



REFUGEE RESOURCE

(A Charitable Company Limited by Guarantee)

Annual Report and Financial Statements

For the year ended 31 March 2024

Registered Charity No. 1098876

Company No. 4558542

Refugee Resource

Annual Report and Financial Statements

For the year ending 31 March 2024

Contents

Page	3	Reference and Administrative Information
Page	4-11	Report of the Board of Trustees
Page	12	Responsibilities of the Trustees
Page	13	Independent Examiner's Report
Page	14	Statement of Financial Activities
Page	15	Balance Sheet
Page	16	Statement of Cash Flows
Page	17-26	Notes to the Accounts

Refugee Resource

Reference and Administrative Information

Charity name: Refugee Resource

Charity registration number: 1098876

Company registration number: 4558542

Registered office and operational address: The Old Music Hall
106-108 Cowley Road
Oxford OX4 1JE

CEO: Jacqueline Adusei

Trustees

Belinda Coote (Chair) (resigned January 2024)
Michael Taylor (resigned March 2024)
Raymond Pope (Treasurer)
Naznin Ali (resigned November 2023)
Andrew Tyson (resigned September 2023)
Taz Greyling (appointed April 2023)
Kate Harris (appointed April 2023)
Hannah Newth (appointed June 2023)
Professor Donald Ridley (appointed April 2023)
Paul Sheehan (Chair) (appointed November 2023)
Nuha Abdo
Lorraine Hare (appointed March 2024)
Anne Cummings (appointed March 2024)

Independent examiners

Critchleys Audit LLP
Beaver House, Hythe Bridge Street, Oxford, OX1 2EP

Bankers

Triodos Bank N.V.
Brunel House, 11 The Promenade, Bristol BS8 3NN

Refugee Resource

Trustees Report for the year ended 31 March 2024

The Trustees are pleased to present their report together with the audited financial statements for the year ended 31 March 2024.

Background

Refugee Resource provides therapeutic services and specialist support for refugees, asylum seekers, and vulnerable migrants in Oxfordshire by uniquely offering a range of complementary services in support of their psychological, emotional, and social well-being, and long-term mental health needs. These include counselling and psychotherapy, mentoring, advice, advocacy, and outreach services, as well as a women's service and therapeutic football group. Refugee Resource also helps its clients to heal from trauma and integrate into the community by signposting them to other organisations that can help in response to their needs around education, employment, health, and housing.

Refugee Resource also provides training and consultancy services to other organisations working with refugee clients and those experiencing trauma.

The objectives of the charity are:

- 1) To provide relief for refugees, asylum seekers, vulnerable migrants and their dependants living temporarily or permanently in particular but not exclusively in Oxfordshire who are in conditions of hardship or distress.
- 2) To preserve and protect the physical and mental health of refugees, asylum seekers, vulnerable migrants and their dependants.
- 3) To advance the education and training of refugees, asylum seekers, vulnerable migrants and their dependants in need thereof to enhance their employment opportunities and assist in their settlement within a new community.
- 4) To advance the education of the public in general about the issues relating to refugees, asylum seekers and vulnerable migrants.
- 5) The provision of facilities for recreation or other leisure time occupation for refugees, asylum seekers and vulnerable migrants with the object of improving the conditions of life of those persons who need such facilities because of their youth, age, infirmity or disablement, poverty, or social and economic circumstances.

The activities are:

The services offered by Refugee Resource, which include counselling and psychotherapy, mentoring, advice, advocacy, and outreach are critical in addressing the complex needs of migrants and refugees, this includes services to support trauma and PTSD-related issues, personal development, integration and practical advice around housing, education, and employment for clients in need of support in these areas.

Our clients are referred to us by multiple partners, including the NHS and GPs, Social Services, solicitors, and other community organisations, as well as by friends or family, and via self-referrals.

Strategic Objectives

Refugee Resource's 4 strategic objectives are:

- 1) Quality Service Delivery
- 2) Partnerships / Collaboration
- 3) Sustainability
- 4) Advocacy

Refugee Resource

Trustees Report for the year ended 31 March 2024

Overview of the year ended 31 March 2024

From April 2023 to March 2024, Refugee Resource worked with 275 clients which include 32 receiving mentoring support, 165 receiving counselling support, 47 being involved in the women's service, 66 receiving advice and advocacy support, and 21 young people receiving support through the in-school counselling programme.

2023- 2024 - Achievements and performance against our 4 strategic objectives:

OBJECTIVE ONE - QUALITY SERVICE DELIVERY

To ensure Refugee Resource consistently delivers a wide range of funded services in line with its strategic plans, the organisation embarked on an expansion plan. This initiative led to a 30% increase in staffing resources, aimed at expanding and diversifying services while upskilling our team to effectively execute our business strategy. As a result, staff changes and the introduction of new services occurred throughout the year, resulting in reduced referral waiting times. Despite the majority of our staff being part-time, we remain committed to continuous improvement and will continue to review our resources.

