

**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 2025

Report and Accounts



BARNET REFUGEE SERVICE

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REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2025

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TRUSTEES' REPORT

For the year ended 31 March 2025

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 2024 to 31 March 2025. 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.

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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 offers a professional, multi-lingual counselling service to support individuals affected by war, persecution, loss, and displacement.

We run a dedicated counselling project for Ukrainians, in Barnet and Brent delivering one-to-one mental health support in their native language.

In addition, we offer a variety of therapeutic activities, including a gardening project, a Women's Group, psychoeducational workshops (ICB Talking Therapy), yoga, mindfulness, arts and drama sessions, a Mother & Toddler Group, and residential retreats.

- **Integration Support.**

We strongly believe that integration is vital for both refugees and asylum seekers, as well as for the wider host communities. It is a key step toward building inclusive, resilient, and thriving societies where everyone can participate and benefit.

Most of our programmes are designed to support integration and reduce social isolation. These include volunteering opportunities, ESOL classes, gardening project, group activities, and partnerships with local community members, such as faith groups and schools.

Our volunteer programme plays a central role in this work. Refugees and asylum seekers volunteer alongside native speakers, helping to build confidence, develop employment skills, and improve language proficiency—providing a meaningful pathway to integration. Each year, around 50% of our volunteers are from refugee backgrounds, working closely with both clients and local volunteers.

- **Refugee Youth Wellbeing and Support**

We support young refugees and asylum seekers aged 11 to 25, many of whom have arrived in the UK without their families. Our aim is to help these young people thrive by providing tailored one-to-one support, sports and social activities, volunteering opportunities, English language classes, youth leadership programmes, holiday schemes, and access to bilingual counselling. We work in close partnership with social services, schools, colleges, Barnet Virtual Schools and supported accommodation providers to ensure they receive holistic and consistent support.

- **Destitution Support**

Destitution remains a serious challenge for many asylum seekers, who often face long periods—sometimes years—waiting for a decision on their claims. During this time, most are prohibited from working and receive minimal or no financial support, leaving them reliant on charities and limited personal networks to meet basic needs.

Since 2006, we have run various services to support destitute asylum seekers, offering essential items such as food parcels, clothing, and supermarket vouchers.

- **Support to Other Organisations**

We also support local government bodies—including the NHS, housing services, welfare departments, and other agencies—by helping them engage effectively with refugee and asylum-seeking communities. Our assistance ensures that communication is delivered in clients' native languages and in a culturally sensitive way, improving access and understanding.

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- **Supporting Asylum Seekers Placed in 5 Hotels across Barnet**

In partnership with Barnet Council and the Persian Advice Bureau, we have been supporting over 2,000 asylum seekers accommodated by the Home Office in five hotels across Barnet. Our support includes daily outreach through drop-in services, as well as ongoing assistance provided from our Colindale office.

Public Benefit

London and its surrounding counties host a large and varied population of refugees and asylum seekers, including communities from Somalia, Ukraine, Iran, Afghanistan, and several African nations. Many are young people and unaccompanied minors who have fled their countries due to war, torture, or persecution—often surviving dangerous journeys to reach the UK.

NCG is based in the London Borough of Barnet, a borough of sanctuary and the second largest in London. Barnet is home to a richly diverse population, with over 42% of residents coming from ethnic minority backgrounds.(Census 2021). This diversity is reflected in the many refugees and asylum seekers who settle in the area, creating both an opportunity and a responsibility to ensure effective, inclusive support.

Upon arrival, they encounter numerous barriers that contribute to social exclusion: mental health challenges, homelessness, poverty, unfamiliarity with British culture, and language barriers. The trauma of their past experiences, coupled with the difficulties of starting anew, often results in complex mental health needs. At the same time, limited work experience, low confidence, and language difficulties hinder their ability to access employment and rebuild their lives.

We believe that promoting the successful integration of refugees and asylum seekers is crucial—not just for their own well-being, but for the cohesion and resilience of the broader community. When people receive the support they need, they are better able to contribute positively to the society around them.

Our Holistic Model of Support reflects this belief. It takes into account the full range of physical, psychological, and social needs that refugees and asylum seekers face. At NCG, we place our clients at the centre of all we do. Our services are shaped by their lived experiences and personal goals. As a frontline organisation, we are committed to walking alongside those we support throughout their journey—offering practical help, emotional care, and a safe space to rebuild their lives.

Alongside our direct services for individuals, we also support local government agencies—including the NHS, housing services, social services, Jobcentres, and other institutions—to help them engage more effectively with refugee and asylum-seeking communities. By facilitating communication in native languages and ensuring cultural sensitivity, we help bridge the gap between services and those who might otherwise be overlooked or underserved.

