

**BARNET REFUGEE SERVICE  
t/a New Citizens' Gateway**

**(Company limited by guarantee no. 05243595  
registered charity no. 1107965)**

**REPORT AND FINANCIAL STATEMENTS**

**YEAR ENDED 31 MARCH 2024**

Report and Accounts



# **BARNET REFUGEE SERVICE**

(Company limited by guarantee no. 05243595, registered charity no. 1107965)

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## **REPORT AND FINANCIAL STATEMENTS**

For the year ended 31 March 2024

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## **TRUSTEES' REPORT**

**For the year ended 31 March 2024**

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the period 1 April 2023 to 31 March 2024. The trustees have adopted the provisions of 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) (effective 1 January 2019).

## **OBJECTIVES AND ACTIVITIES**

### **Charitable Objects**

The charity's objects, as defined in the Memorandum of Association are:

1. To preserve and protect the physical and mental health of those who are seeking asylum or who are granted refugee status and their dependents living, working or studying (temporarily or permanently) in England and Wales (hereinafter, the 'Beneficiaries').
2. To advance the education and training of those persons defined in Object 1 as Beneficiaries.
3. To advance the education of the public in general about the issues relating to refugees and those seeking asylum.
4. The relief of financial hardship to those persons defined in Object 1 as Beneficiaries.
5. The provision of facilities for recreation or other leisure time occupation with the object of improving the conditions of life of those persons defined in Object 1, who have need of such facilities by reason of their youth, age, infirmity or disablement, financial hardship or social and economic circumstances.

### **Our Vision**

All refugees to be welcomed, safe, respected, and resettled.

### **Our Mission**

New Citizens' Gateway (NCG) provides holistic support and services which enable the inclusion of those seeking and getting protection in England and Wales and to access their full potential as equal participants in UK life.

The focus of our work is to improve the quality of life, and promote the physical, social and mental well-being, of refugees and people seeking asylum who live, work or study in the UK. We also help to reduce health inequalities, and social and economic exclusion and enable positive integration and personal independence of these people.

### **Our Values**

#### **Inclusive**

We believe in equal voice, equal opportunity, equal rights, and fairness for everyone. Being client-led and culturally sensitive is core to being inclusive.

## **TRUSTEES' REPORT**

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### Respectful

We treat everyone with kindness, empathy, openness and honesty. Active listening is the first step. This includes how we engage with clients, staff, volunteers and everyone we engage with. It is part of our professionalism.

### Collaborative.

We believe in partnership. Working together results in better plans, decision-making and solutions. We work together internally and externally with other stakeholders for the best possible outcomes for our clients.

### Empowering

We believe in enabling people to solve their difficulties and give them more participation in the solution and hence develop the skills, experience and confidence to solve future problems

### **Our Strategies**

The strategies we use as the focus of our work are:

1. Our Holistic Approach whereby we consider the many factors affecting a refugee or asylum seeker including knowledge of the UK, language skills, financial resources, social factors, physical and mental health and levels of confidence rather than just the immediate issue being presented. Our Holistic Approach to serving refugees and asylum seekers recognises that these people's issues must be treated in the context of the whole person.
2. Co-ordination with other support services and charities in the sector. Through this approach, we recognise and make use of the strengths of the other organisations working in this sector so that we work together towards our common purpose of supporting refugees and asylum seekers.
3. We shape our services based primarily on on-the-ground demand. We believe that working with our clients in the development and delivery of our services is the best way to understand their needs and how best to support them.

### **Significant activities**

We developed our services based on the health needs of our clients and on an "Integrated Holistic Model of Support". This model acknowledges the whole person and all their physical, social, emotional and spiritual needs. The majority of refugees and asylum seekers are suffering from depression and Post Traumatic Stress Disorder due to their past experiences. In addition, language barriers, financial difficulties and poverty, homelessness or poor accommodation, cultural barriers and lack of employment were the main factors hindering them from rebuilding their lives and achieving their full potential.

Our Holistic Model of Support provides a range of activities all under one roof. Our main areas of activity are:

- **Advice & Guidance.**  
We provide advice, information and support to refugees and asylum seekers on a variety of issues, promoting equal access to services, particularly health. We also provide emergency food and cash support when circumstances require it.

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- **Multi-Lingual Counselling Service & Emotional Support**  
NCG is a registered member of the British Association for Counselling and Psychotherapy (BACP) and we provide a multi-lingual professional counselling service to support the many people coping with the effects and trauma of war, persecution, loss and dislocation. We have a dedicated counselling project for Ukrainians, providing one-on-one mental health support in their native language.  
We also provide a range of therapeutic activities including our gardening project, our Women's Group, psycho-educational workshops (IAPT), yoga, mindfulness, arts and drama our Mother & Toddler's Group and residential retreats.
- **Integration Support.**  
We strongly believe that integration is crucial for refugees and asylum seekers affecting both individuals and the host communities. This process is essential for fostering inclusive, resilient, and thriving societies where all members can contribute and benefit.  
The majority of our programs focus on enhancing integration and combating isolation through various initiatives, including volunteering, ESOL classes, citizenship workshops, group activities, and collaborations with community members, such as faith groups or schools. Engaging refugees in our volunteer program, where they work alongside native volunteers, helps build their confidence, employment skills, and language proficiency, offering a positive route to integration. Each year, approximately 50% of our volunteers come from refugee backgrounds, working closely with clients and native-speaker volunteers.
- **Refugee Youth Wellbeing and Support**  
We support young refugees and asylum seekers aged 11-25, many of whom are in the UK without their families. Our goal is to help these young individuals reach their full potential through personalised one-to-one support, sports activities, volunteering, social clubs, English language classes, summer and holiday programs, youth leadership opportunities, and access to individual bilingual counselling. We work closely with social services, schools, colleges, and supported living accommodation providers to ensure comprehensive support.
- **Destitution Support**  
Destitution is a significant issue among asylum seekers. They often endure months or even years awaiting the resolution of their asylum claims, during which time most are barred from working and receive little to no financial assistance. Consequently, these individuals must depend on charities and their sparse social networks to survive. Since 2006, we have been operating a Drop-In service to support destitute asylum seekers by providing them with food parcels, clothing, and supermarket vouchers.
- **Support to Other Organisations**  
We also assist local government organisations, including the NHS, housing, welfare, and other agencies. Our support helps these organisations reach and communicate with refugees and asylum seekers within their communities, using their native languages and in a culturally sensitive manner.
- **Supporting Asylum Seekers Placed in 5 Hotels across Barnet**  
In collaboration with Barnet Council and the Persian Advice Bureau, we have been supporting over 2,000 asylum seekers placed in five hotels across Barnet by the Home Office. This includes daily drop-in outreach services and ongoing support from our office in Colindale.

## **TRUSTEES' REPORT**

**For the year ended 31 March 2024**

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### **Public Benefit**

London and its neighbouring counties are home to a significant population of refugees and asylum seekers from diverse communities, including Somali, Ukrainian, Iranian, Afghan, and various African groups. Many are young individuals and unaccompanied minors who have fled their countries due to war, torture, or persecution, enduring perilous journeys to reach the UK.

