team, safeguarding audits and increased training across all levels of staff. We championed the voices of our clients through the continuing development of the Lived Experience Advisory Panels (LEAPs) and by actively recruiting across all levels to reflect the diversity of our clients. We continue to invest in staff welfare and support by introducing a series of targeted wellbeing initiatives, opportunities for staff development and regular internal communications. More than 80% of our staff provide frontline support – speaking every day to some of our nearly 90,000 clients in more than 100 languages.

Migrant Help has grown its turnover by 50% in a year and continues to be a robust, resilient and effective charity. Its professional leadership team is highly motivated and continues to inspire the best in their staff.

The Board and the team have led the significant growth of our social enterprise, Clear Voice, resulting in a 45% overall increase in telephone interpreting, and 47% more donated to Migrant Help in 2021-22 than ever before. In 2020, Clear Voice introduced its InPower Project that fully funds community interpreting qualifications for refugees, allowing them to start working as professional interpreters. This has been very well received with 40 refugees gaining qualification this year. In recognition of its outstanding social impact initiatives, Clear Voice was awarded the Social Business Champion at the 2022 SE100 awards, which celebrates social ventures that have had a significant social impact as well as financial success.

We would both like to thank the staff and trustees of Migrant Help and Clear Voice, for diligently ensuring that the wellbeing and needs of our clients remain at the heart of all that we do. We are truly grateful to the entire community and network of partner organisations, some of whom we are fortunate to work with in the delivery of our services, for all the guidance, advocacy and support they give to some of the most vulnerable people in society.

Caroline and I are delighted to set out here our work in 2021/22. It demonstrates the charity's commitment to its core objectives and its ability to deliver on this promise effectively through a well-managed, competent and compassionate organisation.

Madhavi Vadera

Chair of the Board of Trustees

Caroline O'Connor

Chief Executive Officer

Our aims

The objects for which the charity is established are:

- ◆ The relief of sickness and financial hardship of beneficiaries including:
 - ◇ Information and advice on counselling, health, legal and welfare services and assistance.
 - ◇ Advice on financial maintenance which may include the direct provision of financial assistance, goods and services.
 - ◇ Advice on and provision of residential accommodation.
 - ◇ Such other items or services as the trustees in their discretion choose to provide.
- ◆ To advance the education and training of beneficiaries and their dependents in need thereof so as to advance them in life and assist them to adapt within a new community.
- ◆ To promote for the public benefit, the sound administration of the law by providing advocacy services to beneficiaries and their dependents.
- ◆ To advance the education of the public in general about the issues relating to human migration.

Our purpose

Our vision is for a global society that protects vulnerable migrants, treats them with respect and enables them to reach their full potential.

We operate across the United Kingdom, providing excellent and highly valued services - supporting people seeking asylum, survivors of modern slavery, EU citizens and those settling into this country as recent refugees.

We deliver excellent value under national, regional and local government contracts. This gives us great opportunity as a charity to do more for our clients, and we are ambitious to grow our work to provide broader impact to support vulnerability and enable people to be independent and thrive in local communities.

We seek to collaborate and seek effective partnerships across the statutory, voluntary and private sectors – aiming to achieve better outcomes for our client group through working together, across disciplines and specialisms. We feel that our knowledge and expertise from a range of service areas (asylum, modern slavery, refugee support) enables us to provide a more holistic approach and support to our clients.

Strategic report of the Trustees

2021/22 saw the lifting of some of the Covid-19 restrictions under which the whole organisation had previously been working. Staff were able to have more face-to-face meetings, with some returning to full or partial office working, and enjoyed the greater freedom to meet clients and partners in person. We continue to follow latest guidelines to keep everyone safe but are all relishing the opportunities that come from renewed 'real-life' contact. As an organisation centred around people, this is something very important to us.

Organisation Highlights

During the year, we developed our Workforce Planning process, that enables us to better predict and forward plan for service and staff changes. The Executive team meet on this regularly to conduct reviews and assess updates.

We reviewed and refreshed our branding to ensure it truly reflects the organisation we are, what we stand for, and the clients and staff who form our identity. Our staff came together to identify our brand voice to enable us to speak about the positive change that our work brings to the lives of our clients. We want our voice to be credible, believable, honest, straight, open and truthful.

Following a successful bid in February 2022 with the Department for Levelling Up, Housing and Communities, we started a new project to support Hong Kong British Nationals (Overseas) to settle in the UK. This project aims to provide employment and training support to 100 Hong Kong BN(O)s, assisting with CV writing, accessing English classes and upskilling.

Our social enterprise, Clear Voice Interpreting Services, has had an extraordinary year. It's been nominated for five national awards and supported 40 refugees to train as professional interpreters through the InPower Project. As part of its social purpose, Clear Voice gift aids all its profits to Migrant Help each year, and in 2021/22 this was 41% more than in any previous year.

Asylum services

We reviewed the way we deliver our asylum services under the AIRE contract (Advice, Issue Reporting and Eligibility) and set up a Central Adviser Hub. As well as offering staff an opportunity to work remotely across multiple aspects of the service, this hub is designed to flex across areas as additional resource when demand requires.

In our commitment to the experiences of our clients, we implemented the role of AIRE Service User Experience Lead who works across services and with partners to gather, analyse and act on feedback from our clients.

In asylum services, our outreach team, that supports the most vulnerable people seeking asylum, assisted more clients than ever before.

Modern slavery support services

Using a model of coproduction that involves clients as equal decision makers, the modern slavery support team in England has been working with our Involvement and Participation Manager to codesign an outcomes framework to assess our service provision against benchmarks that are meaningful to both staff and clients.

A key element of the new Modern Slavery Victim Care and Coordination Contract for all subcontractors was the development of a strategic Stakeholder Engagement Plan. In order to better facilitate and build relationships with partners, we undertook a stakeholder engagement exercise, mapping out support, identifying gaps in services and setting out a plan of how to maximise our partnership work.

Modern slavery support services (continued)

In March 2022, we were awarded a grant from the Victim Centred Approach Fund in Scotland to continue supporting survivors of modern slavery. The scope of the new Trafficking and Exploitation Survivors Service (TESS) is significantly wider than previously, with more dedicated one-to-one time with clients, a move on and activities coordinator and additional support for accommodated clients. The service will take a trauma informed approach, ensuring we are offering the best opportunity of recovery for these clients.

As a National Referral Mechanism First Responder, we continue to deliver this service and expanded our resource to support even more potential victims of slavery and trafficking.

Refugee resettlement services

2021/22 saw our refugee resettlement teams adapt their service to support people seeking refuge from Afghanistan and Ukraine. Working with Kent County Council, we mobilised a team to support people in bridging hotels following the evacuation from Afghanistan and did so again as refugees from Ukraine arrived.

As part of our continuous improvement model, we reviewed and overhauled the induction and assessment procedure for new arrivals, providing an even more personalised approach, putting the families at the heart of their journey to settle in the UK.

EU Settlement Scheme support

Despite the deadline of 30 June 2021, our EUSS team continued to see a high number of vulnerable people who were yet to sign onto the scheme. They carried on with their support and assisted 1842 people during the year.

Migrant Help Strategy

In order to work towards our vision of a global society that protects vulnerable migrants, treats them with respect and enables them to reach their full potential, we have five key strategic objectives. We continue making progress in each of these areas, with examples outlined below.

Supporting people most in need and least likely to receive support elsewhere

We relaunched the Neil Wildman Children's Fund, which was set up in memory of our beloved colleague Neil. The fund has now reached over £20,000 in donations, which we use to help children and young people who have been through unimaginable hardship. Among others, the fund has paid for toys and books to create a 'space of joy' at a Blackpool accommodation centre, funded a minibus to take 10 families to the Halton MakeFest event and provided much needed essentials like warm winter clothing, beds, technology, art materials and a baby car seat for a new mum.

In 2021, continuing our I Have Dreams project, we established Dream Academy, supported by The Supper Club, a high net worth networking group for entrepreneurs. The Supper Club members provided one-to-one mentoring sessions to help refugees and those seeking asylum to identify and take steps needed to achieve their goals. The mentoring scheme was launched with an online webinar in collaboration with The Supper Club, with a panel made up of four successful founders: Syd Nadim, Sohin Raithatha, Fleur Hicks and Tosin Akingbolagun.

Migrant Help Strategy (continued)

Supporting people most in need and least likely to receive support elsewhere (continued)

We launched our digital inclusion project that aims to help clients who have no access to phones or data and are at increased risk of social and economic exclusion. We have secured partnerships with SocialBox.Biz, Hubbub, Virgin Media O2, BT and Vodafone, providing devices and data, and training them in the basic skills needed to be active online. We have received significant support from these partners, both financially and with gifts in kind. Over the upcoming years, this will add up to millions of pounds worth of support for our clients and across the sector to reach those most in need.

Our partnerships team has been supporting the modern slavery and resettlement teams with stakeholder mapping. This enabled us to identify strong relationships and areas to improve that help us to better meet the needs of our clients through developing more direct referral pathways, ensuring local authorities and other services are aware of our work and client groups.

We are grateful to organisations that contact us with offers of assistance to our clients, such as employment support, recreational and wellbeing activities. These are followed up by our Partnerships Manager who is then able to connect relevant teams, and their clients, to these services. For example, Breadwinners offer refugees employment and work experience opportunities as well as mentoring and were connected with our modern slavery, resettlement and move on teams to agree a referral pathway for suitable clients to access the programme.

We expanded our sports offer to our clients, with funding for four new bike projects in Birmingham and sports clothing in Belfast.

We made many other brilliant connections over the year that benefit the people we support. From a generous donation from Hobbycraft, that enabled us to stock an art studio in Napier Barracks, funding from Halton local authority for wellbeing and English sessions for young people seeking asylum, to partnership with Freedom Leisure that led to donations of swim wear and swimming lessons for our clients, and many others.

Working with communities to bridge gaps and coordinate services

We started our client involvement and participation work, focusing on a co-production model. The first Lived Experience Advisory Panel was set up with our resettlement team clients, and a five-year plan set out to embed co-production into our ways of working. Led by a working group of staff across the organisation and at all levels, and our Involvement and Participation Manager, we are looking at how else we can get clients involved in our work, including recruitment panels and service improvements.

We continued our Youth Welfare Officer Project through 2021/22, setting up a new pilot in London in partnership with the charity Young Roots. The project aims to support young men aged 18-35 at risk of isolation, self-harm and suicide. Hosted by Young Roots, the Youth Welfare Officer works in the community to provide assistance to this at-risk group. An impact report was produced from the two pilots (the first being in Birmingham with Refugee Council) showcasing the positive change the project brought to the young men.

Migrant Help Strategy (continued)

Working with communities to bridge gaps and coordinate services (continued)

We are very proud of a fantastic partnership effort between Migrant Help, Blackpool local authority, the Volunteer Centre and the accommodation provider, with thanks to Blackpool Town Football Club for their donations.

Thanks to it, many families, including more than 100 children and young people under 18, accommodated in a hotel in Blackpool are able to enjoy a language library and children's corner.

The partners came together to create a space that provides children's books in a range of languages, journals and language workbooks for various ages, toys, boardgames and much more to enable the families to spend time together in a peaceful and friendly environment.

We have delivered a number of commissioning framework webinars, engaging specialist organisations in the sector such as Micro Rainbow, ensuring our vulnerable clients have access to appropriate services that understand their needs.

In April, we held our first Building Bridges annual conference - Mental Health and Wellbeing in the Asylum Sector. It was hosted by the BBC's chief international correspondent Lyse Doucet and attended by more than 300 guests from across the sector, both from statutory and voluntary organisations. We cherish this opportunity for knowledge sharing within the sector and look forward to the future events.

With the pandemic still ongoing, and a proportion of the UK population not yet having been vaccinated, we were proud to work with Medical Aid Films in the development of films and animations to support doctors to encourage vaccine uptake. The films, which focus on the efficacy of the vaccine, were available in Bengali and Arabic as well as English and funded by the British Medical Association and produced in collaboration with Doctors of the World and Migrant Help.

Using the expertise of Migrant Help's Quality Team around quality standards, audits and frameworks, we shared our learning with organisations who were looking to develop similar processes.

Demonstrating the value that migrants bring to the UK

Through our external communications, we aimed to champion a group of our clients who are often subjected to prejudice and hostility, young men seeking asylum in the UK, via a number of initiatives.

We have partnered with Love Island's Nas Majeed for a powerful Christmas campaign – More Than Refugees – featuring the stories of two amazing young men, Eduardo and Osam, who came to the UK escaping war and violence. By sharing the stories of our clients, the challenges they overcame and the dreams and aspirations they have for their future, we hope to increase our audiences' understanding of refugee issues and encourage more people to speak out in support of our clients.

Migrant Help Strategy (continued)

Demonstrating the value that migrants bring to the UK (continued)

Migrant Help joined the Coalition to Stop Slavery, a partnership of organisations supporting survivors of slavery, set up to raise awareness of human trafficking and modern slavery via collaborative campaigns. In October, we marked Anti-Slavery Day with a series of articles and blogs, and launched new accounts on social media platforms Instagram and TikTok to reach new and younger audiences.

Influencing positive change to policy and practice

Influencing policy has never been more important than this year, with the release of the New Plan for Immigration and the consequences it would have on our clients, whether they are survivors of slavery or seeking asylum. We have published our response to the initial government consultation and added our name to a number of joint statements with other organisations. We expressed our concerns about the impact of the proposed bill on survivors of modern slavery.

We have opposed the Rwanda asylum scheme, as we strongly believe that any offshoring policy not only goes against the principles of the Refugee Convention but stands in direct opposition to the care and compassion shown by the British people who have opened their homes to those in need of safety.

We were a contributing partner to the Centre of Social Justice and Justice and Care report - 'A Path to Freedom and Justice: a new vision for supporting victims of modern slavery'. The report was published in February 2022 with a view to influencing future policy and strategy around trafficking and Modern-Day Slavery support.

We set up a continuous improvement process to track and record improvements as they happen and when they are complete, bringing together information across all services and regularly communicating these to staff and trustees. We revamped the Business Solutions Portfolio that drives forward organisational improvements, adding in project support to structure the process.

We continued to strive for good practice, developing a Quality Framework for our modern slavery team, which sets out the quality and compliance expectations and an assessment and audit process.

We have implemented an ISO Compliance Management process, to ensure compliance across all new projects, contracts, processes and changes in the organisation. We have three ISO accreditations and are compliant with two more standards.

A Quality of Service Committee was created with trustees and senior management, to review and uphold the quality standards across the organisation.

