

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)

<p>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.</p>	<p>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.</p>
<p>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.</p>	<p>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.</p>
<p>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.</p>	<p>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.</p>

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 horizontal stroke at the end.

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

	Notes	Group		Charity	
		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	278	—	278
Depreciation			
At 1 April 2021	77	7	84
Charge in year	68	—	68
Disposals	—	(7)	(7)
At 31 March 2022	145	—	145
Net book value			
At 31 March 2022	133	—	133
At 1 April 2021	130	—	130

13 Fixed asset investments – charity

Shares in group undertakings:

	2021 £'000
Cost at 1 April 2021	100
Additions	—
Cost at 31 March 2022	100

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
	6,244	5,519	6,012	5,444

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	—
	<u>239</u>	<u>1,365</u>	<u>(1,488)</u>	<u>57</u>	<u>173</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.

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)