Upon arrival, they often face social exclusion due to mental health issues, homelessness, poverty, limited understanding of British customs, and language barriers. The traumas from their home countries and the challenges of adapting to a new life in the UK contribute to widespread mental health issues. Additionally, obstacles such as lack of work experience, diminished self-confidence, and language deficiencies hinder their employability.

We strongly believe that it is crucial for both their well-being and the welfare of the broader community to support their successful integration into UK society. By addressing their unique needs and providing necessary assistance, we can foster a harmonious and inclusive environment that benefits everyone involved.

Our Holistic Model of Support embodies a comprehensive approach that addresses the physical, psychological, and social needs of individuals. At NCG, our clients are at the centre of everything we do, and their unique needs guide our activities. As a frontline support service, we are fully dedicated to assisting refugees and asylum seekers throughout their entire journey. We offer a variety of activities and initiatives to provide essential assistance and guidance during these challenging times. Our unwavering commitment to creating a safe and inclusive environment drives our mission to empower and uplift those in need.

Apart from offering direct support to refugees and asylum seekers, we also assist local government organisations, including the NHS, housing, social services, Job centres, and other agencies. Our role is to help these organisations effectively connect and communicate with refugees and asylum seekers within their communities, ensuring that information is conveyed in their native languages and in a culturally sensitive manner. By acting as a crucial communication bridge, we help reach out to individuals who might otherwise feel isolated and difficult to access.

In addition to our other services, NCG places special emphasis on delivering youth activities tailored for young refugees and asylum seekers, including unaccompanied minors and those with mental health issues. These youths often struggle with isolation, language barriers, cultural differences, and even hostility, making them susceptible to marginalisation and potential involvement in criminal activities. To address these challenges, we provide mental health support, psycho-social support, and advocacy for young refugees. Our main objective is to enhance their self-confidence and self-esteem while opening up pathways to various opportunities. The youth represent the future of a nation, and our ultimate goal is to empower these young individuals, enabling them to actively and positively engage in mainstream UK life and leading them towards a secure and fulfilling future.

In addition to addressing the practical needs of our clients, our services are significantly centred around supporting refugees as they strive to integrate into their local communities and rebuild their lives. A fundamental principle guiding our service delivery is our strong belief in the positive impact refugees can make, both within our organisation and in our culturally and ethnically diverse society.

By helping refugees rebuild their confidence and seamlessly integrate into UK life, we enhance their opportunities to rebuild their lives and become active contributors to UK society. This, in turn, leads to significant contributions to the economy and enriches the cultural diversity of our broader society. Ultimately, the entire UK community benefits from this outcome.

## **TRUSTEES' REPORT**

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## **STRATEGIC REPORT**

### **Achievement and Performance**

During 2023-2024, NCG remained committed to providing comprehensive support services for refugees and asylum seekers. Through a range of activities under our holistic model of support, we assisted over 5800 individuals, making a meaningful impact on their lives and fostering a sense of hope and belonging. The following report highlights some of the significant outputs and impacts of our work during this period:

#### **Advice, Information & Guidance:**

In 2023-24, we supported over 5,200 individuals through both our advice and outreach services, addressing 21,845 inquiries. Our dedicated team of advisors played a crucial role in assisting refugees and asylum seekers on their path to a better future. Throughout the year, we provided personalized advice, information, and guidance to over 1,622 clients, showcasing the effectiveness of our advisory services in meeting the diverse needs of those we serve. Additionally, NCG proved to be a reliable resource, handling an impressive 9,450 inquiries from individuals seeking assistance and clarity through our advice team. Our commitment to expanding our reach and impact was further evidenced by the onboarding of 692 new clients seeking advice-only services.

#### **Contingency Hotels Outreach Initiatives:**

In addition to our primary advisory services, NCG's outreach team made commendable efforts to extend support to asylum seekers housed in three hotels in Barnet for another year. Throughout the year, we maintained regular on-site consultations, offering a welcoming and accessible environment for asylum seekers in these hotels to seek assistance and guidance. The outreach team's dedication and commitment were evident in the substantial number of visits they conducted. Altogether, we facilitated over 3578 visits across the three hotels, addressing more than 12395 inquiries from asylum seekers in these temporary accommodations.

#### **Bilingual Counselling**

During the 2023-24 year, our Counselling Team, consisting of 23 skilled bilingual counsellors, including both seasoned professionals and trainees, provided culturally sensitive counselling and psychological assistance in clients' native languages. This inclusive approach ensured access to counselling services in a diverse array of languages, such as Albanian, Arabic, Bengali, Dari, English, Farsi, French, Gujarati, Hindi, Kurdish, Pashto, Punjabi, Somali, Turkish, Ukrainian, and Urdu.

Throughout the 2023-24 period, the bilingual counselling service received 497 referrals for individual psychological support. The sources of these referrals were: 34% from NHS IAPT Services, 42% from other organisations (including NCG), 9% from GPs, 8% from Social Prescribers, and 7% were self-referrals. Among these referrals, 62 clients were funded under IAPT one-to-one counselling.

A total of 258 clients attended an assessment session. The counselling service delivered approximately 2628 bilingual counselling sessions to 219 clients who completed their course of treatment.

The completion rate for our clients was 85%, meaning our dropout rate is 15%, which is significantly lower than the national dropout rate of 62%, as reported by NHS Digital in the IAPT annual report for 2022/23.

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After completing 12 sessions of counselling, data from the PHQ-9 and GAD-7 indicated a significant improvement in clients' mental health and well-being, with a recovery rate of 54%, compared to the national IAPT recovery rate of 49.9% in 2022-23. Notably, the recovery rate increased from 41.6% after 6 sessions to 54% after an additional 6 sessions.

### **IAPT Psycho-Educational Workshops**

The IAPT service Step Two offers low-intensity psychological support for individuals experiencing mild to moderate levels of depression and anxiety. Over the past year, we registered 450 participants and conducted 34 workshops attended by 424 individuals. These workshops covered a broad range of topics, including PTSD, self-care, sleep management, self-esteem, OCD, and coping with grief and depression, and were conducted in Farsi, Arabic, Turkish, and English. The primary goal of these workshops was to help clients gain a better understanding of mental health conditions and to equip them with essential coping tools. Evaluation of this service confirmed the majority of the 424 participants who completed the form found the workshops useful for managing their mental health and improving their coping skills.

### **ESOL Classes**

During the 2023-24 term, with the support of 18 dedicated ESOL teachers and 4 teaching assistants, we offered informal ESOL classes both in person and online to a total of 252 students at levels ranging from Pre-Entry to Entry 3. To evaluate the effectiveness of our ESOL classes, we conducted two impact surveys focusing on the classes' impact on students' knowledge, skills, and confidence. The results of both surveys were overwhelmingly positive, showcasing the dedication of our volunteer teachers and the success of our current practices.