Developing our staff and volunteers to deliver the best possible outcomes for clients

We launched the Migrant Help Leadership Academy, a six-month programme for junior and senior managers to develop a consistent approach to leadership. Sixty-nine members of the management team participated with very positive feedback.

Migrant Help Strategy (continued)

Developing our staff and volunteers to deliver the best possible outcomes for clients (continued)

Our Learning Hub was redeveloped in line with staff feedback, with the new, easier-to-navigate layout and assigned pathways for new starters now proving popular among users.

We introduced regular staff surveys that anonymously track views and sentiment on a number of areas in the organisation. We've used this information to target areas of improvement and communication.

As our organisation grew, we improved our induction and training programme for new starters. Each month an induction day is held that covers a summary of all our different departments and contracts and introduces new staff to key personnel. We also streamlined our onboarding training, with a new web platform, clearer guidance and a more structured approach.

Looking forward

We will continue with our client voice work, this year focusing on ensuring we have Lived Experience Advisory Panels (LEAPs) which are made up of groups of our clients, established across all our services. We aim to form a National LEAP, which will work with our Executive team to have strategic oversight into our co-production activities and co-produce our next organisational strategy.

We will work with our corporate partners to expand our digital inclusion work, recruiting a project coordinator to drive this forward and ensure devices and data get to the most vulnerable.

We are looking forward to progressing our strategic aims with projects that will provide meaningful, holistic support through the set up of our new strategic programmes. In 2023, this will focus on expanding our Youth Welfare Officer Project into new locations in London and moving into other regions across the UK towards the end of the year.

We will recruit for a Community Hubs Project Coordinator to deliver new hubs across the country and support existing ones to increase their impact in the communities where they operate. We will identify where there are gaps in provision and where current hubs can benefit from additional funding, support or guidance.

In Asylum Services, we will build resilience within our teams to allow us to support our clients in the best possible way and increase our performance against all key performance indicators (KPIs). We aim to increase the number of partner organisations who work with us through our Commissioning Framework. We will look to expand the digital channels and methods available to access our service, whilst also being mindful of the wide range of digital abilities of our clients. Through the work of our Safeguarding team we will support the most vulnerable of our clients, particularly those whose age is disputed.

Looking forward (continued)

In our modern slavery services teams, we will be looking to develop and expand new and existing contracts to extend the scope of what we can provide and ensure that all services are of high quality and client-centred. Whilst 2021/22 saw us focused on implementing and embedding the new Modern Slavery Victim Care Contract, for the year ahead we will be exploring new opportunities for development and expansion under that service. We will be increasing the scope of the West Midlands outreach service and will continue to work on stakeholder and partnership engagement to address gaps in services for clients and provide them with additional holistic and wellbeing support. We aim to access projects or initiatives that will assist with securing longer term positive and sustainable outcomes for them.

Following the successful tender to continue our modern slavery support services in Scotland, we will be starting a recruitment process to increase staffing levels and appoint to the new support posts. We will be reviewing our current office space and look to source a bigger, better, and more client-friendly space. We hope to improve the client experience by offering, amongst other things, trauma-informed meeting spaces for clients.

Finally, 2023 sees us reach our 60th anniversary, and we will be using it as an opportunity to raise awareness, generate support for our clients and diversify our income through new partnerships. We will identify patrons who can work with us to increase the visibility of the charity and our activities, and advocate for our clients.

We will also be working with clients, staff and stakeholders to develop a new strategy, setting the direction for the charity in the years to come.

During the year, we reported 1 matter to the Charity Commission as a Serious Incident

- ◆ In November 2021, the charity learnt of an allegation of sexual assault against a service user by a freelance interpreter. The interpreter had provided interpreting service to the service user via the Charity's helpline. On hearing of the allegation, this was reported to the police. The interpreter was removed from working on all the charity and trading subsidiary's contracts. A safeguarding review was undertaken with all policies and processes revisited.

Looking forward (continued)

Risks

We have continually reviewed the principal risks to achieving our strategic plan and have focused on the key strategic risks that we have sought to mitigate during 2021/22.

Risk	Commentary
1. The Charity does not react to changes in government policy and is not seen to engage with the sector around these developments.	The Charity has frequency meetings with the Home Office regarding the implementation of the Nationality & Borders Act 2022 and involved and reacting to the Governments own plans for introducing this. The Charity has expanded its Communications team and external support resulting in a Communications Strategy and greater presence on social media. The Strategy team progress Migrant Help's approach to such changes through sector meetings and partnership working.
2. The Charity fails to meet the strict KPIs, and performance levels set forth in its contracts.	Staffing levels and structures are changed to address volume changes – both for ongoing high service demand and for spikes caused by external factors. KPI monitoring continues through-out the month with enhanced management information and analytics. Under-performance, commercial matters and the appropriateness of measures are highlighted and addressed in regular meetings with the Home Office, the Salvation Army and our key sub-contractors. The Quality Management function provides the framework for continuous staff assessment and regular internal audits against agreed performance gradings and investigation of non-conformances.

Looking forward (continued)

Risks (continued)

3. The Charity fails to change its staffing and cost base to reflect the impact of changes to border controls and the volumes of people movement.	The Charity monitor announcements through governmental publication services and receives daily volume related data. There is a close working relationship with the Home Office and other commissioners to identify trends and their impact on invoiceable volumes. Internal cross departmental working groups help to forecast volume change so staffing can be flexed accordingly. Staffing structures are reviewed to identify the best working processes for short- and long-term changes in demand.
4. The Charity fails to maintain and develop its new CRM system to keep pace with volume changes and the evolution of the AIRE contracts requirements.	The Charity has weekly operational meetings between software providers and technical teams to address performance and development issues. A business solutions process is in place to plan and commercially scrutinise changes before authorisation is sought from the Home Office. User Acceptance Testing (UAT) is built into any changes before they are fully implemented. The ongoing project to provide better connectivity of the CRM with the AASC providers will positively impact the efficiency of the process for our Service Users and staff.
5. The Charity is perceived as not prioritising the needs of Service Users due to misunderstandings of the AIRE & AASC contracts and the responsibilities of those subject to it.	The Charity continues to be present at sector meetings to provide updates on its role and the challenges it faces – especially using its Community Liaison Co-Ordinator's. The Charity engages with the Home Office where they can provide guidance or clarification to external parties. The expansion of the Communications team has allowed more frequent internal notifications to our staff about the Charity's role and better engagement on social media.

Financial review

Income

During the year, our income was £33.50m (2021: £22.40m), an increase of 50% from the previous year. This increase has been attributed to the high growth of the contract to provide advice, issue reporting & eligibility guidance to asylum seekers in the UK. This contract commenced in September 2019 at volumes vastly more than even the highest levels of Home Office estimates. Those volumes have continued to grow month on month throughout 2021 - 2022. The growth of this contract has also impacted directly on the turnover of our trading subsidiary, Migrant Help Trading Limited, who provide interpreting services for this contract for those service users and for external clients. We have seen growth in the coverage of our contract with The Salvation Army to provide support to victims of Modern-Day Slavery in the south of England.

Expenditure

Our expenditure rose to £28.10m from £20.56m, an increase of 41%. These are costs associated with servicing the growth in our major contracts through-out the year. Due to the nature of our work, staff costs represent the major element of expense and these increased by 23% to £16.76m (2021: £13.65m). Staff costs include subcontracted operations of its First Response Centre and its Move-On service provision as part of operating the AIRE contract.

Commercial trading subsidiary

Our commercial trading subsidiary, Migrant Help Trading Limited, provides interpreting and translation services. A profit of £1.85m (2021: £1.23m) was generated in the year, primarily from providing interpreting services that supported the greatly expanded AIRE contract. It has been covenanted that Migrant Help Trading Limited will gift aid 100% of its taxable profit to the charity by 31 December of the following financial year. For 2022, this full amount was donated in September 2022 (2021: £0.75m in March 2021 and £0.48m in September 2021).

Reserves policy and current status

The Trustees wish to secure the future of Migrant Help and its ability to continue its charitable activities. To achieve this, they have carried out an assessment of the risks facing the charity and the financial consequences of those risks. Consequently, they aim to retain sufficient reserves, to protect against the risk to the charity of a temporary reduction in funding or the loss of a major funder, and to provide funds for development of new services to meet the needs of migrants and asylum seekers in alignment with our strategic aims.

At the time of each quarterly forecast, risks are re-assessed, together with the adequacy of reserves, in light of any changes in costs and circumstances. If reserves fall below the target, Trustees may act to reduce future costs. Alternatively, if reserves are in excess of target, Trustees may consider opportunities for initiating new developments. The Trustees may examine the level of reserves each year when setting the following year's budget and the reserves policy will be reviewed each year.

Financial review (continued)

Reserves policy and current status (continued)

At 31 March 2022, the Charity had total unrestricted funds of £10.89m (2021: £5.74m), an increase of £5.16m from last year. The Trustees met in February 2022 and following a detailed review of its forecast reserves and its required operational working capital, reserves were designated for use in longer term projects that could provide support and assistance to vulnerable groups. These projects aim to go beyond any existing contractual services. Designated reserves of £2.12m were ringfenced. This leaves free reserves of £8.78m (2021: £5.62m); made up of £1.82m (2021: £0.45m) reserves from our trading subsidiary, Migrant Help Trading Limited and other general funds of £6.96m (2021: £5.17m).

The Trustees will commence consultation in late 2022 for a new five-year strategy to commence in late 2023. The continued volume growth of the AIRE and Modern Day Slavery contracts and the ability for the Trustees to designate funds for long term projects allow Migrant Help to widen the scope of the future opportunities it can provide its current and prospective service users.

Principal risks and uncertainties

The Trustees and Executive Team have identified the major strategic and operational risks to which Migrant Help is exposed and have established controls and actions to mitigate them. Risk assessments and a risk register are in place and are subject to continual review and monitoring by the Executive Team, and quarterly review by the Trustees. The principal risks are outlined above.

Structure, governance and management

Governing document

Migrant Help has its origins in the Kent Committee for the Welfare of Migrants, which incorporated as Migrant Helpline in 2001. Today, Migrant Help is a Company Limited by Guarantee governed by its Articles of Association, last amended on 19 July 2015. It is registered as a Charity with the Charity Commission in England & Wales and with the Office of the Scottish Charity Regulator in Scotland. The wholly-owned trading subsidiary is a Company Limited by Shares, registered at Companies House.

Appointment of Trustees

Our Articles of Association provide that Migrant Help may have up to 14 Trustees and the present members of the Board are listed in this report.

Trustees, including the Chair, are recruited by open selection and are appointed for a three-year term, renewable for a further three years. The Trustees for the purposes of charity law and under the company's Articles are also the members of the organisation. Since the start of the financial year, four new trustees joined and seven resigned.

Strategic report of the Trustees (continued)

Structure, governance and management (continued)

Trustee induction and training

New Trustees have an Induction Day and are invited to visit offices across the UK to meet staff and clients. We have a Trustee Handbook and code of conduct which is issued to Trustees. Trustees are also provided with the Charity Commission's guide: The Essential Trustee and other relevant Charity Commission publications. There are regular governance reviews and Trustees are provided with Safeguarding training. Annual Trustee appraisals ensure that Trustees receive the information and development opportunities they need to make an effective contribution to Migrant Help's governance.

The Migrant Help Board of Trustees

Migrant Help's Board of Trustees is charged with ensuring a sharp focus on our mission and values. It sets the strategic direction, checks progress against strategy, ensures financial stability, and makes certain that Migrant Help is compliant with all the relevant laws and regulations. The Board has a zero-tolerance policy on fraud and corruption.

The Board delegates day-to-day decision making and operations to the Chief Executive Officer and the Executive Team. The Board meets formally at least four times a year, in addition to holding an away-day to consider Migrant Help's strategic direction given the changing context in which we operate.

There are four standing committees that feed into the Board.

The Finance and Audit Committee (FAC) is responsible for assurance oversight of the highest standards of integrity, financial reporting and internal control. In addition to reviewing organisational performance and results against the plan, the committee also ensure that Migrant Help's systems of financial control comply with Charity Commission guidelines and provide reasonable assurance against material misstatement or loss.

The Remuneration & HR Committee (RemCom) sets the overall salary policy for Migrant Help, having regard to our agreed Pay Policy and the external environment in relation to remuneration. It also ensure that the Corporate Management Team implements the policy. The committee also sets the remuneration of the CEO and directors.

The Quality of Service Committee upholds the aims and objectives of the Charity considering all service delivery matters to ensure the Charity's services are run on a sound and business-like basis, in line with our charitable aims. It advises on all matters in relation to the quality of Migrant Help's services ensuring that contractual, statutory, and other quality standards are understood and monitored.

The Strategy and Communications Committee upholds the aims and objectives of the Charity when considering strategy matters to ensure the Charity's execution of the strategy is in line with our charitable aims. It advises on strategic matters in relation to the quality of Migrant Help's communications ensuring the branding, messaging and images are understood.

Strategic report of the Trustees (continued)

Structure, governance and management (continued)

The Migrant Help Board of Trustees (continued)

The Trustees will form other sub-groups to manage particular projects as and when required..

Key management personnel remuneration

The Trustees consider that they, and the Executive Team comprise the key management personnel of the Charity, in charge of directing and controlling, running and operating the Charity on a day to day basis. All Trustees give their time freely and no Trustee received remuneration in the year. The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings.

In view of the nature of the Charity, the Trustees benchmark against pay levels in other charities of similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles. Further details of remuneration can be found at note 9 to the financial statements.

Related parties and co-operation with other organisations

Any interest between a Trustee or senior manager of the Charity and the Charity must be disclosed to the full board of Trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

Trustee responsibilities for reporting and financial statements

The Trustees (who are also directors of Migrant Help for the purposes of company law) are responsible for preparing the report of the Trustees including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- ◆ select suitable accounting policies and then apply them consistently;
- ◆ observe the methods and principals in the Charities SORP and FRS 102;
- ◆ 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 presume that the charitable company will continue in operation.

Strategic report of the Trustees (continued)

Structure, governance and management (continued)

***Trustee responsibilities for reporting and financial statements* (continued)**

The Trustees are responsible for keeping proper and adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with Companies Act 2001, the Charities and Trustee Investments (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). 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.

Going concern

After making appropriate enquiries, the Board of Trustees has a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, it continues to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

Public Benefit statement

The Charities Act 2011 requires all charities to have a purpose that is for the public benefit. The public benefit requirement has two aspects: the "benefit" aspect and the "public" aspect. All our services provide an identifiable benefit that is capable of being proved by evidence and are made available to the public or sufficient sections of the public. This is entirely in accordance with the two aspects of the public benefit requirement. The Trustees can confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, "Charities and Public Benefit". Our charitable purpose is enshrined in our vision and mission statements and the Trustees ensure that this purpose is carried out for the public benefit by delivering services in accordance with our strategic aims.