During the reporting year, we witnessed a growing demand for our services, prompting us to establish new service hubs in areas where vulnerable asylum seekers and refugees are increasingly being housed, such as Banbury. Our client caseload comprised 63% asylum seekers, 26% refugees, and 10% vulnerable migrants, including survivors of trafficking, domestic violence, and forced marriage. The influx of new referrals, particularly in the early stages of asylum case processing, placed significant strain on our team of counsellors and front-line service staff.

To deliver client-centred services, we focus on cultivating opportunities for clients to increase social connections, develop skills and confidence, and improve mental and emotional well-being. Programs such as mentoring, women's services, and football groups provide avenues for clients to meet new people, strengthen support networks, and reduce feelings of isolation.

Our counselling and psychotherapy services played a vital role in supporting clients to build resilience and positive relationships. We continuously monitored, evaluated, and adjusted our programs in partnership with our clients to ensure our clients achieve positive outcomes, including:

- Improved wellbeing (physical and/or emotional)
- Decrease in symptoms of mental distress
- Improved social connections (decreased feelings of isolation)
- Improved ability to manage symptoms of mental health difficulties
- Supported in dealing with practical issues affecting their situation
- Supported in accessing employment, placements, education, training or voluntary
- More empowered to address issues affecting our own lives

During this budget year, 81% of our clients engaged in our social inclusion programmes reported one or more of the outcomes listed above. Notably, 89% of our women's group has reported 5-6 of these indicators, with the following projects being particularly impactful:

- Social Inclusion weekly advice appointments and drop-in service for clients with multiple complex needs, who struggle to access mainstream advice and support services due to PTSD and other trauma-related mental health issues.
- The Healing in the Outdoors project delivered in partnership with the International Tree Foundation. Together we have coordinated monthly and bi-monthly visits for Refugees and Asylum seekers to local nature sites in Oxfordshire, where they engage in woodland activity sessions and mindfulness. Reports thus far indicate improved physical and mental wellbeing, increased confidence in social interactions, and a great sense of peace through immersion in nature.
- Establishment of a Ukrainian women's group and incorporation into Healing in the Outdoors project. Curating special sessions for Ukrainians with Citizen's Advice Bureau to answer questions surrounding housing and the rules and regulations for rentals. Creation of a FAQ sheet in Ukrainian/Russian and distribution to the larger Ukrainian community.

Refugee Resource

Trustees Report for the year ended 31 March 2024

Objective One continued

Our Women's Group continued to meet several times a week to engage in a range of activities (e.g. English classes, yoga, workshops, community projects) through which they build confidence, develop new connections and friendships, learn new things, and crucially provide each other emotional support.

At the group's request our women's services coordinator coordinated a variety of workshops and external speakers, including, sexual health workshops, run in partnership with the Terrence Higgins Trust; other health workshops delivered in partnership with the NHS; benefits and career support, with Aspire; and workshops on rights, and numeracy and literacy skills.

Our young men's football group renewed its therapeutic focus during the year; a closed group for which we only accept referrals (mostly these come from social services), and all the young people are refugees and migrants. The group is run in partnership with our sister charity Asylum Welcome and Oxford United in the Community (who provide a coach). We have had many Unaccompanied Asylum-Seeking Children (UASC), and new arrivals join of late. The group has helped clients to build confidence, social connections, and a sense of belonging for these young people, who are often new to the UK and are often struggling mentally and emotionally.

Our mentoring service continued to provide both practical and emotional support, enabling clients to fulfil their goals, feel less isolated, more confident, and more integrated into the community. The mentoring service is particularly crucial in providing a secure and supported environment where clients can develop personal action plans and move forward to achieve their goals. During the year, 100% of mentees reported feeling less isolated and 78% feel more empowered to address issues affecting their lives.

OBJECTIVE TWO – PARTNERSHIPS/COLLABORATION

Throughout the past year, we have witnessed significant shifts in our partnerships, resulting in the establishment of both new and revitalised partners. Actively expanding our network of contracts and partnerships has yielded a positive response, enabling Refugee Resource to effectively address emerging needs and engage with new clients. Notably, we have embarked on managing services for Ukrainian individuals in partnership with Connections Support.

In tandem with our commitment to client well-being, our women's services have organised a series of health and wellbeing workshops. These workshops have empowered 35 refugee women clients to overcome unequal access to health information and services, fostering greater awareness of community health resources.

Partnering with various organisations, we have delivered workshops covering topics such as nutrition, mental health first aid, exercise, and diet, complementing our regular yoga and mindfulness classes.

Furthering our dedication to social inclusion, we have facilitated workshops and discussions in collaboration with Oxfordshire County Council, Community Research Network, and other key stakeholders. These initiatives have provided platforms for refugees and asylum seekers to voice their experiences and address health inequalities within Oxfordshire.