**Trinity ESOL Classes:** Alongside our standard ESOL curriculum, we have proudly served as an accredited centre for Trinity College ESOL since 2017. Through this program, we conducted 10 hours per week of hybrid ESOL sessions tailored for 24 refugee students. These sessions culminated in the Trinity exam, which 19 students took and all passed. We are thrilled to report a 100% success rate for this initiative.

### **Volunteering**

During 2023-24, we had a pool of 116 registered volunteers, with 72 actively participating, including both new and existing members. Of these, 61 engaged in a variety of activities across various projects on a weekly basis.

The program showcased a holistic approach by providing a broad spectrum of opportunities, such as advice, campaigning and lobbying, ESOL, Mums and Tots group, counselling, women's group, youth group, gardening, mental health and well-being workshop facilitation, admin, interpreting, food and clothes parcel collection and distribution, organising events, and service evaluation. This wide range of activities highlights the programme's effectiveness in addressing the distinct needs of the refugee and asylum seeker community.

The assessment of NCG's Volunteering Programme for 2023-24 highlighted its effectiveness and the positive impact it had on both the organisation and its volunteers. By utilising the commitment and expertise of its volunteers, NCG effectively assisted refugees and asylum seekers, fostering their social integration and empowerment. Volunteers expressed high levels of satisfaction, appreciation for the support they received, and a willingness to recommend the programme, all of which highlighted the programme's quality and NCG's ability to create a nurturing and fulfilling environment.

The programme's success is further evidenced by the specific benefits experienced by refugee volunteers, including enhanced employability skills, improved social integration, and increased



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empowerment during their transition to paid employment. NCG's commitment to making a lasting difference in the lives of refugees and asylum seekers through volunteering is apparent in these positive outcomes.

***We are proud to report that during 2023-24, our dedicated volunteers contributed 2,754 hours to support NCG, equivalent to 1.5 full-time positions.***

**Paid Employment Transition:** It is remarkable that NCG's assistance went beyond volunteering, as the organisation helped 8 individuals secure paid employment during the evaluation period. This accomplishment showcases the concrete results and practical influence of NCG's initiatives. The successful transition of volunteers into paid roles highlights the programme's effectiveness in fostering professional development and offering avenues for individuals to enhance their situations

### **Refugee Youth Wellbeing and Support**

During 2023-2024 our Youth Wellbeing Project has demonstrated its commitment to supporting the well-being of refugee and asylum-seeking young people, particularly those who have experienced trauma, abuse, and neglect. The project aims to enhance the overall health and well-being of these young individuals by providing opportunities for support, socialising, confidence building, and integration into the local community. Through various activities, such as weekly social clubs, youth counselling, football clubs, ESOL classes, youth volunteering opportunities, youth outings, and school holiday activities, the project aims to empower young people, build their confidence, and help them realize their full potential.

Over the past year, the Youth Wellbeing Project has expanded its services and tailored activities in consultation with young people. During the reporting period from April 2023 to March 2024, the project served over 160 young people and received 104 new referrals. A total of 220 different sessions were delivered, with a combined attendance of over 1,756. To assess the impact of the project, four evaluation surveys were conducted at the end of each quarter, in June 2023, September 2023, January 2024 and March 2024, which were sent to all currently active young people on the project.

An overwhelming 96.2% of the respondents said they had seen positive outcomes from joining the NCG youth activities. These included feeling happier, having fun, learning new skills, making new friends, reducing loneliness, making a positive impact on their community, and improving English language skills.

Furthermore, 94.6% of respondents indicated that being part of the project's youth club had improved their overall physical and mental well-being, by giving of 3, 4 or 5/5 to the survey question. This feedback highlights the positive impact the project has had on the well-being of young people, addressing their emotional needs and fostering a supportive environment.

The Youth Team has successfully implemented their evaluation plan during this reporting period. Their key measurement objectives included improving health and well-being, enhancing young people's engagement, increasing social skills and knowledge, and identifying mechanisms of change.

### **Youth Counselling Project**

The Youth Counselling Project, implemented between April 2023 and March 2024, aimed to provide weekly counselling sessions to young refugees and asylum seekers in their own native languages. A total of 39 referrals were received during this period, out of which 21 received counselling sessions, and 13 completed their sessions. To assess the impact of the Youth Counselling Service, participants were asked to rate their mental well-being using the Warwick-Edinburgh Mental Well-being Scale (WEMWBS) before and after the completion of their counselling sessions. The Pre/Post ratio, which represents the average well-being score before and after counselling, showed an initial average score

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of 36, which increased to 50.5 after the completion of the 12 counselling sessions. Notably, all but one participant demonstrated an improvement in their well-being scores from pre-counselling to post-counselling, indicating a positive change in their mental well-being.

Overall, the Youth Counselling Project achieved positive outcomes in terms of improving the mental well-being of the young individuals who participated in the counselling sessions. The increase in average well-being scores from pre-counselling to post-counselling indicates the project's success in positively impacting the emotional and psychological state of the participants. Furthermore, the majority completed their sessions, demonstrating the commitment and engagement of both the participants and the project's counsellors.

### **Gardening Project**

In an inspiring and transformative initiative, our Ecotherapy program (Sowing Seeds) offers refugees a profound path to healing from trauma and stress, enhancing their mental well-being. This unique approach allows them to reconnect with their cultural heritage through traditional gardening practices and the cultivation of familiar plants and crops from their countries of origin.

Between April 2023 and November 2023, we organised a total of 49 gardening sessions as part of this project, including 15 sessions dedicated to cooking in the garden. These sessions welcomed the participation of 135 individuals, 38 of whom attended regularly.

To evaluate the impact of our program, we randomly selected 38 participants who had completed at least 6 gardening sessions and invited them to fill out an evaluation questionnaire. The insightful responses we received highlighted this activity. 96% reported the positive impact of this activity on their mental wellbeing.

### **Jasmine Women's Group**

We have concluded yet another successful year in fulfilling its mission of offering a secure environment for refugee women to foster friendships, engage in social activities, and seek solidarity with those who share similar life experiences. The evaluation of the group's activities from 2023 to 2024 unveils positive results for its members. Throughout this timeframe, 72 women from 13 nationalities actively engaged in 39 sessions. In order to gauge the influence of joining the Jasmine Women's Group on participants' welfare, a survey was conducted to randomly select attendees.

The pre-post evaluation, which measured participants' scores before joining the group and after nine months of active involvement in diverse activities, brought to light several significant findings. According to the evaluation findings, it is evident that the Jasmine Women's Group has effectively achieved its goal of offering a secure and inclusive environment for refugee women, aiding them in adapting to unfamiliar surroundings and enhancing their standard of living. The educational workshops and capacity-building exercises tailored to the needs of refugee women have had a beneficial influence on their social assimilation, welfare, and individual growth. These findings confirm the effectiveness of the group's approach and highlight the importance of such initiatives in promoting the overall welfare of refugee women.

**Additional Activities:** NCG offers a variety of small projects and activities, including yoga, art therapy, group work, outings, citizenship sessions, mums & Tots group, and fundraising for individuals and families, food bank, destitution support etc.