Disclosure of information to the auditor

In so far as the Trustees are aware there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought reasonably to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Strategic report of the Trustees (continued)

Structure, governance and management (continued)

Internal control

The Trustees have overall responsibility for Migrant Help's systems of internal control. Trustees recognise that systems of control can only provide a reasonable and not complete assurance against inappropriate or ineffective use of resources, or against the risk of errors or fraud. Trustees remain satisfied that Migrant Help's systems provide reasonable assurance that the charity operates efficiently and effectively, safeguards its assets, maintains proper records and complies with relevant laws and regulations.

Migrant Help operates a comprehensive accountability system. This includes annual planning, with plans approved by Trustees, and annual budgets. Trustees consider actual results compared with plans and forecasts, and non-financial performance data. Other controls include delegation of authority, segregation of duties and the completion of an internal control self-assessment checklist as advised by the Charity Commission.

Members' Guarantee

Members of the charity guarantee to contribute an amount not exceeding £1 each to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2022 was 10 (2021: 12).

Trustees indemnities

Trustees benefit from indemnity insurance to cover the liability of the Trustees which by virtue of any rule of law would otherwise attach to them in respect of any negligence, default or breach of trust or breach of duty of which they may be guilty in relation to the charity. The aggregated cost of this and management liability insurance was £6,825 (2021: £5,917). This provides cover up to £5,000,000 (2021: £5,000,000).

Fundraising

Migrant Help exist to support people affected by displacement and exploitation and we secure most of our income through grants and contracts. During 2021-2022, we have undertaken a strategic review seeking voluntary donations and support from the general public and through partnerships. These voluntary donations and partnerships support our two main campaigns; Our Crisis Fund supports survivors of slavery and asylum seekers with essential items when no other provision is in place to help. Our Neil Wildman Children's Fund supports children and young people who have been through unimaginable hardship. Through our newly enhanced website and using social media channels, we aim to grow voluntary donations and continue to explore alternative income sources to enable us to help the people we support.

Auditor

In so far as the trustees are aware:

- ♦ there is no relevant audit information of which the charitable company's auditor is unaware; and
- ♦ the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Trustees' report Year to 31 March 2022

Auditor (continued)

Buzzacott LLP were appointed as our auditor during the year and they have indicated their willingness to continue in that capacity.

The Trustees' report, incorporating a strategic report, approved by order of the members of the Board of Trustees on 21 September 2022 and signed on its behalf by:

A handwritten signature in blue ink, appearing to read 'Madhavi Vadera', is centered on the page. The signature is fluid and cursive, with a long, sweeping underline.

Madhavi Vadera
Chair of Board of Trustees

Independent auditor's report to the Members and Trustees of Migrant Helpline

Opinion

We have audited the financial statements of Migrant Helpline (the 'parent charitable company') and its subsidiary for the year ended 31 March 2022 which comprise the group statement of financial activities, group and charity balance sheets, group and charity statements of cash flows and notes to the financial statements, including a summary of significant policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- ◆ give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2022 and of the group's income and expenditure for the year then ended;
- ◆ have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- ◆ have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulation 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- ◆ the information given in the Trustees' report, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ◆ the Trustees' report and the strategic report, has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report including the strategic report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulation 2006 requires us to report to you if, in our opinion:

- ◆ proper and adequate accounting records have not been kept by the charitable parent company, or returns adequate for our audit have not been received from branches not visited by us; or
- ◆ the charitable parent company financial statements are not in agreement with the accounting records and returns; or
- ◆ certain disclosures of Trustees' remuneration specified by law are not made; or
- ◆ we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- ◆ the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations; and
- ◆ we obtained an understanding of the legal and regulatory frameworks that are applicable to the charity and determined that the most significant frameworks which are directly relevant to specific assertions in the financial statements are those that relate to the reporting framework (Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011).

Auditor's responsibilities for the audit of the financial statements (continued)

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- ◆ making enquiries of management as to their knowledge of actual, suspected and alleged fraud; and
- ◆ considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- ◆ performed analytical procedures to identify any unusual or unexpected relationships;
- ◆ tested journal entries to identify unusual transactions;
- ◆ challenged assumptions and judgements made by management in assessing the going concern basis of accounting and in its significant accounting estimates, including the estimated useful economic lives of assets for the purpose of determining the annual depreciation charge; and
- ◆ performed sample based testing of expenditure in the accounting system to supporting documentation and sample based testing of income from source documentation to the accounting system.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- ◆ reading the minutes of meetings of those charged with governance; and
- ◆ enquiring of management as to actual and potential litigation and claims.

As a result of our procedures, we did not identify any key audit matters relating to irregularities.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charity's Trustees as a body, in accordance with Section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Edward Finch
For and on behalf of Buzzacott LLP, Statutory Auditor
130 Wood Street
London
EC2V 6DL

Date: 3 November 2022

Buzzacott LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of financial activities Year to 31 March 2022

	Notes	Unrestricted general fund £'000	Restricted funds £'000	2022 Total funds £'000	Unrestricted general fund £'000	Restricted funds £'000	2021 Total funds £'000
Income from:							
. Donations	2	53	—	53	35	—	35
. Investment income	3	1	—	1	3	—	3
Income from charitable activities	4	29,354	2,319	31,673	20,062	1,365	21,427
Income from trading activities							
. Commercial trading operations	5	1,772	—	1,772	930	—	930
Total		31,180	2,319	33,499	21,030	1,365	22,395
Expenditure on:							
Costs of raising funds							
. Commercial trading operations	5	1,600	—	1,600	655	—	655
Expenditure on charitable activities	6	24,424	2,072	26,496	18,418	1,488	19,906
Total		26,024	2,072	28,096	19,073	1,488	20,561
Net income (expenditure)		5,156	247	5,403	1,957	(123)	1,834
Transfers between funds		—	—	—	(57)	57	—
Net movement in funds		5,156	247	5,403	1,900	(66)	1,834
Reconciliation of funds							
Total fund balances brought forward		5,738	173	5,911	3,838	239	4,077
Total fund balances carried forward		10,894	420	11,314	5,738	173	5,911

There are no recognised gains or losses other than those shown above. All of the above results derive from continuing activities.

The notes on pages 34 to 45 form part of these financial statements.

Group and Charity balance sheets 31 March 2022

		Group		Charity	
	Notes	2022 £'000	2021 £'000	2022 £'000	2021 £'000
Fixed assets					
Intangible fixed assets	11	105	165	105	165
Tangible fixed assets	12	133	132	133	130
Investments	13	—	—	100	100
		238	297	338	395
Current assets					
Debtors	14	6,244	5,519	6,012	5,444
Cash at bank and in hand		8,891	2,752	7,171	2,300
		15,135	8,271	13,183	7,744
Current liabilities					
Creditors: amounts falling due within one year	15	(2,977)	(2,367)	(2,948)	(2,391)
Provision	17	(1,082)	(290)	(1,082)	(290)
		(4,059)	(2,657)	(4,030)	(2,681)
Net current assets		11,076	5,614	9,153	5,063
Total net assets		11,314	5,911	9,491	5,458
Funds					
Restricted funds	18	420	173	420	173
Unrestricted funds	19	10,894	5,738	9,071	5,285
Total funds		11,314	5,911	9,491	5,458

The financial statements on pages 34 to 45 were approved by the Trustees, and authorised for issue on 21 September 2022 and are signed on their behalf by:



Madhavi Vadera, Chair

Company Limited by Guarantee

Registration Number: 04172880 (England and Wales)

Group and charity statements of cash flows Year to 31 March 2022

	Group		Charity	
	2022 £'000	2021 £'000	2022 £'000	2021 £'000
Cash flows from operating activities				
Net income for the year	5,403	1,834	4,033	1,886
Adjustments for:				
Depreciation	68	45	68	44
Amortisation	73	68	73	68
Investment income	(1)	(3)	(1)	(3)
Increase in debtors	(725)	(1,989)	(568)	(2,032)
(Decrease) increase in creditors	571	(572)	518	(618)
Increase in deferred income	39	20	39	20
Decrease in provisions	792	(537)	792	(537)
Net cash (used in) generated from operating activities	6,220	(1,134)	4,954	(1,172)
Cash flows from investing activities				
Interest income	1	3	1	3
Purchase of intangible fixed assets	(13)	—	(13)	—
Purchase of tangible fixed assets	(71)	(92)	(71)	(92)
Net cash used in investment activities	(83)	(89)	(83)	(89)
(Decrease) increase in cash in the year	6,137	(1,223)	4,871	(1,261)
Cash at the beginning of the year	2,752	3,975	2,300	3,561
Total cash at the end of the year	8,889	2,752	7,171	2,300

A Analysis of changes in net debt

	At 1 April 2021 £'000	Cash flows £'000	New loans £'000	Other non-cash changes £'000	At 31 March 2022 £'000
Cash	2,752	6,137	-	-	8,889
	2,752	6,137	-	-	8,889

Basis of preparation

These financial statements are prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note. The financial statements are prepared in sterling and rounded to the nearest £'000s.

Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Migrant Help Trading Limited on a line by line basis. A separate statement of financial activities has not been presented because the charitable company has taken advantage of the exemption afforded by Section 308 of the Companies Act 2006.

Public Benefit Entity

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

Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Fund accounting

All funds raised by the charity are used in the furtherance of its charitable objects. The three types of funds are as follows:

Unrestricted funds

General unrestricted funds represent funds which are expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.

Designated funds

Designated funds are funds set aside by the Trustees for a specific purpose.

Restricted funds

Restricted funds represent grants received which are allocated by the donor for a specific purpose.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants and contracts, whether “capital” grants or “revenue” grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants or contracts have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred and included in creditors until the criteria for income recognition are met and where entitlement arises before income is received the income is accrued.

Interest from funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Income from commercial trading operations comprises of the invoiced value of goods and services supplied by the subsidiary, Migrant Help Trading Limited, exclusive of Value Added Tax and trade discounts.

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the value of general volunteer time is not recognised.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- ◆ Costs of raising funds comprise the costs of commercial trading from the trading subsidiary.
- ◆ Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of the objects of the charity. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs include expenditure on general management, human resources, finance, communications and general support staff. Costs are allocated across the charitable expenditure on the basis of an estimate of the proportion of time spent by staff on those activities. No support costs were considered to be attributable to costs of raising funds which are incurred by the Charity’s trading subsidiary.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Operating leases

Rentals applicable to operating lease contracts, where substantially all the benefits and risks of ownership remain with the lessor, are charged to the statement of financial activities on a straight line basis over the lease term.

Intangible fixed assets

The charity invested heavily in the development of a Customer Relationship Management Database (CRM) capable of linking directly with Home Office systems. This cost was capitalised and the system was operational in March 2018. The cost was amortised over an 18 month period to the end of the previous Home Office contract. Ongoing maintenance of the CRM is written off in the year of expenditure. For the new AIRE contract development costs for the new CRM have been capitalised. These costs will be amortised between the start of the new AIRE contract (1 September 2019) and the first available break clause (31 August 2023), a period of 4 years.

Tangible fixed assets

Tangible fixed assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition and are depreciated over their useful economic lives as follows:

Office equipment	33% on cost
Motor vehicles	25% reducing balance

Investment in subsidiaries

Investments in subsidiaries are at cost.

Pensions

The Charity participates in a group pension scheme. This is a defined contribution pension scheme for all members of staff. The assets of this scheme are held separately from those of the Charity, being invested with an insurance company. Pension costs charged in the statement of financial activities represent the contributions payable by the Charity in the year. Pension costs are based upon 8% of gross salary.

Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

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

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Foreign currencies

Transactions in foreign currencies are recorded using the rate of exchange ruling at the date of transaction. Any foreign currency balances are translated at the exchange rate prevailing at the balance sheet date. Gains and losses on translation are included in the statement of financial activities.

Taxation

As a registered charity, Migrant Helpline is potentially exempt from tax on income and gains falling within Sections 466 to 489 of the Corporation Taxes Act 2010 as all its income is charitable and applied towards charitable purposes.

No tax is payable in the trading subsidiary due to the profit being donated to the charity under Gift Aid. No provision is made for current or deferred tax.

Related party disclosures

The charity has taken advantage of the exemption that is conferred by FRS 102, which allows it not to disclose transactions with group undertakings that are eliminated on consolidation.

Critical accounts estimates and assumptions

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The only material estimates at the year end are in relation to provisions for potential liabilities arising out of a compliance review and the interpretation of income recognition from the AIRE contract.

Legal status of the Charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1 Financial performance of the Charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary which provides interpreting and translation services.

The summary financial performance of the charity alone is

	2022 Total funds £'000	2021 Total funds £'000
Income	31,828	21,525
Gift aid from subsidiary company	477	1,277
	32,305	22,802
Expenditure on charitable activities	(28,272)	(20,916)
Net income	4,033	1,886
Total funds brought forward	5,458	3,572
Total funds carried forward	9,491	5,458
Represented by:		
Restricted income funds	504	173
Unrestricted income funds	8,987	5,285
	9,491	5,458

2 Donations

	Unrestricted funds £'000	Restricted funds £'000	2022 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2021 Total funds £'000
Donations receivable	53	—	53	35	—	35

3 Investment income

	Unrestricted funds £'000	Restricted funds £'000	2022 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2021 Total funds £'000
Bank interest	1	—	1	3	—	3

4 Income from charitable activities

	Unrestricted funds £'000	Restricted funds £'000	2022 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2021 Total funds £'000
Asylum Help	—	—	—	11	—	11
AIRE	23,920	—	23,920	17,048	—	17,048
Trafficking	5,402	1,299	6,701	2,983	703	3,686
European Settlement Scheme	—	135	135	—	229	229
Community Engagement	—	699	699	—	433	433
Other services	26	192	218	20	—	20
	29,348	2,325	31,673	20,062	1,365	21,427

The Charity's main source of income from charitable activities is government grants and contracts. The total income from the Home Office was £24,055,358 (2021: £17,289,524).