Additionally, our mentoring and social inclusion services have been instrumental in connecting clients with vital support for health issues and concerns, from registering with healthcare providers to addressing housing uncertainties. Implementing a Refugee Employment Support Programme (RESP) in partnership with Aspire and EMBS and Asylum Welcome, we aim to empower at least 20 individuals on the Syrian Vulnerable Persons Resettlement Scheme to enter or advance in the workplace.

As we move forward, reinforcing partnerships and collaborative efforts remains a primary focus. Through talks, presentations, and engagements, we aim to amplify our message and expand our partnership network. Our ongoing collaboration with funders, partners, stakeholders, clients, volunteers, and staff aligns with our objective to enhance service provision and deliver excellent services to our current and future clients.

Refugee Resource

Trustees Report for the year ended 31 March 2024

Objective Two continued

Some of the new partnerships forged are listed below:

- Collaborating with Aspire, Asylum Welcome, and EMBS to develop and implement a Refugee Employability Project.
- Partnering with The International Tree Foundation to organise a series of programs titled 'Healing in the Woods,' focusing on client services in outdoor rural areas.
- Participated in the Marmalade Festival in Oxford by highlighting exhibits and delivering talks, including discussions, film screenings, performances, and more.
- The delivery of a social inclusion service for Ukrainian Refugees.

Overall, the charity was fortunate to work with many partners, not all are named within this report; it would like to extend its gratitude to all its partners, donors and supporter that have continued to support the charity.

OBJECTIVE THREE – SUSTAINABILITY

This objective is key in ensuring Refugee Resource attains sustainable business efficiency and longevity.

To achieve this, we are actively diversifying our funding streams. With the recent addition of a Head of Fundraising, our development team now comprises three part-time staff. Led by the experienced Head of Fundraising, we have commenced the implementation of a robust fundraising strategy. A key component of this strategy is the expansion of our bespoke training and consultancy social enterprise.

In parallel, we are intensifying our efforts to bolster community and individual fundraising initiatives. Notably, 15 runners rallied behind us in the Oxford Half Marathon, raising an impressive £11,000. This, coupled with our ongoing community fundraising, has generated £16,255 in total. Moreover, our clients contribute to our fundraising endeavours, with our Women's Group selling recipe books they have created, with profits benefiting Refugee Resource.

Over the past six months, we have diligently pursued additional grant and trust funding, resulting in the successful confirmation of the following grants:

- £118,500 from the National Lottery for service programmes and core costs
- £40,000 Forrester Family Trust for core costs
- £25,000 Charities Aid Foundation Keystone Fund
- £17,100 from Buckinghamshire, Oxfordshire & Berkshire West Integrated Care Board for counselling services
- £25,000 from Equator Trust for women's services
- £20,000 from AB Charitable Trust for core costs
- £10,000 from Oxfordshire Community Foundation Community Capacity Fund for mentoring services
- £10,000 Swire Charitable Trust for core costs
- £9,000 from NHS Public Health Wider Workforce Fund
- £8,000 Parochial Charity of St. Clements for women's services
- £5,000 from Pye Charitable Trust for counselling services through July 2024
- £4,500 from M&C Trust for core costs
- £3,000 from St. Michael's and All Saints'

Training and Consultancy

Refugee Resource has partnered with Oxford Brookes University to deliver two cohorts of a Level 7 module titled 'Rehumanising People in Extreme Situations' during the year. After successfully delivering an in-person accredited course to 31 professionals and students over the past year, we aim to transition the course online by September 2024 to reach at least 50 field workers by May 2025.

Refugee Resource

Trustees Report for the year ended 31 March 2024

Objective Three continued

Encouragingly, feedback from pilot modules indicates strong satisfaction, with over 90% of participants deeming the course "indispensable" to their work with refugees, asylum seekers, and vulnerable migrants affected by trauma and complex PTSD.

Additionally, our CEO, Capacity Building Lead, and Family Therapist have provided trainings and supervision to various organisations, including Sanctuary Hosting, University of North Carolina, West Oxfordshire District Council, Oxfordshire County Council, Aspire, and EMBS Community College, generating additional revenue during the year.

During the financial year, Refugee Resource has prioritised business sustainability to align with our long-term organisational strategy. This focus involved conducting a thorough review of our ICT systems, leading to the implementation of updated hardware and software, as well as a transition to SharePoint. Additionally, we conducted a comprehensive review and upgrade of our website to ensure it meets high-quality standards. As part of our sustainability efforts, we enhanced our resources within the fundraising team, aiming to increase our income by 10% in the upcoming fiscal year.

In terms of governance, Refugee Resource initiated a board renewal program as part of our succession plan. This included an open recruitment process to appoint a new chair, who assumed their role in January. The successful execution of this recruitment plan ensures that the organisation remains well-governed and financially sound. Furthermore, we conducted a review of key policies, including Safeguarding and others, and implemented a suite of training and development programs to support and enhance the skills of our board and workforce.

Throughout these developments, Refugee Resource has actively collaborated with clients, employees, and partners to effectively allocate resources, thereby best supporting our clients while maintaining financial viability. We remained committed to delivering training to staff and board members, with safeguarding training facilitated by an external safeguarding consultant, with the aim to deliver safe and positive services and impact.