A core aspect of our work focuses on young refugees and asylum seekers, particularly unaccompanied minors and those with mental health needs. These young people often face extreme isolation, language barriers, and cultural dislocation, and in some cases may be vulnerable to exploitation or criminal involvement. Our youth services provide mental health and psychosocial support, advocacy, and opportunities for leadership and development. We aim to build confidence, nurture self-esteem, and open doors to education, employment, and community participation. We believe that by supporting these young individuals, we are investing in the future of society as a whole.

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Much of our work also centres on community integration—helping refugees not only meet their basic needs but rebuild their confidence and sense of belonging. We are deeply committed to the idea that refugees bring invaluable skills, insights, and strengths to our society. By empowering them to participate fully in community life, we help foster economic contribution, cultural enrichment, and social cohesion.

Ultimately, when refugees and asylum seekers are supported to overcome adversity and integrate successfully, the benefits extend far beyond the individual—enhancing the well-being, resilience, and inclusivity of our entire community.

STRATEGIC REPORT

Achievement and Performance

In 2024–2025, NCG continued its dedicated work in delivering comprehensive support to refugees and asylum seekers. Guided by our holistic model of support, we reached over 4000 unique individuals, helping to improve their well-being and strengthen their sense of hope, dignity, and belonging with over 8000 participation through our Holistic Model of Support.

This report outlines some of the key outcomes and impacts of our work during this period.

Advice & Outreach:

In 2024–25, we supported over **3,831 individuals** through our advice and information services and Outreach project responding to over **24,611** inquiries. Our dedicated team of advisors and Outreach workers played a vital role in guiding refugees and asylum seekers toward more stable and hopeful futures.

Advice, Information & Guidance:

Over the course of the year, we delivered personalised advice, information, and support to more than **1962** clients demonstrating the strength and responsiveness of our advisory services in meeting a wide range of complex needs.

NCG also continued to serve as a trusted point of contact for those seeking help, handling an impressive **11,267** inquiries through our advice team. Our reach and impact grew further with the registration of **1224** new clients accessing advice-only services.

Contingency Hotels Outreach Initiatives:

In addition to our core advisory services, NCG's outreach team continued its vital work supporting asylum seekers accommodated in three Barnet hotels for a further year. We maintained a consistent on-site presence, offering regular consultations in a safe and welcoming environment where individuals could access support and guidance with ease.

The dedication of our outreach team was reflected in the scale of their work—dealing with over **3831** visits across the three hotels, supporting over **1869** individuals and responding to more than **12,809** individual inquiries. This sustained effort ensured that asylum seekers in temporary accommodation remained connected to the support they needed during an uncertain and often isolating time.

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Bilingual Counselling

In 2024–25, our Counselling Team — made up of 22 experienced bilingual counsellors, including both qualified professionals and trainees — delivered culturally responsive counselling and psychological support in clients' native languages. This inclusive model enabled access to therapeutic support in a wide range of languages, including Albanian, Arabic, Bengali, Dari, English, Farsi, French, Gujarati, Hindi, Kurdish, Pashto, Punjabi, Somali, Turkish, Ukrainian, and Urdu.

Over the course of the year, the bilingual counselling service received 443 referrals for individual psychological support. Referral sources were as follows: 39% from NHS Talking Therapies (IAPT), 42% from other organisations (including NCG), 10% from GPs, 8% from Social Prescribers, and 9% were self-referrals. Of these, 60 clients received one-to-one counselling funded through the Barnet ICB Talking Therapies programme.

A total of 261 individuals attended an initial assessment session. The team delivered approximately 2,328 bilingual counselling sessions to 194 clients who went on to complete their full course of therapy.

Our completion rate stood at 81%, equating to a dropout rate of just 19% — substantially lower than the national average dropout rate of 63.3%, as reported in the 2024/25 NHS Talking Therapies annual report.

Outcomes data, collected using PHQ-9 and GAD-7 measures after 12 sessions of counselling, indicated significant improvements in clients' mental health and well-being. Our overall recovery rate was 55.3%, rising to 64% among the 60 clients supported through the Barnet ICB model — a strong result compared to the national average NHS Talking Therapies recovery rate of 47% for the same period.

Talking Therapies Psycho-Educational Workshops

As part of our Step Two Talking Therapies provision, we delivered low-intensity psychological support to individuals experiencing mild to moderate symptoms of depression and anxiety. Throughout the year, 420 individuals registered for our psychoeducational workshops, with 388 attending one or more of the 36 sessions offered.

Workshops were delivered in both Farsi and English, covering a wide range of mental health topics including stress, anger management, panic, PTSD, phobias, self-care, grief, anxiety, and relationship challenges. The sessions were designed to enhance participants' understanding of mental health and to provide practical tools for managing everyday psychological difficulties.