5 Commercial trading operations

The wholly owned trading subsidiary, Migrant Help Trading Limited, is incorporated in England and Wales (company number 05684239) and pays all its profits to the charity under the gift aid scheme. Migrant Help Trading Limited operates as an interpreting and translation service provider. The summary financial performance of the subsidiary alone is:

	2022 Total funds £'000	2021 Total funds £'000
Turnover	6,878	4,482
Cost of sales and administration costs	(5,031)	(3,257)
Net profit	1,847	1,225
Amount gifted to the charity	(477)	(1,277)
Available for distribution	1,370	(52)
The assets and liabilities of the subsidiary were:		
Fixed assets	—	2
Current assets	2,629	1,035
Current liabilities	(706)	(484)
Total net assets	1,923	553
Aggregate of share capital and reserves	1,923	553

6 Analysis of expenditure on charitable activities

	Staff costs £'000	Direct costs £'000	Support cost allocation £'000	Governance cost allocation £'000	2022 Total £'000
Charitable activities	14,213	8,941	2,939	404	26,497
Support costs	1,833	1,510	(2,939)	(404)	—
	16,046	10,451	—	—	26,497

	Staff costs £'000	Direct costs £'000	Support cost allocation £'000	Governance cost allocation £'000	2021 Total £'000
Charitable activities	11,804	5,259	2,590	253	19,906
Support costs	1,451	1,392	(2,590)	(253)	—
	13,255	6,651	—	—	19,906

Of the charitable activities set out above, £2,004,000 (2021: £1,488,000) was funded from restricted funds and £24,492,000 (2021: £18,955,000) from unrestricted funds.

7 Support costs

Support costs comprise the following items:

	General support £'000	Governance function £'000	2022 Total £'000	General support £'000	Governance function £'000	2021 Total £'000
Communications	275	1	276	201	6	207
Finance	309	40	349	303	33	336
General management	36	356	392	47	203	250
Human resources	557	7	564	434	11	445
Support services	1,762	—	1,762	1,605	—	1,605
	2,939	404	3,343	2,590	253	2,843

8 Net income (expenditure) for the year

This is stated after charging:

	2022 £'000	2021 £'000
Auditor's remuneration:		
. statutory audit current year	29	26
. accounting and tax services	3	6
Depreciation	68	45
Amortisation	73	68
Operating leases:		
. property	274	258
. equipment	2	9

9 Staff costs

The total remuneration of employees (full-time and part-time) was:

	2022 £'000	2021 £'000
Wages and salaries	8,967	7,726
Social security costs	770	638
Pension contributions	706	610
Settlements and redundancy	8	62
Sub-contract labour	6,299	4,592
Other related staff costs including staff benefits	8	22
	16,758	13,650

The average number of employees (head count based on number of staff employed) during the year was:

	2022 Number	2021 Number
Charitable activities	255	238
Support staff	34	28
	289	266

The average number of full time equivalent staff in the year was 273 (2021: 248).

The number of staff whose emoluments are great than £60,000 are:

	2022 Number	2021 Number
£60,001 - £70,000	4	2
£70,001 - £80,000	1	2
£80,001 - £90,000	1	—
£100,001 - £110,000	—	—
£110,001 - £120,000	—	1
£120,001 - £130,000	1	—
	7	5

9 Staff costs (continued)

Of the employees who earned £60,000 or more during the year, employee contributions were made to defined contribution pension schemes in respect of 7 (2020: 5) employees. During the year this amounted to £42,816 (2021: £32,955).

The key management personnel of the group and parent charity comprise the Trustees and the Senior Management Team, comprising of 7 staff (2021: 7). The total employee benefits of the key management personnel were £646,437 (2021: £613,517).

10 Trustees' remuneration

No remuneration or other payments have been made to the Trustees for their services as board members in the year (2021: £Nil).

The most significant element of Trustees' expenses is the cost of travel and subsistence. In the year 3 Trustees incurred a total of £1,298 (2021: £1,608 was paid to 3 Trustees) through expenses reimbursed and costs incurred by the charity on their behalf.

11 Intangible fixed assets

Group	Computer software £'000	Total £'000
Cost		
At 1 April 2021	486	486
Additions	13	13
Disposals	—	—
At 31 March 2022	<u>499</u>	<u>499</u>
Amortisation		
At 1 April 2021	321	321
Charge in year	73	73
Disposals	—	—
At 31 March 2022	<u>394</u>	<u>394</u>
Net book value		
At 31 March 2022	<u>105</u>	<u>105</u>
At 1 April 2021	<u>165</u>	<u>165</u>

11 Intangible fixed assets (continued)

Charity	Computer software £'000	Total £'000
Cost		
At 1 April 2021	486	486
Additions	13	13
Disposals	—	—
At 31 March 2022	<u>499</u>	<u>499</u>
Amortisation		
At 1 April 2021	321	321
Charge in year	73	73
Disposals	—	—
At 31 March 2022	<u>394</u>	<u>394</u>
Net book value		
At 31 March 2022	<u>105</u>	<u>105</u>
At 1 April 2021	<u>165</u>	<u>165</u>

12 Tangible fixed assets

Group	Office equipment £'000	Motor vehicles £'000	Total £'000
Cost			
At 1 April 2021	221	20	241
Additions	71	—	71
Disposals	—	(20)	(20)
At 31 March 2022	<u>292</u>	<u>—</u>	<u>292</u>
Depreciation			
At 1 April 2021	91	18	109
Charge in year	68	—	68
Disposals	—	(18)	(18)
At 31 March 2022	<u>159</u>	<u>—</u>	<u>159</u>
Net book value			
At 31 March 2022	<u>133</u>	<u>-</u>	<u>133</u>
At 1 April 2021	<u>130</u>	<u>2</u>	<u>132</u>

12 Tangible fixed assets (continued)

Charity	Office equipment £'000	Motor vehicles £'000	Total £'000
Cost			
At 1 April 2021	207	7	214
Additions	71	—	71
Disposals	—	(7)	(7)
At 31 March 2022	<u>278</u>	<u>—</u>	<u>278</u>
Depreciation			
At 1 April 2021	77	7	84
Charge in year	68	—	68
Disposals	—	(7)	(7)
At 31 March 2022	<u>145</u>	<u>—</u>	<u>145</u>
Net book value			
At 31 March 2022	<u>133</u>	<u>—</u>	<u>133</u>
At 1 April 2021	<u>130</u>	<u>—</u>	<u>130</u>

13 Fixed asset investments – charity

Shares in group undertakings:

	2021 £'000
Cost at 1 April 2021	100
Additions	—
Cost at 31 March 2022	<u>100</u>

The charity holds £100,000 (2021: 100,000) shares of £1 each in its wholly owned subsidiary company, Migrant Help Trading Limited, which is incorporated in England and Wales. These are the only shares allotted, called up and fully paid. The activities and results of this company are summarised in note 5.

14 Debtors

	Group		Charity	
	2022 £'000	2021 £'000	2022 £'000	2021 £'000
Trade debtors	4,667	4,615	4,295	4,421
Other debtors	5	5	5	5
Amounts due from subsidiary undertaking	—	—	155	135
Prepayments	881	636	874	627
Accrued income	691	263	683	256
	<u>6,244</u>	<u>5,519</u>	<u>6,012</u>	<u>5,444</u>

15 Creditors

	Group		Charity	
	2022 £'000	2021 £'000	2022 £'000	2021 £'000
Trade creditors	1,220	1,003	761	687
Taxation and social security	1,049	725	962	711
Other creditors	34	30	29	11
Amounts due to subsidiary undertaking	—	—	522	373
Deferred income	157	118	157	118
Accruals	517	491	517	491
	2,977	2,367	2,948	2,391

16 Deferred income

	Group		Charity	
	2022 £'000	2021 £'000	2022 £'000	2021 £'000
Balance at 1 April 2021	118	98	118	98
Amount released to income	(752)	(79)	(752)	(79)
Amount deferred in the year	791	99	791	99
Balance at 31 March 2022	157	118	157	118

Deferred income relates to grant income received and interpreter services invoiced in respect of future accounting periods.

17 Provision

	Group		Charity	
	2022 £'000	2021 £'000	2022 £'000	2021 £'000
Balance at 31 March 2022	1,082	290	1,082	290

A provision was added to acknowledge a potential liability arising from the interpretation of income recognition from the AIRE contract. This was in addition to a reduced potential liability arising from the outcome of a compliance review.

18 Analysis of movements in restricted funds

	Balance at 1 April 2021 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2022 £'000
Trafficking Scotland	22	1,299	(1,280)	—	41
Syrian Resettlement Kent	—	699	(596)	—	103
AIRE Mobilisation	151	—	(68)	—	83
Hong Kong Welcome Project	—	186	—	—	186
EU Settlement Scheme	—	135	(127)	—	8
	173	2,319	(2,072)	10	420

18 Analysis of movements in restricted funds (continued)

	Balance at 1 April 2020 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2021 £'000
<i>Trafficking – Scotland</i>	20	703	(701)	—	22
<i>Syrian Resettlement Kent</i>	—	433	(475)	42	—
<i>AIRE Mobilisation</i>	219	—	(68)	—	151
<i>EU Settlement Scheme</i>	—	229	(244)	15	—
	239	1,365	(1,488)	57	173

Transfers are made from the unrestricted general fund to cover the fair allocation of support costs to the above restricted fund projects and where additional spend is seen as appropriate in achieving success for those activities.

The nature and purpose of each restricted fund is as follows:

Trafficking – Scotland

Migrant Help have provided accommodation and support services to victims of human trafficking. The level of support is dependent upon individual needs and eligibility to access services.

Syrian Resettlement Kent

This project is directly aimed at providing support services to Syrian refugees.

AIRE Mobilisation

All costs have been incurred following the end of the AIRE mobilisation period but the Charity continues to amortise capital costs funded by AIRE Mobilisation over their useful economic life.

Hong Kong Welcome Project

This project is directly aimed at providing Hong Kong nationals requesting resettlement with access to education, training and employment opportunities

EU Settlement Scheme

This grant is aimed at providing support to EU citizens, advising them on the requirements for them to remain in the UK after the UK has left the European Union.

Asylum Advice UK

This grant is to provide advice to Asylum seekers in Initial Accommodation and on outreach. The service operates throughout the United Kingdom and forms part of Asylum Help.

The Brook Trust Fund

This grant is provided to fund a music therapy project for victims of trafficking and modern day slavery.

Sports England Derby

This grant is provided to fund sport activities for Asylum clients and the local community in Derby.

19 Analysis of movements in unrestricted funds

	Balance at 1 April 2021 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2022 £'000
Designated funds					
Migrant Support Fund	110	—	—	(110)	—
Strategic Projects 2022	—	—	—	2,100	2,100
Neil Wildman Children's Fund	10	6	—	—	16
Total designated funds	120	6	—	1,990	2,116
General funds	5,165	29,402	(24,424)	(3,188)	6,955
	5,285	29,408	(24,424)	(1,198)	9,071
Trading Subsidiary	453	1,772	(1,600)	1,198	1,823
	5,738	31,180	(26,024)	—	10,894
	Balance at 1 April 2020 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2021 £'000
<i>Designated funds</i>					
<i>Migrant Support Fund</i>	110	—	—	—	110
<i>Neil Wildman Children's Fund</i>	—	—	—	10	10
<i>Total designated funds</i>	<i>110</i>	<i>—</i>	<i>—</i>	<i>10</i>	<i>120</i>
General funds	3,223	20,100	(18,418)	260	5,165
	3,333	20,100	(18,418)	270	5,285
Trading Subsidiary	505	930	(655)	(327)	453
	3,838	21,030	(19,073)	(57)	5,738

The nature and purpose of each designated fund is as follows:

Migrant Support Fund

The fund had been set up to provide additional support to migrants and asylum seekers outside of the current grants and contracts, including the development of customer relationship management systems to provide a better service to our service users. The Trustees have now subsumed this historical fund into general reserves, while they create new designated funds with which to target additional support.

Strategic Projects 2022

In February 2022, the Trustees met to designate funds to a range of projects where the provision is not met by existing contracts. A fund was ringfenced for their implementation over the next three years. Amongst these projects are the expansion of the Charity's existing Youth Worker initiative, a nationwide Community Hub project to explore and support gaps in service in partnership with other providers, and support in cases of age dispute.

19 Analysis of movements in unrestricted funds (continued)

Neil Wildman Children's Fund

The fund has been set up to provide additional support to families who use our services and are in need of children's clothes and equipment.

General Funds

This unrestricted fund includes the surpluses made on the key contracts with the Home Office and The Salvation Army. It is supported by the transfer of unrestricted funds from the Charity's trading subsidiary. Transfers are made from the general fund to cover the fair allocation of support costs to certain restricted fund projects and where additional spend is seen as appropriate in achieving success for those activities.

Trading Subsidiary

The fund encompasses the financial results of the Charity's trading subsidiary and the distributable reserves remaining in the company at the year end. Taxable profits are transferred into the general fund under Gift Aid arrangements.

20 Analysis of Group net assets between funds

	Restricted £'000	Designated £'000	General £'000	Subsidiary £'000	2022 Total £'000
Fixed assets	105	-	133	-	238
Current assets	315	2,116	10,175	2,529	15,135
Current liabilities	-	-	(2,271)	(706)	(2,977)
Provision	-	-	(1,082)	-	(1,082)
	420	2,116	6,955	1,823	11,314

	Restricted £'000	Designated £'000	General £'000	Subsidiary £'000	2021 Total £'000
Fixed assets	165	—	130	2	297
Current assets	207	120	7,009	935	8,271
Current liabilities	(199)	—	(1,684)	(484)	(2,367)
Provision	—	—	(290)	—	(290)
	173	120	5,165	453	5,911

21 Pension commitments

All staff under 70 are eligible to participate in a defined contribution pension scheme managed by Aviva or the Pension Trust. The assets of the scheme are held separately from the Charity. The Charity contributes 8% of pensionable salary.

The pension cost for the year represents contributions payable to the scheme and amounted to £664,857 (2021: £609,696). At the Balance Sheet date the charity owed contributions of £65,738 (2021: £58,512) to the schemes.