We are deeply grateful for the continued financial support from both existing and new funders. Notably, we extend our thanks to the National Lottery for their commitment to an additional four years of funding, along with longstanding funders and contributions from over five new funders. Their generosity enables us to continue our vital work, and we express our heartfelt appreciation for their ongoing support.

Moreover, the charity has expanded its Counselling staffing team from 5 to 9 during the year. We continue to explore new income streams to support our sustainability objectives and are excited about building on new initiatives in the near future.

OBJECTIVE FOUR – ADVOCACY

This objective is to ensure that Refugee Resource actively engages in campaigning to support the clients it serves.

A crucial aspect of our mission involves identifying effective methods for advocating on behalf of our clients. Refugee Resource is dedicated to increasing its advocacy efforts and working closely with advocacy organisations, which has included the Refugee Council and associated lobby groups. To strengthen our advocacy capabilities, Refugee Resource will seek to implement robust processes and systems to proactively advocate for refugees and migrants.

In our commitment to establishing ourselves as an advocacy organisation, we have collaborated with key partners to amplify the voices of our clients through various platforms. This includes our involvement in the 'Keep Campsfield Closed' coalition group and the launch of a video aimed at raising awareness of the impact of our work on those we serve.

Refugee Resource

Trustees Report for the year ended 31 March 2024

Client case study

Please note some details have been changed to protect clients' identities.

AT is a Pakistani female adult who first contacted RR in January 2024 by email to our general enquiries email inbox with the subject line 'Urgent help required'. Extracts from her email included:

I am writing to seek urgent support and assistance from your organization regarding the mental abuse that I have been subjected to by my husband. I am currently living in Banbury and have been unable to seek help due to being confined to my house and being forced to do things I do not like.

My husband has been accusing me of adultery and has made false allegations against me, which has resulted in my parents turning against me. They have even threatened me with an honour killing, which has forced me to escape from Pakistan to save my life.

The mental torture that I have faced has left me traumatized and unable to function normally. I fear for my life and am seeking help to escape this situation. I am writing to request your support and assistance in ensuring my safety and well-being.

This case study not only demonstrates the extremely challenging subject nature of even routine work at RR such as maintaining the general enquiries inbox, but also highlights a key safeguarding issue around whether someone is in immediate danger or not. This report was timely as it coincided with a re-drafting of the organisations safeguarding policy but also flowcharts which remind us to carefully review a situation (or at least what information we have available to us) before determining the immediacy and extent of response required.

In general, we are a referring agency rather than a safeguarding agency, but if someone is in immediate danger or at risk of imminent harm then urgent action must be taken in the form of contacting the emergency services.

Immediately upon receipt of AT's email we replied to her message to try to obtain a telephone number and consent to refer her to the local authority and/or police. She replied almost immediately to say that:

I am totally safe with my friend it's just seasonal flu. Can you call me now? There is no need to contact police because I am with my friend, and I am totally safe right now. I am saying for tomorrow because we can discuss everything in detail. Is it ok with you. Are you there I am totally safe can we arrange tomorrow call session There is no need to call police because I am with my friend its totally safe. [sic]

After several hours of time spent on communicating back and forth with AT, and the time of two separate counsellors due to their part time roles and the apparent urgency of the situation, we were able to complete a referral with her, invite her for an assessment, and ascertain that the harm that she feared was actually in her own country rather than here in the UK. She is now in counselling with RR.

The case study is provided here to demonstrate the many perceived situations of urgency that can arise across the board in an average day at Refugee Resource, and can take significant resources, simply to conclude that an individual is safe. Moreover, it highlights the need to avoid assumptions and to clarify details before rushing to conclusions about risk. Many of our clients face challenging situations, many need our help, but we need to be able to identify those small number who are in immediate danger and act accordingly.

Refugee Resource

Trustees Report for the year ended 31 March 2024

Plans for 2024/2025

Refugee Resource will continue to work on its four strategic objectives, as set out below with a key emphasis on responding to the emerging for new and existing refugees, asylum seekers and migrants.

The key consideration in shaping our plans for 2024/5 is its 4 strategic objectives in line with the information shared above as follows:

- Broaden our service offerings
- Embark on Volunteer Engagement & Growth
- Increase our Advocacy Presence
- Capacity building and fundraising
- Scaling up in response to external factors
- Data driven advocacy
- Staff and resource optimization
- Collaborative development
- Refugee Advisory Group
- Infrastructure strengthening
- Staff wellbeing and development

We will:

- Expand services to encompass a wider range of client groups, communities, and geographical areas.
- Increase emphasis on volunteer recruitment and utilisation to support expansion and delivery of our services.
- Strengthen our advocacy efforts through increased partnerships, visibility, and associated initiatives.
- Focus on enhancing capacity in fundraising whilst maintaining a commitment to delivering high quality services and support staff using support initiatives.
- Prepare for scaling up operations in response to external challenges and opportunities.
- Use data and client stories as the basis for advocacy efforts, ensuring a client centred approach and effective leadership in advocacy initiatives.
- Address staffing and resource challenges to ensure operational efficiency and effectiveness.
- Foster collaboration with institutes and universities to leverage expertise and resources for mutual benefit.
- Use feedback from the Refugee Advisory Group to collaborate with clients to co-create and tailor services to meet their needs effectively to scope and co-create services for our client.
- Improve IT infrastructure, streamline processes, and enhance facilities and premises to support service delivery.
- Prioritise staff well-being through competitive pay, continuous professional development opportunities, and active listening.