### **Strengthening Collaborations and Influencing Policy**

In line with our five-year strategy, we collaborate with other agencies to influence government policies and public narratives, aiming to improve the protection of refugees and asylum seekers. We understand that influencing government policies is often a long-term process, so we've joined forces with various

**TRUSTEES' REPORT**

**For the year ended 31 March 2024**

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groups to amplify our clients' voices and drive policy changes. We plan to strengthen this collaboration further, believing that sustained cooperation can create a formidable team that policymakers are more likely to heed and support.

To achieve this goal during 2023-24, we continued building relationships and expanding our existing collaborations, reaching out to potential partners and establishing new connections through meetings, networking events, and introductions by mutual contacts. The strength of these relationships will determine the success of our collaborative efforts. Our CEO plays a crucial role, consulting with policymakers from Barnet Council, the NHS, the GLA, and others. We further developed these engagements by holding additional meetings with policymakers and those influencing policies i.e. Kings Fund, universities, researchers providing testimonies, and engaging in direct lobbying efforts to promote our desired policy changes. We also identified and engaged with more key stakeholders, including government officials and regulatory bodies.

**Recognition of NCG Achievements:**

**Customer Satisfaction Survey**

To gauge our clients' satisfaction levels, we conducted a survey across various projects and activities. The overall average satisfaction rate for the entire organisation is 84%. Detailed explanations can be found in our annual evaluation report published on our website. This high satisfaction rate demonstrates our commitment to delivering quality services and meeting our clients' needs effectively.

**GSK Impact Award 2023**

We are proud to announce that New Citizen Gateway has been honoured with a prestigious national award for its exceptional efforts in supporting the physical and mental well-being of asylum seekers and refugees in London. Our dedication and commitment were recognised through a rigorous selection and assessment process, where we emerged as one of the 10 winners among more than 400 charities from across the UK. This esteemed recognition came through the 2023 GSK IMPACT Awards, delivered in partnership with The King's Fund. Now in their 26th year, these awards are a hallmark of excellence in the charity sector, celebrating the remarkable work of small and medium-sized charities dedicated to enhancing the health and wellbeing of people throughout the UK.

**Fundraising activities**

At NCG, the CEO holds primary responsibility for fundraising, with a strategy agreed upon by the Board. The CEO, along with other staff, executes fundraising activities. NCG aims to meet its funding needs through various funding bodies. Over the past year, the Trustees decided to provide additional support to the CEO by outsourcing some of our fundraising initiatives.

NCG secures the largest portions of its funding from trust funds and national and local government awards. We also receive contributions from private donors, local businesses and organizations, and the general public. In 2023/24, we continued to diversify our fundraising activities, involving more personnel and focusing on securing unrestricted funding and building our reserves.

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**For the year ended 31 March 2024**

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### **FINANCIAL REVIEW**

#### **Financial position**

**The financial statements for the year is set out on pages 18 - 31.**

The charity returned a surplus of £43,439 for the year (2023: £28,569) and the Income for the year was £891,066 (2023: £1,007,719)

#### **Principal funding sources**

Barnet Integrated Care Boards (ICB)  
Barnet Council  
Children In Need  
Greater London Authority-The Violence Reduction Unit (VRU)  
John Lyons Charity  
City Bridge Foundation  
The Mercers Foundation  
Betty Messenger Foundation  
Henry Smith Foundation

#### **Reserves policy**

Inherently there is a degree of judgment involved in identifying risks faced by the Charity and in establishing the appropriate level of reserves that the Charity should maintain to mitigate these risks.

The level of free unrestricted reserves maintained by NCG is determined by balancing the need to address the immediate and considerable needs of refugees and asylum seekers in the London area against the need to have adequate resources to manage our way through unexpected financial challenges, while at the same time ensuring that we do not retain income for longer than required. The policy also provides parameters for future strategic plans and contributes towards decision-making.

The NCG Policy for free reserves is 3 months of operating expenditure. Our 12-month operating expenditure at March 2024 is £847,627. At March 2024, the charity had free unrestricted reserves of £220,841 and designated reserve of £192,490 which has been earmarked for specific charitable projects that will be carried out in 2024-25.

#### **Volunteers**

During 2023-24, we had a pool of 116 registered volunteers, with 72 actively participating, including both new and existing members. Of these, 61 engaged in a variety of activities across various projects on a weekly basis.

Volunteers are crucial to the success of all our programmes, particularly in the areas of ESOL, and some services which are wholly led and managed by volunteers such as Mother and Toddler Group, Women's Group, Peer Support/Befriending, Gardening and Emergency food parcel support. We are also supported by volunteers in the areas of Advice, Counselling, Interpreting, Youth group, and office administration.

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### **Future plans**

The trustees and the executive have undertaken a review of the charity systems and processes and made sure that they are fit-for-purpose for the size of charity that we have become. This included a refresh of the Vision, Mission, Values and Ambitions to align with today's environment.

The organisation remains focused on providing the holistic suite of support services to refugees and people seeking asylum, and to supporting local government organisations to reach and communicate with these communities. Specific changes that we will implement over the next 5 years are as follows

1. For NCG to be more client-led.
  - Larger representation of our client groups in our Board, senior management, staff and volunteers.
  - To engage more with our client groups (refugees and those people seeking asylum) to plan, design, develop, deliver and evaluate services in line with their identified priorities.
2. To further develop our holistic model of support.
  - Evaluation of NCG's holistic model, how it is delivered in practice and its impact
3. Establish NCG as one of the most trusted organisations in youth work. We will do this through:
  - Holistic response – to be response to our client's whole-person needs
  - Knowledge – further develop our understanding of the needs of our clients and have the skills and expertise to deliver
  - Capacity - case-workers and trained experienced youth workers as staff
  - Presence & Partnership – further collaborate with like-minded organisations and more actively engage with London youth networks including schools and colleges
4. To work in collaboration with other agencies to influence government policies and public narratives for improvement in protection of refugees and those people seeking asylum.
  - Expand and develop our digital presence
  - More active engagement and participation in sector networking and campaigns

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

The charity is controlled by its governing document, a deed of trust, and constitutes a company limited by guarantee, as defined by the Companies Act 2006. The charity is therefore governed by a Memorandum and Articles of Association. The directors of the company are also trustees of the charity. Eligibility for membership of the charity and membership of the board of trustees is governed by the Memorandum and Articles of Association. There are no restrictions in the governing document on the operation of the charity or on its investment powers, other than those imposed by general charity law.

### **The methods adopted for the recruitment, appointment, induction and training of new Trustees:**

Potential trustees are nominated by a current trustee or a member of NCG (membership of at least one year) nominating someone for election at the AGM. The Board may also co-opt a new trustee.

An induction procedure is in place for new trustees which identifies the reading materials to be provided to new trustees upon appointment and the trustees and other key staff to meet.

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New trustees also undertake external training on Charity Governance and Safeguarding.