22 Operating lease commitments

At 31 March 2022, the charity had the following future minimum commitments under non-cancellable leases:

Group and Charity	Land and buildings £'000	Equipment £'000	2022 £'000	Land and buildings £'000	Equipment £'000	2021 £'000
Amounts payable:						
Within 1 year	258	9	267	105	2	107
Between 2 and 5 years	282	28	310	312	—	312
Total	540	37	577	417	2	419

23 Related party transactions

During the year ended 31 March 2022 the charity did not enter into any related party transactions (2021: None)

Migrant Help

England & Wales - Charity number 1088631

Accounts

Migrant Helpline
(operating as Migrant Help)

**Annual Report and Financial
Statements**

31 March 2021

Company Limited by Guarantee
Registration Number
04172880 (England and Wales)

Charity Registration Number
1088631 (England and Wales)

Charity Registration Number
SC041022 (Scotland)

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Reference and administrative information

Trustees & Directors

Lucy Bracken
David Noble
Neil Everett
Denis Philip King (resigned 10 March 2021)
Robert Phillips
Mark Leigh
John Smart
Frank Omare
Eleanor Dougoud (appointed 17 June 2020)
Amelia Knott
Ayham Alsuleman
Saima Raza (resigned 16 September 2020)
Rachael Baig (appointed 13 October 2020)
Adrian Stones (appointed 10 March 2021)

Senior Management Team

Chief Executive Officer	Caroline O'Connor
Director of Asylum Services	Helen Bransfield
Deputy Director of Asylum Services	Juliet Halstead (appointed 1 June 2020)
Deputy Director of National Operations	Rabiya Rabat
HR Director	Fiona Stephens
Director of Strategy and Engagement	Anna Ware
Director of Finance, Infrastructure & Quality	Melvin Witt
Chief of Staff	Debbie Pemberton (appointed 22 March 2021)

Registered address

Kemp House
160 City Road
London
EC1V 2NX

Company registration number

04172880

Charity registration number

1088631 (England and Wales)
SC041022 (Scotland)

Auditor

Buzzacott LLP
130 Wood Street
London
EC2V 6DL

Reference and administrative information

Bankers National Westminster Bank Plc
Europa House
49 Sandgate Road
Folkestone
Kent
CT20 1RX

Solicitors Browne Jacobson LLP
Mowbray House
Castle Meadow Road
Nottingham
NG2 1BJ

Message from our Chair & Chief Executive Year to 31 March 2021

Welcome message

Migrant Help has three charitable aims:

- ◆ The relief of refugees and their families and dependants who are in conditions of need, hardship or distress
- ◆ To inform, advise and assist foreigners and Commonwealth citizens who are in difficulty or distress during their stay in the UK or in connection with their arrival or departure therefrom
- ◆ To promote the rights of refugees through the provision of advocacy and information

2020/21 has been a year in which the whole organisation has worked incredibly hard to do all we can to support more beneficiaries than ever before, facing such hardship and distress.

To leave behind your home, your family, your culture and language is not a decision anyone willingly takes. Fleeing from wars, traffickers, violence and oppression separates people from their vital connections in the world, causing loneliness, fear, sadness and a loss of autonomy. The lockdowns in the UK were challenging for many of us; fear of losing loved ones and not being with our families and friends provided a stark reminder of how it must feel every day, for the thousands of refugees trying to find a way to start a new life in a safe place.

The staff of Migrant Help not only stepped up to the challenge of supporting more of our beneficiaries than ever before; they also went above and beyond, so often putting aside their own worries and fears to find the energy and the kindness to listen to, and to reduce the distress of, those in the asylum and modern day slavery referral systems.

Delays and changes in both the administrative and judicial processes over the past pandemic-affected year led to even greater delays than usual for our beneficiaries in obtaining a decision that might enable them to start to progress. The loss of face-to-face support services across the country, meant our helpline services were for most, the only place to get support in their own language. Never before has our need to 'support the relief of distress' been more present.

These accounts show that Migrant Help is a charity that can respond, adapt and change quickly, professionally and energetically to meet the needs of its beneficiaries through even the toughest of times.

In 2019, Migrant Help set its new strategy, focusing on being resilient, courageous, and robust, in all aspects of our governance. Our overarching focus was to ensure we had a well-supported and healthy staff team. More than 80% of our staff provide frontline support – speaking every day to some of our 60,000 clients in 129 languages.

We know that responding appropriately to the changing needs, real fears and heightened levels of distress of our beneficiaries means we need to be good at listening and respectful of their fears and hopes. It also means we need to be able to change our processes and style of delivery to be led by the experience of our beneficiaries.

Message from our Chair & Chief Executive Year to 31 March 2021

To achieve this we have deepened and expanded our Safeguarding training so both Migrant Help and multi-agency responses are effective. We have sharpened our focus on the experience that beneficiaries have of our services and of the systems they must navigate (whether that is asylum, modern day slavery/NRM, the resettlement scheme for Syrian refugees or the settled status scheme for EU citizens). To do this we have invested in staff development, internal communications, and the creation of the Lived Experience Advisory Panel (LEAP) to give a more powerful voice to those who use our services.

Migrant Help has grown its turnover by 19% in a year and continues to be a healthy, vibrant and effective charity. This is a tribute to the team that lead the charity and their talent, tireless ability to reflect on both the good and the bad and to be transparent with the Board.

The Board and the team that have led the 137% growth of our social enterprise, Clear Voice and the expansion of employment opportunities for refugees working as interpreters, have been remarkable. Neil Everett will stand down as Chair of our trading company, having brilliantly led 7 years of fast and carefully managed growth. We are really fortunate that Mark Leigh, a long-standing trustee with a wealth of expertise will take the Chair role.

We would both like to say a very deep thank you to the staff and Trustees of Migrant Help [and Clear Voice], for finding the ways and energy to always put the needs of our beneficiaries at the forefront of our planning. We also really want to thank our partners across the sector who have worked as tirelessly as we have, to do all we can collectively to relieve the distress of those arriving in the UK in search of a safe place to live.

I am delighted to be handing over to a new Chair – Madhavi Vadara - in 2021. We have worked closely together and with the whole team to ensure that this transition is a success. Madhavi brings substantial and valuable expertise in running charities and supporting our beneficiaries, both as a frontline worker and as a Board leader. I am so fortunate that I had the chance to have this role for 5 years, I have met the most remarkable people who have taught me so much.

Caroline and I are delighted to set out here our work in 2020/21. It reflects a great many peoples' commitment to the Charity and we believe demonstrates that the Migrant Help is a healthy UK-wide charity with its eye firmly on how best we can support refugees, asylum seekers and others affected by displacement and exploitation.

Lucy Bracken
Chair of the Board of Trustees

Caroline O'Connor
Chief Executive Officer

Our aims

The objects for which the charity is established are:

- ◆ The relief of sickness and financial hardship of beneficiaries including:
 - ◇ Information and advice on counselling, health, legal and welfare services and assistance.
 - ◇ Advice on financial maintenance which may include the direct provision of financial assistance, goods and services.
 - ◇ Advice on and provision of residential accommodation.
 - ◇ Such other items or services as the trustees in their discretion choose to provide.
- ◆ To advance the education and training of beneficiaries and their dependents in need thereof so as to advance them in life and assist them to adapt within a new community.
- ◆ To promote for the public benefit, the sound administration of the law by providing advocacy services to beneficiaries and their dependents.
- ◆ To advance the education of the public in general about the issues relating to human migration.

Our purpose

Our vision is for a global society that protects vulnerable migrants, treats them with respect and enables them to reach their full potential.

We operate across the United Kingdom, providing excellent and highly valued services - supporting people seeking asylum, survivors of modern slavery, EU citizens and those settling into this country as recent refugees.

We deliver excellent value under national, regional and local government contracts. This gives us great opportunity as a charity to do more for our clients, and we are ambitious to grow our work to provide broader impact to support vulnerability and enable people to be independent and thrive in local communities.

We seek to collaborate and seek effective partnerships across the statutory, voluntary and private sectors – aiming to achieve better outcomes for our client group through working together, across disciplines and specialisms. We feel that our knowledge and expertise from a range of service areas (asylum, modern slavery, refugee support) enables us to provide a more holistic approach and support to our clients.

Our purpose (continued)

During this financial year, we have built upon the successful launch of the AIRE (Advice, Issue Reporting and Eligibility) contract for support of asylum seekers across the UK. This enhanced service includes Move On advice during the post asylum decision period, greater outreach support for the more vulnerable, as well as the ability to report issues with asylum accommodation and services via Migrant Help's new 24/7/365 telephone helpline. We are keen to continuously build on this provision to ensure that we assist those most vulnerable who may struggle to get support elsewhere.

We escalated our efforts to demonstrate the value migrants bring to our society. We believe it is important to promote the vibrancy, innovation and resilience of our clients via our external communications, social media, awareness raising sessions and other activities, such as Refugee Week.

The desire to help those who are impacted by displacement or exploitation is at the heart of everything we do. We developed the new strategy for Migrant Help for 2020 – 2023 around this core purpose and started our work to deliver it.

Strategic report of the Trustees

Our work in 2020/21

The challenges of 2020 were greater and more far reaching than we could ever have anticipated. Migrant Help had to adapt quickly, manage increased volumes, support our staff through changing times, and protect the wellbeing of our clients. As our focus shifted to maintaining operational delivery during the COVID pandemic, the strategic activities we had planned in 2020/21 became irrelevant, needed to be revised or moved forward at a slower than anticipated pace. However, it is in crisis that a strategy becomes crucial, as it sets the direction of how we respond. For us, this meant ensuring we put the client first, monitored gaps in services as a result of the pandemic, facilitated and supported staff to be able to provide the best service, raised awareness of the value of our clients when voices were against them and always challenged what we think is best practice.

The headcount in our Asylum Services Team increased by 10% to manage the growing volumes of calls. Over the year, our asylum services supported nearly 58,000 clients and we submitted over 28,385 applications for asylum support. As our clients were accommodated in hotels across the country, we worked with local partnerships to ensure our clients had access to services and in the case of the MOD sites, ensured staff were available to look after clients' needs.

Strategic report of the Trustees (continued)

Our work in 2020/21 (continued)

In 2020, we were awarded a contract through The Salvation Army to provide regional Modern Slavery Victims Care services. The implementation and transition to the new contract was successfully completed at the beginning of January and we commenced delivery of much-needed expanded accommodation and support services in the South East of England and East Anglia. We increased our accommodation provision in Kent and more than doubled the capacity of the outreach team to provide enhanced services to benefit our clients. We also commenced delivery of extended move on support via the new 'Reach In' component of the contract enabling us to assist our clients more holistically and for longer periods of time. In 2020/21 in England, Scotland and Northern Ireland, we assisted 1,271 survivors of slavery, a 197% increase on the previous year.

We changed the way we were delivering our EU Settlement Scheme and the contract was extended until June 2021. As a result of the pandemic, we provided remote support in Kent, Surrey, Sussex, East and West Midlands. In 2020/21 we supported nearly 5,000 people and submitted 840 applications on behalf of our clients. The team have worked with local agencies and partners to identify and support vulnerable individuals and built strong relationships to ensure no one was falling through the gaps.

We won delivery of a 'new' Kent County Council contract in April 2020 to continue and expand our Vulnerable Persons Resettlement Scheme support. We increased the number of families we support and doubled the staff team to provide more qualitative and intensive support to new arrivals. Services were delivered remotely during Covid but we continued to assist with face to face in urgent circumstances (medical, or supporting families that were isolating with deliveries of necessary items) whilst adhering to strict safety precautions. In total, we supported 32 families made up of 157 individuals including children during this period.

As a result of the pandemic, the needs of our clients have changed. In order to support our frontline teams and fill gaps to benefit our clients, we created a new team whose work will drive forward elements of the strategy and includes.

- Developing partnerships in the sector
- Fundraising and income generation for special projects
- Project initialisation and management
- Organisational improvement

The Strategy and Engagement Team will work to provide new and improved support for clients and staff, and to push the strategy forward.

Staff were enabled to work from home, with a small cohort of frontline colleagues present in initial accommodation, at our accommodation sites, at the helpline and head office. Wherever possible, we supported our staff to adjust to the changes and provided guidance to managers on how to manage teams remotely. Both our frontline and support staff handled this incredibly well, and throughout the pandemic we were able to continue providing high-quality services without a drop in performance.

Strategic report of the Trustees (continued)

Our work in 2020/21 (continued)

Even though direct project work on the strategy slowed in some cases, or planned activities were not able to go ahead, we have still managed to achieve a significant amount under our key five objectives, examples of which are outlined below.

Supporting people most in need and least likely to receive support elsewhere

As our clients struggled with isolation and mental wellbeing during the pandemic, we delivered a small-scale project to clients in initial accommodation sites to provide activities during lockdown.

We received funding from Connecting Scotland to provide computer equipment to 10 families in Scotland. The laptops have been used to support school and education activities and helped the adults to stay connected during a difficult period.

Migrant Help's Communications Team set up a portal to host Covid related resources, including links, networks, guidance and information, and kept this constantly updated throughout the pandemic.

We are a designated First Responder for modern day slavery survivors to access the National Referral Mechanism, and we continued to provide this service throughout the pandemic. In order to deliver this effectively while our services were incredibly busy, we set up a new model to process the growing number of referrals in a timely way and support these vulnerable people to access support.

When the new MOD sites for asylum seekers were commissioned, we submitted a proposal to the Home Office to ensure support could be provided, as this new accommodation was outside of the existing model of support. We jointly funded two Community Service Worker roles per site to test and evaluate how support could be provided and add value in these settings.

Working with communities to bridge gaps and co-ordinate services

Over 2020, we have been working in partnership with Refugee Council, Young Roots, MEENA, and Refugee Rights to deliver a Youth Welfare Officer project in Birmingham. This project provided support to vulnerable young men between 18-25, who are often a group with high risk of suicide and self-harm. The project has been successful in demonstrating the need and impact of having a dedicated support for this group and we are running a similar project in London over 2021/22, building on our learning from the pilot project.

During the pandemic, we were in touch with the partners that support our client groups in initial accommodation to see what challenges they were facing and if we could provide help for them to adapt their service, or to ensure their ongoing support after Covid-19. We continued to keep in touch throughout the pandemic and have been working with new and existing partners to fill any gaps.

Strategic report of the Trustees (continued)

Our work in 2020/21 (continued)

At the beginning of the pandemic, there was limited guidance in alternative languages to English. Our social enterprise trading arm, Clear Voice Interpreting Services worked with Doctors of the World to translate information in 20 languages at no cost to the charity.

When the MOD sites were established, we worked with local partners to ensure activities and support were available to clients. The volume of offers was incredible and it was great to see so much support for the asylum seekers housed there. We supported getting clothing and donations to the clients, and assisted clients in reporting any issues with the accommodation.

Identifying the need for clients to access legal aid effectively, we worked with students at the University of Birmingham to create a video on 'how to prepare for your first legal aid appointment'. This short video in multiple languages helps our clients to get the most out of their appointment and to maximise the support they can get. It also aims to help reduce inefficiencies for the legal firms to create more capacity for clients.

Demonstrating the value that migrants bring to the UK

In 2020, we launched the 'I Have Dreams' platform to share the hopes and dreams of our clients, and to demonstrate to the public that an aspiration to achieve is something we all have in common, regardless of our backgrounds or life stories.

We launched the platform during a Christmas Campaign on International Migrants Day that reached more than 120 million people. The video and press release shared the experiences and dreams of five Syrian families from our Vulnerable Persons Resettlement Scheme. The content achieved 94 pieces of coverage including two broadcasts (ITV Meridian News, KMFM radio), two national newspapers and 83 regional news outlets.