Financial Review

Principal funding sources

The principal funding sources for the charity for 2023/24 were grants, including from the National Lottery, The Henry Smith Charity, Lloyds Bank Foundation, Children in Need, Oxfordshire Clinical Commissioning Group, Oxford City Council and Oxfordshire County Council, Bromley Trust, Equator Trust, Forrester Family Trust, and other valuable donors.

Reserves policy

Our reserves policy dictates that we keep a relatively high level of reserves due to both the nature of our work and our income cycle. Our counselling and psychotherapy work with vulnerable and traumatised clients are long-term and it could be unsafe to end this abruptly; we, therefore, need a 9-12-month period to wind down this service. The nature of the work also means we require premises with reception and counselling rooms; we must provide clinical supervision for staff, and interpreters are needed for service users. We are currently dependent on a few major funding sources - if any of these were lost it could place us in a precarious situation, and as our ability to generate unrestricted funds quickly is limited, we need to hold reserves to cover a lost grant until we can find alternative sources of funding. Our reserves policy is available on request.

The charity holds £483,607 in funds on 31 March 2024 (2023 £534,445), including £nil in restricted funds (2023 £14,230), £3,115 represented by tangible fixed assets (2023 £1,232) with free reserves of £480,492 (2023 £518,983). The trustees have set a target of £404,795 (2023 £353,666) as the level of reserves being 7 months budgeted expenditure for 2024/2025 and are happy with the level of free reserves in light of the current economic situation and the charity's ongoing dependence upon grant funding.

Refugee Resource

Trustees Report for the year ended 31 March 2024

Structure, Governance and Management

Refugee Resource is a charitable company limited by guarantee, incorporated on 9 October 2002 and registered as a charity on 5 August 2003. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up, members are required to contribute an amount not exceeding £10.

Refugee Resource was previously known as Oxford Refugee Support Project, which was established by a Declaration of Trust dated 14 October 1999. On 1 April 2003, the Trustees transferred the assets and liabilities held under the Declaration of Trust into the company limited by guarantee and from that date the organisation's activities have been conducted through the company limited by guarantee.

The governance of the charity is the responsibility of the directors who are also trustees and the sole Members of the company. They are elected and co-opted under the terms of the Articles of Association which specify that a minimum of three trustees be appointed with no maximum number recommended. One-third of trustees step down by rotation at each annual general meeting and, if eligible, may offer themselves for re-election. Efforts are made to recruit a range of trustees who can provide the charity with a broad spectrum of relevant experience and knowledge. There is an induction process for new trustees designed to help them understand how the charity works. The trustees who served during the period of this report are set out on page 3.

The Board of trustees delegate the running of the organisation to a Chief Executive Officer and management team; the governance function is supported by quarterly Board meetings and an annual strategic planning meeting, as well as a Finance Committee comprising the Chair, the Treasurer and the Vice-Chair. Trustees receive an induction pack upon engagement. A pay policy is in place and a benchmarking review was carried out in 2022; salaries are subject to an annual review process by the Board.

In January 2024, the Board of Trustees held their annual away day to discuss and consider the annual priorities for 2024-25. The Trustees agreed on the key objectives summarised in the section above **Plans for 2024/2025**.

Risk management

The Trustees have identified the key risks and measures to mitigate them in a risk register document which is reviewed twice a year at Board meetings, the main areas of current focus are as follows:

- Financial sustainability: the charity is currently overly dependent upon grants from trusts and foundations to maintain its operations; a focus in the strategic plan for 2024/25 is to diversify ways of raising revenue by developing the social enterprise trading initiatives and extending our community fundraising activities. Continue to work on developing a bespoke training programme with Oxford Brookes University is currently underway.
- Increased competition: the charity to consider closer working relationships with organisations where we share a similar client base. This is an area of work which will form part of the organisation's strategic plan towards seeking closer collaborative working with our key organisations, particularly Asylum Welcome.

Refugee Resource

Responsibilities of the Trustees for the preparation of the financial statements

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

Company law requires the trustees to prepare financial statements for each financial year. Under that law, the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the company will continue in operation.