**The organisational structure of the charity and how decisions are made:**

Strategic decision-making is the responsibility of the Board of Trustees. The implementation of these decisions is the responsibility of the Chief Executive Officer (CEO) who delegates to staff and volunteers at her discretion. In addition, delegation of authority by the Board to the Chief Executive Officer (CEO) is set out in a Framework of Delegation document. Day to day operational decisions are made by the CEO.

Funding applications are made by the CEO. Applications above a defined monetary threshold must also receive the scrutiny and then approval of the trustees.

Financial decisions follow the procedures laid down in the Financial Policy.

Some financial decisions are delegated by the Board to a Finance Committee and to the CEO.

The trustees have had due regard to the Charity Commission's guidance on public benefit.

**Arrangements for setting the remuneration of the charity's key personnel**

NCG uses NJC Pay-scales to guide recommendations for annual cost of living pay reviews of all staff. The Board proposes and negotiates the salary review of the CEO. The salary reviews of all other staff are proposed by the line management and approved by the trustees.

**The major risks to which the charity is exposed and reviews and systems to mitigate risks:**

The CEO, staff and trustees review and revise an operational risk assessment each year so as to identify the major risks to which the charity is exposed including any risks that the charity may pose to its beneficiaries or to the public in general as a result of pursuing its charitable objects.

Mitigation plans are agreed for all substantial risks and the CEO is responsible for the implementation of those plans. The charity is satisfied that the systems are in place to mitigate these major risks which have been so identified and reviewed.

The principle risks and uncertainties facing the organisation together with the mitigation plans are considered to be as follows:

- **Funding shortfall** caused by reduced charity funding available or withdrawal of a key funder. The organisation is actively working on strengthening and diversification of our fundraising. This includes the engagement of an external fundraiser and increasing our efforts to collect public donations
- **Insufficient unrestricted funds (Reserves).** There is a risk that the level of reserves falls below the policy range of 3 months operating costs. The organisation have achieved its target reserves at 31 March 2024 and the organisation is prioritising fundraising of unrestricted funds to remain at the target level of reserves.
- **Loss of key staff.** The organisation is working on a variety of measures to enhance organisational capacity, flexibility and staff retention. This includes succession planning and reducing over-dependency on any single individual.

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**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Charity Name**

Barnet Refugee Service (working as New Citizens' Gateway)

**Registered Company number**

05243595 (England and Wales)

**Registered Charity number**

1107965

**Registered office**

8th Floor The Hyde  
London  
NW9 6LH

**Trustees**

J C Doyle - (Chair Till Jan 2024)  
M J Young – (Chair – Appointed Jan 2024)  
G Thirusaba-Nathan – Treasurer  
Dr S Ahluwalia  
E S Rosen  
F Sheriff  
Dr P A Trafford  
S Dujmovic Potnar (Appointed Jan 2024)  
T Issa Sougui (Appointed Dec 2023)  
G Bokaei (Resigned Oct 2023)

**Key Senior Management Staff**

N Akbari - CEO

**Auditors**

Knox Cropper LLP  
Chartered Accountants and Statutory Auditors  
65-68 Leadenhall Street, London  
EC3A 2AD

**STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The trustees (who are also the directors of Barnet Refugee Service for the purposes of company law) are responsible for preparing the Trustees' 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 the income and expenditure of the charitable company for that period. In preparing those financial statements, the trustees are required to

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

**TRUSTEES' REPORT**

**For the year ended 31 March 2024**

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

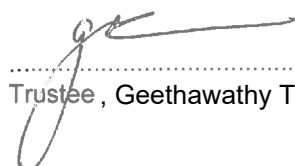
In so far as the trustees are aware:

- 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 to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

**AUDITORS**

The auditors, Knox Cropper LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Trustees' report, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 13 November 2024 and signed on the board's behalf by:

  
.....  
Trustee, Geethawathy Thirusaba-Nathan



**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
BARNET REFUGEE SERVICE FOR THE YEAR ENDED 31 MARCH 2024**

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We have audited the financial statements of Barnet Refugee Service (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash flows and notes to the financial statements, including a summary of significant accounting 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 charitable company's affairs as at 31 March 2024 and of its 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.

**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 charitable company 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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

**Other information**

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information.

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.

/Continued ...

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
BARNET REFUGEE SERVICE FOR THE YEAR ENDED 31 MARCH 2024**

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(Continued)

**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, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' 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 directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the 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.
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement in the Trustees' Report, the trustees (who are also the directors of the charitable company 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:

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**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
BARNET REFUGEE SERVICE FOR THE YEAR ENDED 31 MARCH 2024**

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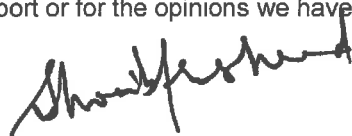
**(Continued)**

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the charitable company and determined that the most significant are the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2019), in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) applicable to smaller entities, the Companies Act 2006.
- We understood how the charitable company is complying with those frameworks via communication with those charged with governance, together with the review of the charity's documented policies and procedures. The charitable company is required to comply with both company law and charity law and, based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- The audit team, which is experienced in the audit of charities, considered the charity's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override and allocation of costs to charitable activities and restricted funds.
- Our approach was to check that the income from grants and donations were properly identified and accurately disclosed, that expenditure and grant payables were complied with the control procedures and related expenditure was appropriately charged. We also reviewed major journal adjustments along with unusual transactions and considered the identification and disclosure of related party transactions.

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

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. 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.



Shoaib Arshad (Senior Statutory Auditor)  
For and on behalf of:  
**Knox Cropper LLP**  
Chartered Accountants & Statutory Auditors  
65 Leadenhall Street  
London  
EC3A 2AD

10 December 2024

## BARNET REFUGEE SERVICE

### STATEMENT OF FINANCIAL ACTIVITIES (incorporating the Income and Expenditure Account) For the year ended 31 March 2024

	Note	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
<b>INCOME AND ENDOWMENTS FROM:</b>					
Donations and legacies	2	477,617	402,778	880,395	1,005,089
Investments	3	10,671	-	10,671	2,630
Other	4	-	-	-	-
<b>TOTAL</b>		<b>488,288</b>	<b>402,778</b>	<b>891,066</b>	<b>1,007,719</b>
<b>EXPENDITURE ON:</b>					
Charitable activities		432,790	414,837	847,627	979,150
<b>TOTAL EXPENDITURE</b>	5	<b>432,790</b>	<b>414,837</b>	<b>847,627</b>	<b>979,150</b>
Net income		55,498	(12,059)	43,439	28,569
Transfer between funds	14	(437)	437	-	-
<b>NET MOVEMENT IN FUNDS</b>		<b>55,061</b>	<b>(11,622)</b>	<b>43,439</b>	<b>28,569</b>
<b>RECONCILIATION OF FUNDS:</b>					
TOTAL FUNDS AT 1 APRIL 2023		358,270	240,090	598,360	569,791
<b>TOTAL FUNDS AT 31 MARCH 2024</b>		<b>£ 413,331</b>	<b>£ 228,468</b>	<b>£ 641,799</b>	<b>£ 598,360</b>