During Refugee week 2020, we launched 'I have dreams', a project which aimed to shed light on and support the dreams of vulnerable people in the UK who had been subject to exploitation or displacement. We supplied asylum accommodation sites across the country with art supplies and our 'My Dreams' worksheets which clients used as a canvas for expressing their dreams. We set the same task to our supporters. Many beautiful and moving pieces were shared with us, some of which we then displayed in an online exhibition so clients and members of the public could have a sense of walking among the dreams as they experienced the art online.

Influencing positive change to policy and practice

In 2020, Migrant Help joined with 150 other organisations to voice concerns about changes to immigration rules that could see non-UK nationals deported for rough sleeping. The joint letter warned about the consequences of the new rules, and was led by Focus on Labour Exploitation, (FLEX), Doughty Street Chambers, Hope for Justice, Anti-Slavery International and The Anti-Trafficking Monitoring Group.

Strategic report of the Trustees (continued)

Our work in 2020/21 (continued)

As part of our commitment on continuous improvement, we designed and embedded quality audits in all areas of our AIRE services. This process now streamlines the way that we get valuable feedback on how services are performing, enabling us to let commissioners know what is working well. We also established the AIRE Guidance Manager role to drive consistency across services through process mapping and furthering continual improvement for our contract compliance.

As an organisation, it's important we play integral roles in policy changes that affect our clients. We were involved in the third annual review of Scotland's National Human Trafficking Strategy and shared our experience of how that was progressing.

Migrant Help remains committed to anti-racism and are incredibly proud to have been in the FREDIE Top 100 Most Inclusive Workplaces list for our work in 2020.

Developing our staff and volunteers to deliver the best possible outcomes for clients

The pandemic presented challenges for our staff. We all had to adjust to working from home, manage increasing pressure on our services, and learn to connect with our colleagues virtually. Regular surveys helped us to gauge how staff were feeling and make adjustments quickly to support teams that were struggling.

Our focus turned to how we equip our staff to look after themselves and each other through the pandemic and we put together a programme of engagement activities and guidance for managers to ensure staff felt valued, supported and involved.

We increased our training opportunities, focusing on mental wellbeing and vicarious trauma training for all staff. 11,620 hours of training were delivered during this period, a 99% increase on the year before.

During 2020, we developed our 'Great Place to Work' Strategy, linking together four areas of focus to improve employee satisfaction and engagement. They are Engaging Managers, Creating a Strategic Narrative, Employee Voice and Organisational Integrity. This defines our activities and allows us to track progress for this important piece of work.

Looking forward to 2021/22

For 2021 and beyond, Migrant Help is investing in developing a co-production approach so that clients can contribute meaningfully to the organisation's development. Lived Experience Advisory Panels for each service will meet monthly to offer feedback, guidance and to get involved in areas of our work and service improvements.

Strategic report of the Trustees (continued)

Looking forward to 2021/22 (continued)

We will be braver and more innovative with our external communications. We will talk about the value that migrants bring to our communities, raise awareness of the challenges faced by refugees, asylum seekers and survivors of modern slavery, work with policy makers to create fair and just immigration processes and raise vital funds to provide the best possible care to our clients.

Under the new Modern Slavery contract, we intend to conduct ongoing reviews of the new delivery models under the contract to ensure we are managing capacity and case work effectively. We will be implementing a new quality management framework and look at how to adapt this to other services. We are increasing service user involvement, starting with co-producing the service outcomes with clients.

As we continue to adjust to changes following the pandemic, we are focusing on our staff in 2021. We are delivering virtual staff conferences and launching a leadership academy to develop our middle managers. We are adapting to new ways of working and what that means for services and staff. We will look at flexible working options for our staff so the benefits realised during the pandemic can continue.

Sports and physical activities will play a big part in 2021, as we work with partners to deliver cycle and football projects. We will look at achieving a national strategy and support programme that offers wider access for our clients.

As services settle and we emerge from the restrictions of the pandemic, we will continue to develop the strategy. Measuring and evaluation of our progress in delivering the strategy will be improved. The new strategy team will work with our operational services to push forward new initiatives, deepen partnerships and ensure contributions from clients.

We will continue to support the vulnerable people who need to apply for the EU Settlement Scheme for the upcoming deadline in June 2021, and beyond if required.

As we welcome families arriving in 2021 under the Vulnerable Persons Resettlement Scheme, we will also see our first families move on from the service after 5 years of support.

We will increase capacity and efficiencies for our AIRE services, continually improving and adapting models of delivery to meet needs and demand. We will work with our partners and continue to build relationships with the sector to improve outcomes for our clients. We will respond to changes in asylum policy with the wellbeing of our clients in the forefront of our minds.

During the year, we reported 3 matters to the Charity Commission as Serious Incidents.

- ◆ In June 2020, learnt that a service user which the Charity had supported through the Northern Ireland Anti-Trafficking team, had committed a murder while in their accommodation. Engagement with the Service User and previous discussions with the Police were revisited and presented to those investigating.

Strategic report of the Trustees (continued)

Looking forward to 2021/22 (continued)

- ◆ In June 2020, there was a Data breach which involved the personal details of a spouse reported to suffer from domestic violence being shared with their partner. This occurred because details were aggregated on one application form. The form was then shared with both parties by the ultimate Data Controller, the Home Office. The recording of this data on this document was not correct and training was provided for the individual responsible.
- ◆ In February 2021, the Charity was concerned about the reputational damage associated with support work it was providing to service users in the Penally and Napier MOD Barracks. There was considerable negative press coverage around the suitability of the accommodation and the association of the Charity with the support package was seen as threatening the Charity's operations.

In addition, in October 2020, the Charity was contacted by the Charity Commission in relation to a direct complaint from a service user. Following an internal review of the complaint and the processes followed when the complaint had been raised through the Charity, it was found the complaint did not reach the threshold for reporting as a Serious Incident. This approach was reported to and accepted by the Charity Commission.

Strategic report of the Trustees (continued)

Risks

We have continually reviewed the principal risks to achieving our strategic plan and have focused on the key strategic risks that we have sought to mitigate during 2020/21.

Risk	Commentary
1. The Charity does not react to changes in government policy, such as the New Plan for Immigration (NPfI) and is not seen to engage with the sector around these developments.	The Charity responded to the government consultation and the Board are reviewing the direction of the Charity, given the potential impact of the new legislation. The Charity has expanded its Communications team and external support resulting in a Communications Strategy and greater presence on social media. The expansion of the Strategy team is leading to visibility through sector meetings and partnership working.
2. The Charity fails to meet the strict KPIs, and performance levels set forth in its contracts.	Staffing levels and structures are changed to address volume changes – both for ongoing high service demand and for spikes caused by external factors. KPI monitoring continues through-out the month with enhanced management information and analytics. Under-performance and commercial matters are highlighted and addressed in regular meetings with the Home Office, the Salvation Army and our key sub-contractors. The Quality Management function provides the framework for continuous staff assessment and regular internal audits against agreed performance gradings and investigation of non-conformances.

Strategic report of the Trustees (continued)

Risks (continued)

3. The Charity fails to change its staffing and cost base to reflect the impact of changes to border controls and people movement.	The Charity monitor announcements through governmental publication services and receives daily volume related data. There is a close working relationship with the Home Office and other commissioners to identify trends and their impact on invoiceable volumes. Internal cross departmental working groups help to forecast volume change so staffing can be flexed accordingly. Staffing structures are reviewed to identify the best working processes for short- and long-term changes in demand.
4. The Charity fails to maintain and develop its new CRM system to keep pace with volume changes and the evolution of the AIRE contracts requirements.	The Charity has weekly operational meetings between software providers and technical teams to address performance and development issues. A business solutions process is in place to plan and commercially scrutinise changes before authorisation is sought from the Home Office. User Acceptance Testing (UAT) is built into any changes before they are fully implemented. Key developments, especially the connectivity of the CRM with the AASC providers, are overseen by an external consultant and will positively impact the efficiency of the process for our Service Users and staff.

Strategic report of the Trustees (continued)

Risks (continued)

5. The Charity fails to safeguard or maintain the integrity of its Client's data.	The Charity holds the ISO27001 quality accreditation on IT and data security and is subject to ongoing audits from external bodies. The Charity has data review meetings and engages with their commissioners' assurance department where issues are raised and looks to address them through development, training, or commercial changes. In a time of great need for data specialists, the Charity has redeployed staff internally as well as using external consultants for technical support. The Charity produce live dashboards for external and internal users and responds to new requests for data as new trends are identified.
6. The Charity is perceived as not prioritising the needs of Service Users due to misunderstandings of the AIRE & AASC contracts and the responsibilities of those subject to it.	The Charity continues to be present at sector meetings to provide updates on its role and the challenges it faces – especially using its Community Liaison Co-Ordinator's. The Charity engages with the Home Office where they can provide guidance or clarification to external parties. The expansion of the Communications team has allowed more frequent internal notifications to our staff about the Charity's role and better engagement on planning for future industry changes.

Financial review

Income

During the year, our income was £22.40m (2020: £18.80m), an increase of 19% from the previous year. This increase has been down to the growth of the contract to provide advice, issue reporting & eligibility guidance to asylum seekers in the UK. This contract commenced in September 2019 at volumes vastly more than even the highest levels of Home Office estimates. Those volumes have continued to grow in the current year. The growth of this contract has also impacted directly on the turnover of our trading subsidiary, Migrant Help Trading Limited, who provide interpreting services for this contract for those service users and for external clients. We have expanded the coverage of our contract with The Salvation Army to provide support to victims of Modern-Day Slavery in the south of England.

Strategic report of the Trustees (continued)

Financial review (continued)

Expenditure

Our expenditure rose to £20.56m from £17.04m, an increase of 21%. These are costs associated with servicing the growth in our major contracts through-out the year. Due to the nature of our work, staff costs represent the major element of expense and these increased by 32% to £13.65m (2020: £10.35m). Staff costs include subcontracted operations of its First Response Centre and its Move-On service provision as part of operating the AIRE contract. Following a review of an existing provision relating to periods before 2018, £0.54m in assorted direct non-staff and support costs were written back to the Statement of Financial Activities.

Commercial trading subsidiary

Our commercial trading subsidiary, Migrant Help Trading Limited, provides interpreting and translation services. A profit of £1.23m (2020: £0.52m) was generated in the year, primarily from providing interpreting services that supported the greatly expanded AIRE contract.

It has been covenanted that Migrant Help Trading Limited will gift aid 100% of its taxable profit to the charity by 31 December of the following financial year. For 2021, this amounted to £0.75m donated in March 2021 and £0.48m donated in September 2021 (2020: £0.45m in September 2020 and £0.08m in December 2020).

Reserves policy and current status

The Trustees wish to secure the future of Migrant Help and its ability to continue its charitable activities. To achieve this, they have carried out an assessment of the risks facing the charity and the financial consequences of those risks. Consequently, they aim to retain sufficient reserves, to protect against the risk to the charity of a temporary reduction in funding or the loss of a major funder, and to provide funds for development of new services to meet the needs of migrants and asylum seekers in alignment with our strategic aims.

At the time of each quarterly forecast, risks are re-assessed, together with the adequacy of reserves, in light of any changes in costs and circumstances. If reserves fall below the target, Trustees may act to reduce future costs. Alternatively, if reserves are in excess of target, Trustees may consider opportunities for initiating new developments. The Trustees may examine the level of reserves each year when setting the following year's budget and the reserves policy will be reviewed each year.

At 31 March 2021, the charity had total unrestricted funds of £5.74m (2020: £3.84m), an increase of £1.90m from last year. Following a period in which we consolidated the successful operations of our significant contracts and adapted to the consequences imposed by the pandemic, we ensured our reserves levels are in keeping with our turnover. The monthly income from the AIRE contract requires us to monitor our cash flow and working capital and it has meant the Charity is now at a level of reserves that is operationally appropriate. This leaves free reserves of £5.62m (2020: £3.73m); made up of £0.45m (2020: £0.51m) reserves from our trading subsidiary, Migrant Help Trading Limited and other general funds of £5.17m (2020: £3.22m).

Strategic report of the Trustees (continued)

Financial review (continued)

The Trustees formulated and adopted a new three-year strategy in early 2020 which outlined new directions and opportunities for which to use its free reserves. While the ongoing impact of COVID-19 on our AIRE operations and finances has continued to delay its roll-out, structures and processes have been set up to ensure this is returned to when appropriate.

Principal risks and uncertainties

The Trustees and Executive Team have identified the major strategic and operational risks to which Migrant Help is exposed and have established controls and actions to mitigate them. Risk assessments and a risk register are in place and are subject to continual review and monitoring by the Executive Team, and quarterly review by the Trustees. The principal risks are outlined above.

Structure, governance and management

Governing document

Migrant Help has its origins in the Kent Committee for the Welfare of Migrants, which incorporated as Migrant Helpline in 2001. Today, Migrant Help is a Company Limited by Guarantee governed by its Articles of Association, last amended on 19 July 2015. It is registered as a Charity with the Charity Commission in England & Wales and with the Office of the Scottish Charity Regulator in Scotland. The wholly-owned trading subsidiary is a Company Limited by Shares, registered at Companies House.

Appointment of Trustees

Our Articles of Association provide that Migrant Help may have up to 14 Trustees and the present members of the Board are listed in this report.

Trustees, including the Chair, are recruited by open selection and are appointed for a three-year term, renewable for a further three years. The Trustees for the purposes of charity law and under the company's Articles are also the members of the organisation. Since the start of the financial year, six new trustees joined and one resigned.

Trustee induction and training

New Trustees have an Induction Day and are invited to visit offices across the UK to meet staff and clients. We have a Trustee Handbook and code of conduct which is issued to Trustees. Trustees are also provided with the Charity Commission's guide: The Essential Trustee and other relevant Charity Commission publications. There are regular governance reviews and Trustees are provided with Safeguarding training. Annual Trustee appraisals ensure that Trustees receive the information and development opportunities they need to make an effective contribution to Migrant Help's governance.

Structure, governance and management (continued)

The Migrant Help Board of Trustees

Migrant Help's Board of Trustees is charged with ensuring a sharp focus on our mission and values. It sets the strategic direction, checks progress against strategy, ensures financial stability, and makes certain that Migrant Help is compliant with all the relevant laws and regulations. The Board has a zero-tolerance policy on fraud and corruption.

The Board delegates day-to-day decision making and operations to the Chief Executive Officer and the Executive Team. The Board meets formally at least four times a year, in addition to holding an away-day to consider Migrant Help's strategic direction given the changing context in which we operate.

