

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)

Contents

Reports

Reference and administrative information	1
Message from our Chair & CEO	3
Trustees' report	6
Independent auditor's report on the financial statements	31

Financial statements

Group statement of financial activities	36
Group and Charity balance sheets	37
Group and Charity statements of cash flows	38
Principal accounting policies	39
Notes to the financial statements	43

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.

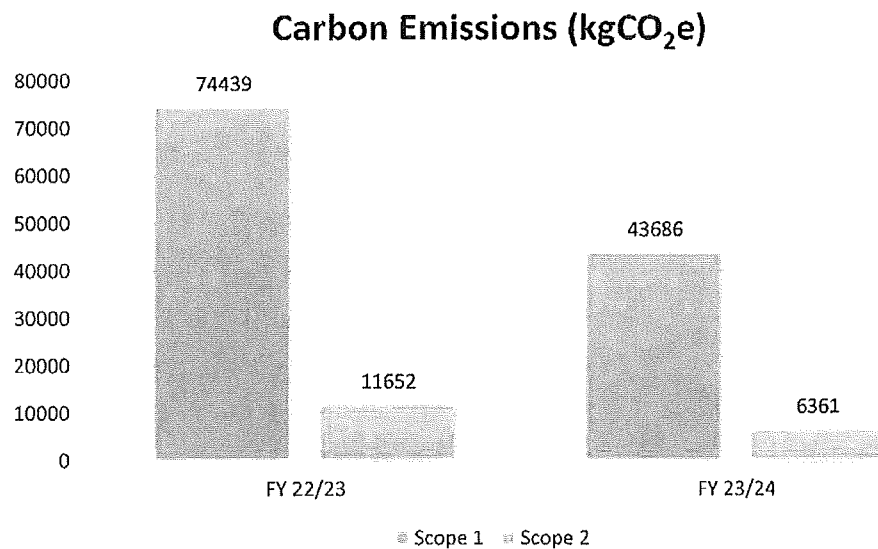
Streamlined Energy and Carbon Reporting (SECR) statement

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)

<p>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.</p>	<p>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.</p>
<p>5. The charity fails to provide adequate services to all its service users due to the high level of asylum arrivals</p>	<p>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.</p>
<p>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.</p>	<p>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.</p>

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.

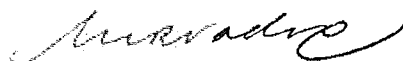
Auditor

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.

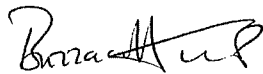
Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

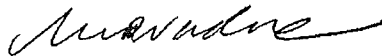
There are no recognised gains or losses other than those shown above. All of the above results derive from continuing activities.

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	2023	2024	2023
	£'000	£'000	£'000	£'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	Cash	New	Other	At 31
	2023	flows	loans	non-cash	March
	£'000	£'000	£'000	changes	2024
				£'000	£'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