**BARNET REFUGEE SERVICE**

Company limited by guarantee (registered company no. 05243595)

**BALANCE SHEET**

As at 31 March 2024

	Notes	2024 £	2023 £
<b>FIXED ASSETS</b>			
Tangible assets	11	1,393	5,277
<b>CURRENT ASSETS</b>			
Debtors	12	50,019	194,985
Cash at bank and in hand		610,831	427,121
		<u>660,850</u>	<u>622,106</u>
<b>CREDITORS: amounts falling due within one year</b>	13	(20,444)	(29,023)
<b>NET CURRENT ASSETS</b>		<u>640,406</u>	<u>593,083</u>
<b>TOTAL NET ASSETS</b>		<u>£ 641,799</u>	<u>£ 598,360</u>
<b>FUNDS</b>			
Unrestricted funds:			
Designated funds	14	192,490	161,118
General fund	14	220,841	197,152
		<u>413,331</u>	<u>358,270</u>
Restricted funds	14	228,468	240,090
		<u>£ 641,799</u>	<u>£ 598,360</u>

The financial statements have been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 relating to small companies and section 1a of the Financial Reporting Standard 102.

The financial statements were approved, and authorised for issue, by the Board of Trustees on 13 November 2024 and signed on their behalf by:-

PENELOPE ANNE TRAFFORD

PA Trafford Trustee

GEETHAWATHY THIRUSABA-NATHAN

gre Trustee

The annexed notes form part of these financial statements

## BARNET REFUGEE SERVICE

### CASH FLOW STATEMENT

For the year ended 31 March 2024

	2024 £	2023 £
<b>Cash flows from operating activities</b>		
Surplus for the financial year	43,439	28,569
Adjustments for:		
Depreciation	4,003	10,054
Decrease/(increase) in debtors	144,966	(100,858)
Decrease in creditors	(8,579)	(18,871)
Investment income	(10,671)	(2,630)
	<u>173,158</u>	<u>(83,736)</u>
<b>Cash flows from investing activities</b>		
Purchase of tangible fixed assets	(119)	(4,240)
Return on investment - interest receivable	10,671	2,630
Proceeds from sale of tangible fixed assets	-	-
	<u>10,552</u>	<u>(1,610)</u>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<u>183,710</u>	<u>(85,346)</u>
Cash and cash equivalents at 1 April 2023	427,121	512,467
<b>Cash and cash equivalents at 31 March 2024</b>	<u>£ 610,831</u>	<u>£ 427,121</u>
<b>Components of cash and cash equivalents</b>		
	At 1 April 2023	Cashflows At 31 March 2024
Cash at bank and in hand	<u>427,121</u>	<u>183,710</u>
		<u>610,831</u>

**NOTES TO THE FINANCIAL STATEMENTS**

**For the year ended 31 March 2024**

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**1. ACCOUNTING POLICIES**

***Basis of preparation of financial statements***

The financial statements of the charity, which is a public benefit entity under FRS102, have been prepared under the historical cost convention. They have been prepared in accordance with applicable United Kingdom accounting standards, the requirements of the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2015), in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) applicable to smaller entities and the Companies Act 2006. The presentational currency of the financial statements is Pound Sterling (£).

The Trustees consider that there are no material uncertainties about the Trust's ability to continue as a going concern. In preparing the accounts, no restatement was required in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102.

***Company status***

Barnet Refugee Service is a company limited by guarantee. 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.

***Fund accounting***

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objects of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The cost of administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements. Statutory grants which are given as contributions towards the Charity's core services are treated as unrestricted.

***Incoming resources***

Revenue grants are credited to incoming resources on the earlier date of when they are received or when they are receivable, unless they relate to a specific future period, in which case they are deferred. All other incoming resources are included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Investment Income is recognised on an accruals basis.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the Charity where this can be quantified and a third party is bearing the cost. No amounts are included in the financial statements for services donated by volunteers.

Donated services are included in income at a valuation which is an estimate of the financial cost borne by the donor where such a cost is quantifiable and measurable. No income is recognised where there is no financial cost borne by a third party.

Income tax recoverable in relation to investment income or Gift Aid donations is recognised at the time the relevant income is receivable.

Other income is included in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

**NOTES TO THE FINANCIAL STATEMENTS**

**For the year ended 31 March 2024**

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***Resources Expended***

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Support costs, including governance costs, which cannot be directly attributed to particular activities, have been apportioned proportionately to the direct staff costs allocated to the activities. Governance costs include the costs of servicing Trustees' meetings, audit and strategic planning.

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

***Tangible fixed assets and depreciation***

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixture and fittings	-	3 years
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***Debtors***

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

***Cash at bank and in hand***

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

***Financial Instruments***

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

***Pensions***

The charity is part of a defined contribution pension scheme. Contributions are charged to the Statement of Financial Activities as they become payable in accordance with the rules of the scheme.

***Judgements and key sources of estimation uncertainty***

Judgements and key sources of estimation uncertainty are detailed in the above accounting policies, where applicable.



## BARNET REFUGEE SERVICE

### NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2024

#### 2. DONATIONS AND LEGACIES

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Revised Total Funds 2023 £
Donations	11,063	33,363	44,426	40,205
Grants	466,554	369,415	835,969	964,884
	<b>£ 477,617</b>	<b>£ 402,778</b>	<b>£ 880,395</b>	<b>£ 1,005,089</b>

#### Analysis of the grants funding

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
AMIF	-	-	-	354,683
Barnet Council Covid	264,091	-	264,091	239,595
Betty Messenger	-	50,000	50,000	50,000
CCG-Ukrainian	92,475	-	92,475	-
Children In Need	-	-	-	72,409
City bridge Trust	-	52,430	52,430	54,186
GSK Award	-	40,000	40,000	-
Hong Kong BNO	-	-	-	14,977
IAPT (formerly CCG)	80,000	-	80,000	80,000
J L Summer Activities	-	4,900	4,900	-
John Lyons	-	60,000	60,000	6,000
Lena Demashkieh	-	36,768	36,768	-
Refugee Hardship/Private Donations	-	31,363	31,363	14,868
ESOL	-	350	350	-
Mothers and Toddlers-Richard & Alison St	-	4,375	4,375	4,375
Food Donation	-	2,000	2,000	14,725
Haringey Project	-	2,000	2,000	-
Mercers	-	-	-	30,514
The Henry Smith Foundation	-	69,800	69,800	-
VRU Rocket-GLA	-	48,792	48,792	-
Young Londoners Fund-YLF	-	-	-	43,451
Others	41,051	-	41,051	25,306
	<b>£ 477,617</b>	<b>£ 402,778</b>	<b>£ 880,395</b>	<b>£ 1,005,089</b>

## BARNET REFUGEE SERVICE

### NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

#### Comparative donations and legacies

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Revised Total Funds 2023 £
Donations	40,205	-	40,205
Grants	310,059	654,825	964,884
	<u>£ 350,264</u>	<u>£ 654,825</u>	<u>£ 1,005,089</u>