There are four standing committees that feed into the Board.

The Finance and Audit Committee (FSC) is responsible for assurance oversight of the highest standards of integrity, financial reporting and internal control. In addition to reviewing organisational performance and results against the plan, the committee also ensure that Migrant Help's systems of financial control comply with Charity Commission guidelines and provide reasonable assurance against material misstatement or loss.

The Remuneration & HR Committee (RemCom) sets the overall salary policy for Migrant Help, having regard to our agreed Pay Policy and the external environment in relation to remuneration. It also ensure that the Corporate Management Team implements the policy. The committee also sets the remuneration of the CEO and directors.

The Quality of Service Committee upholds the aims and objectives of the Charity considering all service delivery matters to ensure the Charity's services are run on a sound and business-like basis, in line with our charitable aims. It advises on all matters in relation to the quality of Migrant Help's services ensuring that contractual, statutory, and other quality standards are understood and monitored.

The Strategy and Communications Committee upholds the aims and objectives of the Charity when considering strategy matters to ensure the Charity's execution of the strategy is in line with our charitable aims. It advises on all matters in relation to the quality of Migrant Help's communications ensuring the branding, messaging and images are understood.

The Trustees will form other sub-groups to manage particular projects. During the year, Trustees formed a group to provide oversight in the development of our Modern Slavery Victim Care Contract (MSVCC) subcontract proposal.

Key management personnel remuneration

The Trustees consider that they, and the Executive Team comprise the key management personnel of the Charity, in charge of directing and controlling, running and operating the Charity on a day to day basis. All Trustees give their time freely and no Trustee received remuneration in the year. The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings.

Structure, governance and management (continued)

Key management personnel remuneration (continued)

In view of the nature of the Charity, the Trustees benchmark against pay levels in other charities of similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles. Further details of remuneration can be found at note 9 to the financial statements.

Related parties and co-operation with other organisations

Any interest between a Trustee or senior manager of the Charity and the Charity must be disclosed to the full board of Trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

Trustee responsibilities for reporting and financial statements

The Trustees (who are also directors of Migrant Help for the purposes of company law) are responsible for preparing the report of the Trustees including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- ◆ select suitable accounting policies and then apply them consistently;
- ◆ observe the methods and principals in the Charities SORP and FRS 102;
- ◆ 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 presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper and adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with Companies Act 2001, the Charities and Trustee Investments (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). 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.

Structure, governance and management (continued)

Going concern

After making appropriate enquiries, the Board of Trustees has a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, it continues to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

Public Benefit statement

The Charities Act 2011 requires all charities to have a purpose that is for the public benefit. The public benefit requirement has two aspects: the “benefit” aspect and the “public” aspect. All our services provide an identifiable benefit that is capable of being proved by evidence and are made available to the public or sufficient sections of the public. This is entirely in accordance with the two aspects of the public benefit requirement. The Trustees can confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission’s general guidance on public benefit, “Charities and Public Benefit”. Our charitable purpose is enshrined in our vision and mission statements and the Trustees ensure that this purpose is carried out for the public benefit by delivering services in accordance with our strategic aims.

Disclosure of information to the auditor

In so far as the Trustees are aware there is no relevant audit information of which the charitable company’s auditors are unaware; and the Trustees have taken all steps that they ought reasonably to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company’s website.

Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Internal control

The Trustees have overall responsibility for Migrant Help’s systems of internal control. Trustees recognise that systems of control can only provide a reasonable and not complete assurance against inappropriate or ineffective use of resources, or against the risk of errors or fraud. Trustees remain satisfied that Migrant Help’s systems provide reasonable assurance that the charity operates efficiently and effectively, safeguards its assets, maintains proper records and complies with relevant laws and regulations.

Migrant Help operates a comprehensive accountability system. This includes annual planning, with plans approved by Trustees, and annual budgets. Trustees consider actual results compared with plans and forecasts, and non-financial performance data. Other controls include delegation of authority, segregation of duties and the completion of an internal control self-assessment checklist as advised by the Charity Commission.

Structure, governance and management (continued)

Members' Guarantee

Members of the charity guarantee to contribute an amount not exceeding £1 each to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2021 was 12 (2020: 11).

Trustees indemnities

Trustees benefit from indemnity insurance to cover the liability of the Trustees which by virtue of any rule of law would otherwise attach to them in respect of any negligence, default or breach of trust or breach of duty of which they may be guilty in relation to the charity. The aggregated cost of this and management liability insurance was £5,917 (2020: £5,917). This provides cover up to £5,000,000 (2020: £5,000,000).

Fundraising

While the Charity secures the clear majority of its funding through grants and contracts, it welcomes donations through its website. Such donations are collected in Migrant Help's welfare fund and the Neil Wildman Children's Fund and used to fund essential items for some of our most vulnerable clients. Through the development of our website, social media and other fundraising activities, we aim to grow the opportunities and funding from alternative sources in the future.

Auditor

In so far as the trustees are aware:

- ◆ there is no relevant audit information of which the charitable company's auditor is unaware; and
- ◆ the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Buzzacott LLP were appointed as our auditor during the year and they have indicated their willingness to continue in that capacity.

The Trustees' report, incorporating a strategic report, approved by order of the members of the Board of Trustees on 29 September 2021 and signed on its behalf by:



Lucy Bracken
Chair of Board of Trustees

Independent auditor's report to the Members and Trustees of Migrant Helpline

Opinion

We have audited the financial statements of Migrant Helpline (the 'parent charitable company') and its subsidiary for the year ended 31 March 2021 which comprise the group statement of financial activities, group and charity balance sheets, group and charity statements of cash flows and notes to the financial statements, including a summary of significant policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- ◆ give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2021 and of the group's income and expenditure for the year then ended;
- ◆ have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- ◆ have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulation 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- ◆ the information given in the Trustees' report, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ◆ the Trustees' report and the strategic report, has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report including the strategic report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulation 2006 requires us to report to you if, in our opinion:

- ◆ proper and adequate accounting records have not been kept by the charitable parent company, or returns adequate for our audit have not been received from branches not visited by us; or
- ◆ the charitable parent company financial statements are not in agreement with the accounting records and returns; or
- ◆ certain disclosures of Trustees' remuneration specified by law are not made; or
- ◆ we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- ◆ the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations; and
- ◆ we obtained an understanding of the legal and regulatory frameworks that are applicable to the charity and determined that the most significant frameworks which are directly relevant to specific assertions in the financial statements are those that relate to the reporting framework (Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011).

Auditor's responsibilities for the audit of the financial statements (continued)

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- ◆ making enquiries of management as to their knowledge of actual, suspected and alleged fraud; and
- ◆ considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- ◆ performed analytical procedures to identify any unusual or unexpected relationships;
- ◆ tested journal entries to identify unusual transactions;
- ◆ challenged assumptions and judgements made by management in assessing the going concern basis of accounting and in its significant accounting estimates, including the estimated useful economic lives of assets for the purpose of determining the annual depreciation charge; and
- ◆ performed sample based testing of expenditure in the accounting system to supporting documentation and sample based testing of income from source documentation to the accounting system.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- ◆ reading the minutes of meetings of those charged with governance; and
- ◆ enquiring of management as to actual and potential litigation and claims.

As a result of our procedures, we did not identify any key audit matters relating to irregularities.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charity's Trustees as a body, in accordance with Section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Edward Finch
For and on behalf of Buzzacott LLP, Statutory Auditor
130 Wood Street
London
EC2V 6DL

Date: 29 October 2021

Buzzacott LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of financial activities Year to 31 March 2021

	Notes	Unrestricted general fund £'000	Restricted funds £'000	2021 Total funds £'000	Unrestricted general fund £'000	Restricted funds £'000	2020 Total funds £'000
Income from:							
. Donations	2	35	—	35	8	—	8
. Investment income	3	3	—	3	6	—	6
Income from charitable activities	4	20,062	1,365	21,427	13,937	4,218	18,155
Income from trading activities							
. Commercial trading operations	5	930	—	930	635	—	635
Total		21,030	1,365	22,395	14,586	4,218	18,804
Expenditure on:							
Costs of raising funds							
. Commercial trading operations	5	655	—	655	506	—	506
Expenditure on charitable activities	6	18,418	1,488	19,906	12,433	4,096	16,529
Total		19,073	1,488	20,561	12,939	4,096	17,035
Net income (expenditure)		1,957	(123)	1,834	1,647	122	1,769
Transfers between funds		(57)	57	—	(116)	116	—
Net movement in funds		1,900	(66)	1,834	1,531	238	1,769
Reconciliation of funds							
Total fund balances brought forward		3,838	239	4,077	2,307	1	2,308
Total fund balances carried forward		5,738	173	5,911	3,838	239	4,077

There are no recognised gains or losses other than those shown above. All of the above results derive from continuing activities.

The notes on pages 34 to 44 form part of these financial statements.

Group and Charity balance sheets 31 March 2021

		Group		Charity	
	Notes	2021 £'000	2020 £'000	2021 £'000	2020 £'000
Fixed assets					
Intangible fixed assets	11	165	233	165	233
Tangible fixed assets	12	132	85	130	82
Investments	13	—	—	100	100
		297	318	395	415
Current assets					
Debtors	14	5,519	3,530	5,444	3,412
Cash at bank and in hand		2,752	3,975	2,300	3,561
		8,271	7,505	7,744	6,973
Current liabilities					
Creditors: amounts falling due within one year	15	(2,367)	(2,919)	(2,391)	(2,989)
Provision	17	(290)	(827)	(290)	(827)
		(2,657)	(3,746)	(2,681)	(3,816)
Net current assets		5,614	3,759	5,063	3,157
Total net assets		5,911	4,077	5,458	3,572
Funds					
Restricted funds	18	173	239	173	239
Unrestricted funds	19	5,738	3,838	5,285	3,333
Total funds		5,911	4,077	5,458	3,572

The financial statements on pages 34 to 44 were approved by the Trustees, and authorised for issue on 29 September 2021 and are signed on their behalf by:



Lucy Bracken
Chair of Board of Trustees

Company Limited by Guarantee
Registration Number: 04172880 (England and Wales)

Group and charity statements of cash flows Year to 31 March 2021

	Group		Charity	
	2021 £'000	2020 £'000	2021 £'000	2020 £'000
Cash flows from operating activities				
Net income for the year	1,834	1,769	1,886	1,741
Adjustments for:				
Depreciation	45	13	44	12
Amortisation	68	99	68	99
Investment income	(3)	(6)	(3)	(6)
Increase in debtors	(1,989)	(1,964)	(2,032)	(1,921)
(Decrease) increase in creditors	(572)	1,370	(618)	1,450
Increase in deferred income	20	6	20	6
Decrease in provisions	(537)	—	(537)	—
Net cash (used in) generated from operating activities	(1,134)	1,287	(1,172)	1,381
Cash flows from investing activities				
Interest income	3	6	3	6
Purchase of intangible fixed assets	—	(193)	—	(193)
Purchase of tangible fixed assets	(92)	(93)	(92)	(93)
Net cash used in investment activities	(89)	(280)	(89)	(280)
(Decrease) increase in cash in the year	(1,223)	1,007	(1,261)	1,101
Cash at the beginning of the year	3,975	2,968	3,561	2,460
Total cash at the end of the year	2,752	3,975	2,300	3,561

A Analysis of changes in net debt

	At 1 April 2020 £'000	Cash flows £'000	New loans £'000	Other non-cash changes £'000	At 31 March 2021 £'000
Cash	3,975	(1,223)	—	—	2,752

Basis of preparation

These financial statements are prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note. The financial statements are prepared in sterling and rounded to the nearest £'000s.

Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Migrant Help Trading Limited on a line by line basis. A separate statement of financial activities has not been presented because the charitable company has taken advantage of the exemption afforded by Section 308 of the Companies Act 2006.

Public Benefit Entity

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

Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Fund accounting

All funds raised by the charity are used in the furtherance of its charitable objects. The three types of funds are as follows:

Unrestricted funds

General unrestricted funds represent funds which are expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.

Designated funds

Designated funds are funds set aside by the Trustees for a specific purpose.

Restricted funds

Restricted funds represent grants received which are allocated by the donor for a specific purpose.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants and contracts, whether “capital” grants or “revenue” grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants or contracts have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred and included in creditors until the criteria for income recognition are met and where entitlement arises before income is received the income is accrued.

Interest from funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Income from commercial trading operations comprises of the invoiced value of goods and services supplied by the subsidiary, Migrant Help Trading Limited, exclusive of Value Added Tax and trade discounts.

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the value of general volunteer time is not recognised.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- ◆ Costs of raising funds comprise the costs of commercial trading from the trading subsidiary.
- ◆ Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of the objects of the charity. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs include expenditure on general management, human resources, finance, communications and general support staff. Costs are allocated across the charitable expenditure on the basis of an estimate of the proportion of time spent by staff on those activities. No support costs were considered to be attributable to costs of raising funds which are incurred by the Charity's trading subsidiary.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Operating leases

Rentals applicable to operating lease contracts, where substantially all the benefits and risks of ownership remain with the lessor, are charged to the statement of financial activities on a straight line basis over the lease term.

Intangible fixed assets

The charity invested heavily in the development of a Customer Relationship Management Database (CRM) capable of linking directly with Home Office systems. This cost was capitalised and the system was operational in March 2018. The cost was amortised over an 18 month period to the end of the previous Home Office contract. Ongoing maintenance of the CRM is written off in the year of expenditure. For the new AIRE contract development costs for the new CRM have been capitalised. These costs will be amortised between the start of the new AIRE contract (1 September 2019) and the first available break clause (31 August 2023), a period of 4 years.

Tangible fixed assets

Tangible fixed assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition and are depreciated over their useful economic lives as follows:

Office equipment	33% on cost
Motor vehicles	25% reducing balance

Investment in subsidiaries

Investments in subsidiaries are at cost.

Pensions

The Charity participates in a group pension scheme. This is a defined contribution pension scheme for all members of staff. The assets of this scheme are held separately from those of the Charity, being invested with an insurance company. Pension costs charged in the statement of financial activities represent the contributions payable by the Charity in the year. Pension costs are based upon 8% of gross salary.

Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

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

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Foreign currencies

Transactions in foreign currencies are recorded using the rate of exchange ruling at the date of transaction. Any foreign currency balances are translated at the exchange rate prevailing at the balance sheet date. Gains and losses on translation are included in the statement of financial activities.

Taxation

As a registered charity, Migrant Helpline is potentially exempt from tax on income and gains falling within Sections 466 to 489 of the Corporation Taxes Act 2010 as all its income is charitable and applied towards charitable purposes.