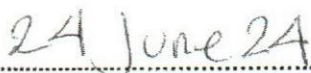
The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Signed on behalf of the Trustees



Paul Sheehan
Chair



Date:

Refugee Resource

Independent examiner's report to the Trustees of Refugee Resource

I report to the charity trustees on my examination of the accounts of Refugee Resource (the Company) for the year ended 31 March 2024, which are set out on pages 14 to 26.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

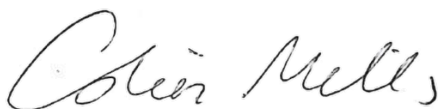
Independent examiner's report

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

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

- 1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- 2) the accounts do not accord with those accounting records; or
- 3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- 4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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



Name of examiner:
Name of firm:
Relevant Professional body:
Address:

Colin Mills
Critchleys Audit LLP
Institute of Chartered Accountants in England and Wales
Beaver House, 23-28 Hythe Bridge Street, Oxford, OX1 2EP

Date:

2 July 2024

Refugee Resource
Statement of Financial Activities (including Income & Expenditure Account)
For the Year Ended 31 March 2024

		Unrestricted funds £	2024 Restricted funds £	Total funds £	Unrestricted funds £	2023 Restricted funds £	Total funds £
	Notes						
Income and endowments from:							
Donations	2	157,433	302,851	460,284	144,252	319,860	464,112
Charitable activities	3	8,550	12,857	21,407	22,336	3,821	26,157
Other trading activities		17,337	-	17,337	9,001	-	9,001
Investments		11,409	-	11,409	2,427	-	2,427
		194,729	315,708	510,437	178,016	323,681	501,697
Expenditure on:							
Raising funds	4	84,965	49,823	134,788	39,930	78,581	118,511
Charitable activities	5	146,372	280,115	426,487	110,492	231,521	342,013
Total		231,337	329,938	561,275	150,422	310,102	460,524
Net income/expenditure		(36,608)	(14,230)	(50,838)	27,594	13,579	41,173
Transfers between funds		-	-	-	56,090	(56,090)	-
Net movement in funds		(36,608)	(14,230)	(50,838)	83,684	(42,511)	41,173
Reconciliation of funds:							
Total funds brought forward		520,215	14,230	534,445	436,531	56,741	493,272
Total funds carried forward		483,607	-	483,607	520,215	14,230	534,445

The restricted funds balance at March 2024 was £Nil (2023 £14,230). Transfer from restricted to unrestricted funds in the year to March 2024 was £Nil (2023 £56,090). The prior year transfers related to reclassification of funds incorrectly classified in prior periods.

Refugee Resource Balance Sheet At 31 March 2024

Company number 04558542

		2024 £	2023 £
	Notes		
FIXED ASSETS			
Tangible Assets	7	3,115	1,232
CURRENT ASSETS			
Debtors	8	9,248	39,780
Cash at bank and in hand		490,108	513,877
		499,356	553,657
CREDITORS: Amounts falling due within one year	9	18,864	20,444
NET CURRENT ASSETS		480,492	533,213
NET ASSETS		483,607	534,445
INCOME FUNDS			
General funds	11	483,607	520,215
Restricted funds	11	-	14,230
TOTAL FUNDS		483,607	534,445

For the year ended 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

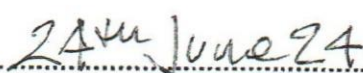
The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

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

Approved by the Board of Trustees on
and signed on its behalf by:



Paul Sheehan
Chair


Date: 24th June 24.

**Refugee Resource
Statement of Cash Flows
For the year ended 31 March 2024**

		2024 £	2023 £
	Notes		
Cash (used in) / generated from operating activities	13	(31,531)	(5,975)
Purchases of tangible fixed assets	7	(3,647)	-
Dividends and interest from investments		11,409	2,427
Cash generated from investing activities		<u>7,762</u>	<u>2,427</u>
(Decrease)/increase in cash and cash equivalents in the year		(23,769)	(3,548)
Cash and cash equivalents at the beginning of the year		513,877	517,425
Total cash and cash equivalents at the end of the year		<u>490,108</u>	<u>513,877</u>

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2024

1. Accounting Policies

The following accounting policies have been used consistently in dealing with items which are considered material to the accounts of Refugee Resource.

a) Basis of accounting

The financial statements have been prepared in accordance with FRS102 and the Charities Statement of Recommended Practice (FRS 102).

The trustees consider that the charity is a public benefit entity.

b) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.
- Designated funds are created at the discretion of the Trustees for such purposes as they see fit.

c) Income

All income is included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

d) Pension policy

Refugee Resource operates a pensions' policy in compliance with the requirements of autoenrollment. Employees may contribute and Refugee Resource contributes 4% of salary.

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2024

e) Expenditure

All expenditure is accounted for on an accruals basis and has been listed under headings that aggregate all the costs related to that activity. Where costs cannot be directly attributed, they have been allocated to activities on a basis consistent with the use of the resources.