#### Comparative analysis of the grants funding

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2023 £
AMIF	-	354,683	354,683
Barnet Council Covid	239,595	-	239,595
Betty Messenger	-	50,000	50,000
Children In Need	-	72,409	72,409
City bridge Trust	-	54,186	54,186
Hong Kong BNO	14,977	-	14,977
IAPT (formerly CCG)	80,000	-	80,000
John Lyons	-	6,000	6,000
Mercers	-	30,514	30,514
Young Londoners Fund-YLF	-	43,451	43,451
Others	15,692	43,582	59,274
	<u>£ 350,264</u>	<u>£ 654,825</u>	<u>£ 1,005,089</u>

### 3. INVESTMENT INCOME

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Interest receivable from:				
Bank interest	10,671	-	10,671	2,630
	<u>£ 10,671</u>	<u>£ Nil</u>	<u>£ 10,671</u>	<u>£ 2,630</u>

#### Comparative investment income

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £
Interest receivable from:			
Bank interest	2,630	-	2,630
	<u>£ 2,630</u>	<u>£ Nil</u>	<u>£ 2,630</u>

## BARNET REFUGEE SERVICE

### NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2024

#### 4. OTHER INCOMING RESOURCES

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Gain on disposal of fixed assets	-	-	-	-
	£ Nil	£ Nil	£ Nil	£ Nil

#### 5. RESOURCES EXPENDED

	Staff costs £	Other direct costs £	Support costs £	Total 2024 £	Total 2023 £
Cost of charitable activities	533,280	177,816	136,531	847,627	979,150
	£ 533,280	£ 177,816	£ 136,531	£ 847,627	£ 979,150

#### Comparative resources expended

	Staff costs £	Other direct costs Restated £	Support costs Restated £	Total 2023 £
Cost of charitable activities	663,036	178,829	137,285	979,150
	£ 663,036	£ 178,829	£ 137,285	£ 979,150

Resources expended include:

	2024	2023
Auditors' remuneration:		
Audit fee	5,674	6,600
Other services	1,200	-
Depreciation - on owned assets	4,003	10,054

Details of staff costs are given in Note 8.

Details of Support costs is given in Note 6.

## BARNET REFUGEE SERVICE

### NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2024

#### 6. SUPPORT COSTS

	<b>Total 2024</b>	<i>Total 2023 Restated</i>
	<b>£</b>	<b>£</b>
Professional Consultancy	<b>17,556</b>	6,692
Premises and office costs	<b>88,977</b>	95,402
Volunteer costs	-	-
Subscriptions and memberships	<b>6,993</b>	7,892
IT support and office equipments	<b>6,766</b>	4,749
Staff related costs, including travel	<b>5,362</b>	5,896
Depreciation	<b>4,003</b>	10,054
Auditors' audit fee	<b>6,874</b>	6,600
	<b>£ 136,531</b>	<b>£ 137,285</b>

Governance costs amounting to £24,979 (2023 - £17,402). included in the total support costs £136,531 (2023 - £137,285). Details of governance costs are given in Note 7

#### 7. GOVERNANCE COSTS

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Legal Fees	<b>1,200</b>	1,762
Audit and Accountancy Fees	<b>6,874</b>	6,600
Professional Fees	<b>16,056</b>	5,397
Governance	-	2,173
Annual Report	<b>849</b>	1,470
	<b>£ 24,979</b>	<b>£ 17,402</b>

## BARNET REFUGEE SERVICE

### NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2024

#### 8. STAFF NUMBERS AND COSTS

	2024 £	2023 £
Wages and salaries	380,119	453,795
Social security costs	127,490	170,214
Pension costs	25,671	32,644
Staff redundancy costs	-	6,383
	<u>£ 533,280</u>	<u>£ 663,036</u>

	Number	Number
The average weekly number of employees, calculated as full time equivalents, during the period was:	<u>19.0</u>	<u>23.0</u>

No employee received remuneration of more than £60,000.

The key management personnel of the Charity are those persons having authority and responsibility for planning, directing and controlling the activities of the Charity, directly or indirectly, including any Trustee of the Charity. In addition to the Trustees, key management personnel includes the Principal Officers. Aggregate remuneration and benefits paid to key management personnel during the year amounted to £67,848 (2023 - £65,208).

#### 9. TRUSTEES REMUNERATION AND BENEFITS

During the year, no members of the Board of Trustees received any remuneration (2023 - £NIL).  
No members of the Board of Trustees received reimbursement of expenses (2023 - £NIL).

#### 10. Taxation

Barnet Refugee Service is a registered charity and is potentially exempt from taxation in respect of income and capital gains received within the categories covered by Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to charitable purposes.

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**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2024**


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**11. TANGIBLE FIXED ASSETS**

	Fixture and fittings £
<b>Cost</b>	
At 1 April 2023	29,342
Additions	119
At 31 March 2024	<u>29,461</u>
<b>Depreciation</b>	
At 1 April 2023	24,065
Charge for the year	4,003
At 31 March 2024	<u>28,068</u>
<b>Net book value</b>	
At 31 March 2024	<u>£ 1,393</u>
At 31 March 2023	<u>£ 5,277</u>

**12. DEBTORS**

	2024 £	2023 £
<b>Due within one year</b>		
Social security and other taxes	-	-
Prepayments	15,580	23,381
Accrued income	32,000	134,020
Other debtors	2,439	37,584
	<u>£ 50,019</u>	<u>£ 194,985</u>

**13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2024 £	2023 £
Deferred income	-	7,680
Social security and other taxes	6,130	5,476
Other creditors	2,354	2,123
Accruals	11,960	13,744
	<u>£ 20,444</u>	<u>£ 29,023</u>