No tax is payable in the trading subsidiary due to the profit being donated to the charity under Gift Aid. No provision is made for current or deferred tax.

Related party disclosures

The charity has taken advantage of the exemption that is conferred by FRS 102, which allows it not to disclose transactions with group undertakings that are eliminated on consolidation.

Critical accounts estimates and assumptions

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The only material estimate at the year end in relation to a provision for a potential liability arising out of a compliance review and income recognition based on on-going performance.

Legal status of the Charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1 Financial performance of the Charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary which provides interpreting and translation services.

The summary financial performance of the charity alone is

	2021 Total funds £'000	2020 Total funds £'000
Income	21,525	18,169
Gift aid from subsidiary company	1,277	489
	22,802	18,658
Expenditure on charitable activities	(20,916)	(16,917)
Net income	1,886	1,741
Total funds brought forward	3,572	1,831
Total funds carried forward	5,458	3,572
Represented by:		
Restricted income funds	173	239
Unrestricted income funds	5,285	3,333
	5,458	3,572

2 Donations

	Unrestricted funds £'000	Restricted funds £'000	2021 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2020 Total funds £'000
Donations receivable	35	—	35	8	—	8

3 Investment income

	Unrestricted funds £'000	Restricted funds £'000	2021 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2020 Total funds £'000
Bank interest	3	—	3	6	—	6

4 Income from charitable activities

	Unrestricted funds £'000	Restricted funds £'000	2021 Total funds £'000	Unrestricted funds £'000	Restricted funds £'000	2020 Total funds £'000
Asylum Help	11	—	11	1,913	1,750	3,663
AIRE Mobilisation	—	—	—	—	1,190	1,190
AIRE Transition	—	—	—	752	—	752
AIRE	17,048	—	17,048	9,302	—	9,302
Trafficking	2,983	703	3,686	1,964	608	2,572
European Settlement Scheme	—	229	229	—	385	385
Community Engagement	—	433	433	—	278	278
Other services	20	—	20	6	7	13
	20,062	1,365	21,427	13,937	4,218	18,155

The Charity's main source of income from charitable activities is government grants and contracts. The total income from the Home Office was £17,060,528 (2020: £15,291,918).

5 Commercial trading operations

The wholly owned trading subsidiary, Migrant Help Trading Limited, is incorporated in England and Wales (company number 05684239) and pays all its profits to the charity under the gift aid scheme. Migrant Help Trading Limited operates as an interpreting and translation service provider. The summary financial performance of the subsidiary alone is:

	2021 Total funds £'000	2020 Total funds £'000
Turnover	4,482	2,555
Cost of sales and administration costs	(3,257)	(2,038)
Net profit	1,225	517
Amount gifted to the charity	(1,277)	(489)
Available for distribution	(52)	28
The assets and liabilities of the subsidiary were:		
Fixed assets	2	3
Current assets	1,035	906
Current liabilities	(484)	(304)
Total net assets	553	605
Aggregate of share capital and reserves	553	605

6 Analysis of expenditure on charitable activities

	Staff costs £'000	Direct costs £'000	Support cost allocation £'000	Governance cost allocation £'000	2021 Total £'000
Charitable activities	11,804	5,259	2,590	253	19,906
Support costs	1,451	1,392	(2,590)	(253)	—
	13,255	6,651	—	—	19,906

	Staff costs £'000	Direct costs £'000	Support cost allocation £'000	Governance cost allocation £'000	2020 Total £'000
Charitable activities	8,778	5,365	2,088	298	16,529
Support costs	1,288	1,098	(2,088)	(298)	—
	10,066	6,463	—	—	16,529

Of the charitable activities set out above, £1,488,000 (2020: £4,096,000) was funded from restricted funds and £18,955,000 (2020: £12,433,000) from unrestricted funds.

7 Support costs

Support costs comprise the following items:

	General support £'000	Governance function £'000	2021 Total £'000	General support £'000	Governance function £'000	2020 Total £'000
Communications	201	6	207	148	9	157
Finance	303	33	336	525	35	560
General management	47	203	250	484	254	738
Human resources	434	11	445	360	—	360
Support services	1,605	—	1,605	571	—	571
	2,590	253	2,843	2,088	298	2,386

8 Net income (expenditure) for the year

This is stated after charging:

	2021 £'000	2020 £'000
Auditor's remuneration:		
. statutory audit current year	26	25
. accounting and tax services	6	6
Depreciation	45	13
Amortisation	68	99
Operating leases:		
. property	258	200
. equipment	9	9

9 Staff costs

The total remuneration of employees (full-time and part-time) was:

	2021 £'000	2020 £'000
Wages and salaries	7,726	6,319
Social security costs	638	550
Pension contributions	610	527
Settlements and redundancy	62	75
Sub-contract labour	4,592	2,853
Other related staff costs including staff benefits	22	25
	13,650	10,349

The average number of employees (head count based on number of staff employed) during the year was:

	2021 Number	2020 Number
Charitable activities	238	199
Support staff	28	24
	266	223

The average number of full time equivalent staff in the year was 248 (2020: 206).

9 Staff costs (continued)

The number of staff whose emoluments are great than £60,000 are:

	2021 Number	2020 Number
£60,001 - £70,000	2	2
£70,001 - £80,000	2	1
£80,001 - £90,000	—	1
£100,001 - £110,000	—	1
£110,001 - £120,000	1	—
	5	5

Of the employees who earned £60,000 or more during the year, employee contributions were made to defined contribution pension schemes in respect of 5 (2020: 5) employees. During the year this amounted to £32,955 (2020: £46,508).

The key management personnel of the group and parent charity comprise the Trustees and the Senior Management Team, comprising of 7 staff (2020: 8). The total employee benefits of the key management personnel were £613,517 (2020: £752,046).

10 Trustees' remuneration

No remuneration or other payments have been made to the Trustees for their services as board members in the year (2020: £Nil).

The most significant element of Trustees' expenses is the cost of travel and subsistence. In the year 3 Trustees incurred a total of £1,608 (2020: £2,174 was paid to 5 Trustees) through expenses reimbursed and costs incurred by the charity on their behalf.

11 Intangible fixed assets

Group and charity	Computer software £'000	Total £'000
Cost		
At 1 April 2020 and 31 March 2021	486	486
Amortisation		
At 1 April 2020	253	253
Charge in year	68	68
At 31 March 2021	321	321
Net book value		
At 31 March 2021	165	165
At 1 April 2020	233	233

12 Tangible fixed assets

Group	Office equipment £'000	Motor vehicles £'000	Total £'000
Cost			
At 1 April 2020	129	20	149
Additions	92	—	92
At 31 March 2021	221	20	241
Depreciation			
At 1 April 2020	47	17	64
Charge in year	44	1	45
At 31 March 2021	91	18	109
Net book value			
At 31 March 2021	130	2	132
At 1 April 2020	82	3	85

Charity	Office equipment £'000	Motor vehicles £'000	Total £'000
Cost			
At 1 April 2020	115	7	122
Additions	92	—	92
At 31 March 2021	207	7	214
Depreciation			
At 1 April 2020	33	7	40
Charge in year	44	—	44
At 31 March 2021	77	7	84
Net book value			
At 31 March 2021	130	—	130
At 1 April 2020	82	—	82

13 Fixed asset investments – charity

Shares in group undertakings:

	2020 £'000
Cost at 1 April 2020	100
Additions	—
Cost at 31 March 2021	100

The charity holds 100,000 (2020: 100,000) shares of £1 each in its wholly owned subsidiary company, Migrant Help Trading Limited, which is incorporated in England and Wales. These are the only shares allotted, called up and fully paid. The activities and results of this company are summarised in note 5.

14 Debtors

	Group		Charity	
	2021 £'000	2020 £'000	2021 £'000	2020 £'000
Trade debtors	4,615	2,629	4,421	2,463
Other debtors	5	20	5	5
Amounts due from subsidiary undertaking	—	—	135	75
Prepayments	636	478	627	474
Accrued income	263	403	256	395
	5,519	3,530	5,444	3,412

15 Creditors

	Group		Charity	
	2021 £'000	2020 £'000	2021 £'000	2020 £'000
Trade creditors	1,003	1,446	687	1,283
Taxation and social security	725	757	711	749
Other creditors	30	27	11	27
Amounts due to subsidiary undertaking	—	—	373	299
Deferred income	118	98	118	98
Accruals	491	591	491	533
	2,367	2,919	2,391	2,989

16 Deferred income

	Group		Charity	
	2021 £'000	2020 £'000	2021 £'000	2020 £'000
Balance at 1 April 2020	98	92	98	92
Amount released to income	(79)	(79)	(79)	(79)
Amount deferred in the year	99	85	99	85
Balance at 31 March 2021	118	98	118	98

Deferred income relates to grant income received and interpreter services invoiced in respect of future accounting periods.

17 Provision

	Group		Charity	
	2021 £'000	2020 £'000	2021 £'000	2020 £'000
Balance at 31 March 2021	290	827	290	827

A provision is in place for a potential liability arising from the outcome of a compliance review.

18 Analysis of movements in restricted funds

	Balance at 1 April 2020 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2021 £'000
Trafficking – Scotland	20	703	(701)	—	22
Syrian Resettlement Kent	—	433	(475)	42	—
AIRE Mobilisation	219	—	(68)	—	151
EU Settlement Scheme	—	229	(244)	15	—
	239	1,365	(1,488)	57	173

	Balance at 1 April 2019 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2020 £'000
Trafficking – Scotland	—	608	(588)	—	20
Asylum Advice UK	—	1,750	(1,767)	17	—
Syrian Resettlement Kent	—	278	(306)	28	—
EU Settlement Scheme	—	385	(432)	47	—
AIRE Mobilisation	—	1,190	(994)	23	219
The Brook Trust Fund	1	3	(5)	1	—
Sports England Derby	—	4	(4)	—	—
	1	4,218	(4,096)	116	239

Transfers are made from the unrestricted general fund to cover the fair allocation of support costs to the above restricted fund projects and where additional spend is seen as appropriate in achieving success for those activities.

The nature and purpose of each restricted fund is as follows:

Trafficking – Scotland

Migrant Help have provided accommodation and support services to victims of human trafficking. The level of support is dependent upon individual needs and eligibility to access services.

Syrian Resettlement Kent

This project is directly aimed at providing support services to Syrian refugees.

AIRE Mobilisation

All costs have been incurred following the end of the AIRE mobilisation period but the Charity continues to amortise capital costs funded by AIRE Mobilisation over their useful economic life.

18 Analysis of movements in restricted funds (continued)

EU Settlement Scheme

This grant is aimed at providing support to EU citizens, advising them on the requirements for them to remain in the UK after the UK has left the European Union.

Asylum Advice UK

This grant is to provide advice to Asylum seekers in Initial Accommodation and on outreach. The service operates throughout the United Kingdom and forms part of Asylum Help.

The Brook Trust Fund

This grant is provided to fund a music therapy project for victims of trafficking and modern day slavery.

Sports England Derby

This grant is provided to fund sport activities for Asylum clients and the local community in Derby.

19 Analysis of movements in unrestricted funds

	Balance at 1 April 2020 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2021 £'000
Designated funds					
Migrant Support Fund	110	—	—	—	110
Neil Wildman Children's Fund	—	—	—	10	10
Total designated funds	110	—	—	10	120
 General funds	 3,223	 20,100	 (18,418)	 260	 5,165
	3,333	20,100	(18,418)	270	5,285
 Trading Subsidiary	 505	 930	 (655)	 (327)	 453
	3,838	21,030	(19,073)	(57)	5,738

19 Analysis of movements in unrestricted funds (continued)

	Balance at 1 April 2019 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2020 £'000
<i>Designated funds</i>					
<i>Migrant Support Fund</i>	169	—	(59)	—	110
<i>Total designated funds</i>	169	—	(59)	—	110
<i>General funds</i>	1,661	13,951	(12,374)	(15)	3,223
	1,830	13,951	(12,433)	(15)	3,333
<i>Trading Subsidiary</i>	477	635	(506)	(101)	505
	2,307	14,586	(12,939)	(116)	3,838

The nature and purpose of each designated fund is as follows:

Migrant Support Fund

The fund has been set up to provide additional support to migrants and asylum seekers outside of the current grants and contracts, including the development of customer relationship management systems to provide a better service to our service users.

Neil Wildman Children's Fund

The fund has been set up to provide additional support to families who use our services and are in need of children's clothes and equipment.

General Funds

This unrestricted fund includes the surpluses made on the key contracts with the Home Office and The Salvation Army. It is supported by the transfer of unrestricted funds from the Charity's trading subsidiary. Transfers are made from the general fund to cover the fair allocation of support costs to certain restricted fund projects and where additional spend is seen as appropriate in achieving success for those activities.

Trading Subsidiary

The fund encompasses the financial results of the Charity's trading subsidiary and the distributable reserves remaining in the company at the year end. Taxable profits are transferred into the general fund under Gift Aid arrangements.

20 Analysis of Group net assets between funds

	Restricted £'000	Designated £'000	General £'000	Subsidiary £'000	2021 Total £'000
Fixed assets	165	—	130	2	297
Current assets	207	120	7,009	935	8,271
Current liabilities	(199)	—	(1,684)	(484)	(2,367)
Provision	—	—	(290)	—	(290)
	173	120	5,165	453	5,911

	Restricted £'000	Designated £'000	General £'000	Subsidiary £'000	2020 Total £'000
Fixed assets	224	—	91	3	318
Current assets	390	110	6,199	806	7,505
Current liabilities	(375)	—	(2,240)	(304)	(2,919)
Provision	—	—	(827)	—	(827)
	239	110	3,223	505	4,077

21 Pension commitments

All staff under 70 are eligible to participate in a defined contribution pension scheme managed by Aviva or the Pension Trust. The assets of the scheme are held separately from the Charity. The Charity contributes 8% of pensionable salary.

The pension cost for the year represents contributions payable to the scheme and amounted to £609,696 (2020: £526,084). At the Balance Sheet date the charity owed contributions of £58,512 (2020: £41,026) to the schemes.

22 Operating lease commitments

At 31 March 2021, the charity had the following future minimum commitments under non-cancellable leases:

Group and Charity	Land and buildings £'000	Equipment £'000	2021 £'000	Land and buildings £'000	Equipment £'000	2020 £'000
Amounts payable:						
Within 1 year	334	9	343	105	2	107
Between 2 and 5 years	356	—	356	312	—	312
Total	690	9	699	417	2	419

23 Related party transactions

During the year ended 31 March 2021 the charity did not enter into any related party transactions (2020: None)