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activity on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g., staff numbers, time allocation.

f) Fixed assets

Fixed assets are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £250 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

Computers	33% per annum
Office Equipment	25% per annum

Refugee Resource
Notes to the Accounts
For the year ended 31 March 2024

2. Donations and Grants

	2024			2023
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Other grants	54,433	8,715	63,148	51,656
Oxford Community Foundation	-	15,911	15,911	7,684
OCF Mentoring	-	-	-	10,000
OCF Football Group	-	-	-	4,984
The M&C Trust	3,000	-	3,000	4,500
Donations and Fundraising	-	-	-	10,117
AB Charitable Trust	20,000	-	20,000	-
TVPA Police	-	20,788	20,788	-
Feoffees	-	3,000	3,000	-
Equator Charitable Trust	-	25,000	25,000	18,000
Lloyds Bank Foundation	-	-	-	27,250
Children in Need	-	29,995	29,995	29,000
Henry Smith Charity	45,000	-	45,000	22,500
Oxfordshire County Council	-	45,000	45,000	45,000
Oxford City Council Comm Impact Fund	-	6,500	6,500	5,850
Oxford City Council	-	16,442	16,442	5,500
National Lottery Community Fund	-	118,500	118,500	113,071
Garfield Weston Foundation	20,000	-	20,000	20,000
J A Pye	-	5,000	5,000	5,000
Parochial Charity of St Clements	-	8,000	8,000	4,000
Swire Trust	-	-	-	10,000
Tambour Foundation	-	-	-	15,000
Forrester Family Trust	-	-	-	40,000
The Bromley Trust	15,000	-	15,000	15,000
	157,433	302,851	460,284	464,112

Refugee Resource
Notes to the Accounts
For the year ended 31 March 2024

3. Income from charitable activities

	2024			2023
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Oxfordshire Clinical Commissioning Group	8,550	-	8,550	17,100
Other Income	-	12,857	12,857	9,057
	<u>8,550</u>	<u>12,857</u>	<u>21,407</u>	<u>26,157</u>

4. Expenditure on raising funds

	2024			2023
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Directly attributable costs	44,905	36,545	81,450	73,703
Support costs allocated	40,060	13,278	53,338	44,808
	<u>84,965</u>	<u>49,823</u>	<u>134,788</u>	<u>118,511</u>

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2024

5. Expenditure on charitable activities

	2024			2023
	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Counselling Service				
Directly attributable costs	37,931	112,991	150,922	100,444
Support costs allocated	33,839	41,055	74,894	61,761
	<u>71,770</u>	<u>154,046</u>	<u>225,816</u>	<u>162,205</u>
Mentoring Service				
Directly attributable costs	11,004	47,587	58,591	56,209
Support costs allocated	9,817	17,291	27,108	34,517
	<u>20,821</u>	<u>64,878</u>	<u>85,699</u>	<u>90,726</u>
Women's Service				
Directly attributable costs	4,749	11,981	16,730	10,435
Support costs allocated	4,236	4,353	8,589	6,092
	<u>8,985</u>	<u>16,334</u>	<u>25,319</u>	<u>16,527</u>
Advice, Advocacy and Outreach Service				
Directly attributable costs	23,675	32,902	56,577	45,839
Support costs allocated	21,121	11,955	33,076	26,716
	<u>44,796</u>	<u>44,857</u>	<u>89,653</u>	<u>72,555</u>
	<u>146,372</u>	<u>280,115</u>	<u>426,487</u>	<u>342,013</u>

	2024		2023	
Support costs include:	Restricted £	Unrestricted £	Restricted £	Unrestricted £
Proportion of salaries: CEO, Finance & Admin Manager, Services Manager	22,719	77,152	29,982	40,939
Administrator	-	-	7,963	-
Consultancy	-	-	5,100	-
Finance & Accountancy	-	395	-	4,608
General running cost	18,487	20,019	11,554	3,505
Rent	43,081	8,809	48,732	1,076
HR	-	-	360	-
IS Support	2,145	-	4,202	-
Recruitment	1,000	275	2,368	6,228
Independent Examination Fee	-	1,900	-	1,740
Event	-	523	-	1,923
Training	500	-	1,994	-
Total	87,932	109,073	112,254	60,019

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2024

6. Staff costs

	2024	2023
	£	£
Wages and salaries	370,059	284,445
Employer's National Insurance contributions	27,038	22,525
Employer's pension contributions	13,229	11,091
Total	410,326	318,061

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2024	2023
	FTE	FTE
Counselling	3.8	2.7
Mentoring	1.1	1.0
Women's Service	0.9	0.8
Advice and Advocacy	1.0	0.8
Administration and support	3.3	2.2
Director and Development	1.7	1.7
Total	11.8	9.2

No employee's emoluments exceed £60,000 in the year. The charity contributes 4% of salary to an auto-enrolment compliant work-based pension scheme for all eligible staff.

Key management personnel remuneration including salary, employer's National Insurance and employer's pension totalled £57,192 (2023: £48,552).