## BARNET REFUGEE SERVICE

### NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

#### 14. STATEMENT OF FUNDS

	Brought Forward £	Incoming Resources £	Resources Expended £	Transfers and investment gains/(losses) £	Carried Forward £
<b>DESIGNATED FUNDS</b>					
IAPT (formerly CCG)	42,397	80,000	(103,012)	-	19,385
Barnet Council Covid	101,938	264,091	(267,437)	3,346	101,938
CCG-Ukrainian	-	92,475	(49,634)	-	42,841
City Bridge Covid	7,761	-	(3,920)	-	3,841
Fixed assets fund	5,277	-	-	(3,884)	1,393
Others	3,745	28,570	(8,786)	(437)	23,092
	<u>£ 161,118</u>	<u>£ 465,136</u>	<u>£ (432,789)</u>	<u>£ (975)</u>	<u>£ 192,490</u>
<b>RESTRICTED FUNDS</b>					
Lena	32,000	36,768	(26,768)	-	42,000
Citybridge	9,713	52,430	(47,489)	-	14,654
Lloyds Advice	2,250	-	(2,250)	-	-
Youth Support	10,584	-	(4,736)	-	5,848
Leather sellers	-	-	-	-	-
Women's Group-Jasmin	484	-	(921)	437	-
Mothers and Toddlers	10,290	4,375	(8,076)	-	6,589
Sowing Seeds	5,979	-	(3,260)	-	2,719
ESOL	1,310	350	(623)	-	1,037
Refugee Hardship/Private I	17,378	31,363	(40,046)	-	8,695
Food Donation	14,138	2,000	(973)	-	15,165
Haringey Project	-	2,000	(200)	-	1,800
VRU Rocket-GLA	-	48,792	(42,390)	-	6,402
The Henry Smith Foundatic	-	69,800	(40,858)	-	28,942
Mercers	34,883	-	(30,522)	-	4,361
Children In Need	40,766	-	(40,766)	-	-
GSK Award	-	40,000	(34,381)	-	5,619
John Lyon's Trust	10,315	60,000	(40,309)	-	30,006
JL Summer Activities	-	4,900	(4,900)	-	-
Betty Messenger	50,000	50,000	(45,369)	-	54,631
Other restricted funds	-	-	-	-	-
	<u>£ 240,090</u>	<u>£ 402,778</u>	<u>£ (414,837)</u>	<u>£ 437</u>	<u>£ 228,468</u>
<b>SUMMARY OF FUNDS</b>					
Designated Funds	161,118	465,136	(432,789)	(975)	192,490
General Funds	197,152	23,152	(1)	538	220,841
	<u>358,270</u>	<u>488,288</u>	<u>(432,790)</u>	<u>(437)</u>	<u>413,331</u>
Restricted Funds	240,090	402,778	(414,837)	437	228,468
	<u>£ 598,360</u>	<u>£ 891,066</u>	<u>£ (847,627)</u>	<u>£ Nil</u>	<u>£ 641,799</u>

# BARNET REFUGEE SERVICE

## NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2024

### Comparative statement of funds

	Brought Forward £	Incoming Resources £	Resources Expended £	Transfers and investment gains/(losses) £	Carried Forward £
<b>DESIGNATED FUNDS</b>					
CCG-Ukrainian	-	-	-	-	-
Barnet Council Covid	-	239,595	(137,657)	-	101,938
IAPT (formerly CCG)	-	80,000	(37,603)	-	42,397
City Bridge Covid	-	-	-	7,761	7,761
Fixed Assets Fund	-	-	-	5,277	5,277
Others	-	3,805	(60)	-	3,745
	<u>£ Nil</u>	<u>£ 323,400</u>	<u>£ (175,320)</u>	<u>£ 13,038</u>	<u>£ 161,118</u>
<b>RESTRICTED FUNDS</b>					
Lena	32,000	-	-	-	32,000
Home Office-AMIF	-	354,683	(354,683)	-	-
CCG IAPT	82,483	-	(82,483)	-	-
NLCF	59,620	-	(59,620)	-	-
Citybridge	-	54,186	(44,473)	-	9,713
One to One Youth Counsel	19,228	-	(18,628)	(600)	-
Lloyds Advice	18,131	2,250	(18,131)	-	2,250
Youth Support	13,205	-	(2,621)	-	10,584
Leather sellers	24,926	-	(3,357)	(21,569)	-
Women's Group-Jasmin	3,019	-	(2,535)	-	484
Mothers and Toddlers	7,132	4,375	(1,217)	-	10,290
Sowing Seeds	5,979	2,237	(2,237)	-	5,979
ESOL	1,310	-	-	-	1,310
Refugee Hardship/Private L	13,318	14,868	(10,808)	-	17,378
Food Donation	2,798	14,725	(3,385)	-	14,138
Awards For All	-	4,605	(4,605)	-	-
Coffee Club	-	522	(522)	-	-
Barnet Council Covid	35,470	-	(35,470)	-	-
City Bridge Covid	7,761	-	-	(7,761)	-
Mercers	30,215	30,514	(25,846)	-	34,883
Young Londoners Fund	-	43,451	(43,451)	-	-
Children In Need	16,180	72,409	(47,823)	-	40,766
John Lyon's Trust	29,124	6,000	(24,809)	-	10,315
Betty Messenger	-	50,000	-	-	50,000
Other restricted funds	56,877	-	(56,877)	-	-
	<u>£ 458,776</u>	<u>£ 654,825</u>	<u>£ (843,581)</u>	<u>£ (29,930)</u>	<u>£ 240,090</u>
<b>SUMMARY OF FUNDS</b>					
Designated Funds	-	323,400	(175,320)	13,038	161,118
General Funds	111,015	29,494	39,751	16,892	197,152
	111,015	352,894	(135,569)	29,930	358,270
Restricted Funds	458,776	654,825	(843,581)	(29,930)	240,090
	<u>£ 569,791</u>	<u>£ 1,007,719</u>	<u>£ (979,150)</u>	<u>£ Nil</u>	<u>£ 598,360</u>



## BARNET REFUGEE SERVICE

### NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

#### 15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds		Restricted Funds	Total Funds
	Designated Funds	General Funds		
	£	£	£	£
Tangible fixed assets	23,092	(21,699)	-	1,393
Net current assets	169,398	242,540	228,468	640,406
	<u>£ 192,490</u>	<u>£ 220,841</u>	<u>£ 228,468</u>	<u>£ 641,799</u>

#### Comparative analysis of net assets between funds

	Unrestricted Funds		Restricted Funds	Total Funds
	Designated Funds	General Funds		
	£	£	£	£
Tangible fixed assets	-	5,277	-	5,277
Net current assets	161,118	191,875	240,090	593,083
	<u>£ 161,118</u>	<u>£ 197,152</u>	<u>£ 240,090</u>	<u>£ 598,360</u>

#### 16. OTHER FINANCIAL COMMITMENTS

	2024	2023
	£	£
At 31 March 2024 the Company had commitments under non-cancellable operating leases (all for land and buildings) as set out below:		
Operating leases which expire:		
within one year	25,442	6,361
within two to five years	95,409	101,770
in over five years	-	19,081
	<u>£ 120,851</u>	<u>£ 127,212</u>
The cost of operating lease during the year was as follows:		
Office lease charges for the year	<u>£ Nil</u>	<u>£ Nil</u>

**NOTES TO THE FINANCIAL STATEMENTS**  
**For the year ended 31 March 2024**

**17 COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES**

	<i>Unrestricted Funds 2023 £</i>	<i>Restricted Funds 2023 £</i>	<i>Total Funds 2023 £</i>
<b>INCOME AND ENDOWMENTS FROM:</b>			
Donations and legacies	350,264	654,825	1,005,089
Investments	2,630	-	2,630
Other	-	-	-
<b>TOTAL</b>	<b>352,894</b>	<b>654,825</b>	<b>1,007,719</b>
<b>EXPENDITURE ON:</b>			
Charitable activities	135,569	843,581	979,150
<b>NET MOVEMENT IN FUNDS</b>	<b>217,325</b>	<b>(188,756)</b>	<b>28,569</b>
<b>TOTAL FUNDS AT 1 APRIL 2022</b>	<b>111,015</b>	<b>458,776</b>	<b>569,791</b>
<b>TOTAL FUNDS AT 31 MARCH 2023</b>	<b>328,340</b>	<b>270,020</b>	<b>598,360</b>