Refugee Resource **Notes to the Accounts** **For the year ended 31 March 2024**

7. Fixed Assets

	Computers £	Office Equipment £	Total £
Costs			
At 1 Apr 2023	7,700	3,201	10,901
Additions	<u>3,647</u>	<u>-</u>	<u>3,647</u>
At 31 March 2024	<u>11,347</u>	<u>3,201</u>	<u>14,548</u>
Accumulated depreciation			
At 1 Apr 2023	6,468	3,201	9,669
Charge for year	<u>1,764</u>	<u>-</u>	<u>1,764</u>
At 31 March 2024	<u>8,232</u>	<u>3,201</u>	<u>11,433</u>
Net book value			
At 1 Apr 2023	<u>1,232</u>	<u>-</u>	<u>1,232</u>
At 31 March 2024	<u>3,115</u>	<u>-</u>	<u>3,115</u>

8. Debtors

	2024 £	2023 £
Trade debtors	700	12,441
Other debtors	3,603	3,603
Accrued income	<u>4,945</u>	<u>23,736</u>
	<u>9,248</u>	<u>39,780</u>

9. Creditors

	2024 £	2023 £
Trade creditors	1,679	3,669
Accruals	8,614	9,441
Deferred income	5,067	5,067
Taxation and social security	<u>3,504</u>	<u>2,267</u>
	<u>18,864</u>	<u>20,444</u>

Deferred income is represented by grants received before the year end where the grant period does not start until the following April.

Analysis of movement in deferred income:

Balance brought forward	5,067
Released in the year	(5,067)
Deferred in the year	5,067
Carried forward	5,067

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2024

10. Commitments

	2024	2023
	£	£
Expiring in less than one year	<u>34,005</u>	<u>30,710</u>

At 31 March 2024 the charity had a non-cancellable commitment equal to 6 months' rent and service charges of £34,005 (2023: £30,710).

11. Movement in funds

	As at 1 Apr 2023	Incoming resources	Outgoing resources	As at 31 March 2024
	£	£	£	£
Unrestricted funds:				
General funds	520,215	194,729	(231,337)	483,607
Restricted funds:				
Counselling, Mentoring, Women's Service, Advice, Advocacy and Outreach	14,230	315,708	(329,938)	-
	<u>534,445</u>	<u>510,437</u>	<u>(561,275)</u>	<u>483,607</u>

Purposes of Restricted Funds

The Counselling and psycho-social services offer therapeutic and practical support to asylum seekers, refugees and vulnerable migrants via psychotherapy, counselling, an accredited one-to-one befriending scheme (Mentoring service), a Women's service and a social inclusion team offering advice and advocacy support.

The Women's Service provides a safe and supportive space for female clients to come together and undertake activities which promote their psychological, emotional and physical well-being. Like all our services, it aims to reduce social isolation and exclusion and break down barriers to the women integrating into the local community and life in Oxfordshire.

The Advice, Advocacy and Outreach Services support the work carried out via our therapeutic services by enabling social integration as described above, and also by providing advice on a range of practical issues as well as signposting to other services. These include a bespoke Citizen's Advice Bureau service, support with accessing training, education and employment, a hardship fund and bursary funding. These activities are funded primarily by trusts and foundations including Children in Need and by Oxford City Council.

Core funding has been primarily provided by the National Lottery Community Fund, Oxfordshire County Council, and The Henry Smith Charity.

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2024

12. Analysis of Net Assets between funds 2024

	General funds £	Restricted funds £	Total £
Tangible fixed assets	3,115	-	3,115
Cash at bank and in hand	490,108	-	490,108
Debtors	9,248	-	9,248
Current liabilities	(18,864)	-	(18,864)
	<u>483,607</u>	<u>-</u>	<u>483,607</u>

Analysis of Net Assets between funds 2023

	General funds £	Restricted funds £	Total 2023 £
Tangible fixed assets	1,232	-	1,232
Cash at bank and in hand	499,647	14,230	513,877
Debtors	39,780	-	39,780
Current liabilities	(20,444)	-	(20,444)
	<u>520,215</u>	<u>14,230</u>	<u>534,445</u>

13. Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net income for the year (as per the Statement of Financial Activities)	(50,838)	41,173
Adjustments for:		
Depreciation charge	1,764	112
Investment income	(11,409)	(2,427)
Decrease/(increase) in debtors	30,532	(34,993)
(Decrease) in creditors	(1,580)	(9,840)
Net cash (used in)/generated from operating activities	<u>(31,531)</u>	<u>(5,975)</u>

Refugee Resource Notes to the Accounts For the year ended 31 March 2024

14. Trustees' Remuneration and related party transactions

Trustees received no remuneration during the year for their duties as trustees (2023: £nil).

No trustees were reimbursed for their expenses during the year (2023: £nil)

There were no related party transactions. (2023: £nil).

15. Legal Status and Registered Office

Refugee Resource is a Charitable Company, limited by guarantee, incorporated in England. The registered office and principal place of business is:

The Old Music Hall
106-108 Cowley Road
Oxford
OX4 1JE