To assess the impact of these workshops, participants completed feedback forms at the end of each session. The responses showed that the majority of attendees found the workshops beneficial in helping them better manage their mental health and strengthen their coping strategies.

ESOL Classes

During 24-25 we delivered a total of 13 informal ESOL classes, covering levels from Pre-Entry to Level 1. Over the year, 258 learners participated in our ESOL programme, drawn from a total of 463 referrals, all of whom were contacted and offered support.

Our face-to-face provision included six in-person classes at various Entry levels, including one specifically focused on literacy. These were attended by 115 learners across the year.

In parallel, we offered seven online classes via Zoom, ranging from Entry Level 1 to Level 1 (advanced). These sessions were led by a dedicated team of seven volunteer tutors, with class sizes

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similar to our in-person groups, typically between 8 and 12 participants. In total, 143 learners took part in our online provision.

Trinity ESOL Classes:

In addition to our core ESOL curriculum, we have proudly served as an accredited Trinity College London ESOL centre since 2017. This year, we delivered two structured courses, each aligned with the National Standard ESOL Core Curriculum, providing learners with a high-quality, syllabus-driven English language programme.

A total of 18 learners participated, each completing 100 hours of hybrid learning per course in preparation for the Trinity reading exams. Courses were delivered during term time, with exams offered at Entry Levels 1, 2, and 3, taking place in July and December. Two participants progressed through both courses, achieving dual Entry 3 certificates, further enhancing their skills and supporting successful transitions into employment.

The programme concluded with the official Trinity reading exams, which all students passed, resulting in a 100% success rate — a result we are proud to celebrate.

Volunteering

Between April 2024 and March 2025, 102 individuals engaged with our volunteering programme. Of these, 76 were active on a regular basis, contributing to a broad range of services and projects across the organisation.

This year's volunteer team represented more than 22 languages and brought with them a wealth of lived experience and diverse skill sets. Their contributions were vital to the delivery and success of numerous activities, including ESOL classes, advice and outreach in asylum hotels, the Mums and Toddlers group, counselling, youth and women's services, gardening sessions, and community events. Volunteers also provided multilingual support, interpreted for clients, facilitated workshops, delivered food and gift parcels, and assisted with service evaluations.

We are proud to report that during 2024-25, our dedicated volunteers contributed 3030 hours to support NCG, equivalent to over 1.5 full-time positions.

Paid Employment Transition: It is noteworthy that NCG's support extended beyond volunteering, with 11 individuals securing paid employment during the evaluation period. This achievement reflects the tangible impact of NCG's initiatives and the practical value of its approach. The successful transition of volunteers into the workforce highlights the programme's effectiveness in promoting professional development and creating meaningful opportunities for individuals to improve their circumstances.

Volunteer Wellbeing and Community Building

Our approach recognised the complex needs of our volunteers. We introduced a tailor-made English support class to boost communication skills, especially for those aiming to transition into employment. Emotional wellbeing was supported with flexibility in roles and opportunities for social connection, such as the annual Volunteer Awards Ceremony, where refugee speakers shared how volunteering had transformed their confidence and career prospects.

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Refugee Youth Wellbeing and Support

Between April 2024 and March 2025, NCG's Youth Wellbeing Project provided a wide range of support for refugee and asylum-seeking young people, particularly those affected by mental health challenges, trauma, and social isolation. The project focused on improving overall wellbeing by creating safe, inclusive spaces that promote community connection, confidence-building, and integration into local life.

A diverse programme of activities was offered, including weekly youth clubs, one-to-one counselling, football sessions, ESOL classes, youth volunteering opportunities, psychoeducation workshops, school holiday activities, and group outings. These initiatives aimed to empower young people, strengthen their confidence, and support them in reaching their full potential.

Over the year, the project expanded and refined its activities in response to direct feedback from participants. During this period the project engaged over 180 young people and received 144 new referrals. In total, 227 sessions were delivered, with a combined attendance of more than 1,949.

An overwhelming 94% 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.

Youth Counselling Project

Implemented between April 2024 and March 2025, the Youth Counselling Project provided weekly, culturally and linguistically appropriate counselling sessions to refugee and asylum-seeking young people. The aim was to support their mental health and emotional well-being through accessible, trauma-informed care in their native languages.

During the year, the service received 38 referrals, of which 21 young people engaged in counselling, and 13 successfully completed their sessions.

To measure impact, participants were asked to complete the Warwick-Edinburgh Mental Well-being Scale (WEMWBS) before and after their counselling sessions. The average pre-counselling score across participants was 36, which increased to 46 after completing 12 sessions — reflecting a notable improvement in overall mental well-being. All but one participant showed an increase in their well-being scores, indicating the positive impact of the service.

The most significant individual improvement recorded was a +23-point increase, with one participant's score rising from 19 to 42, underscoring the potential for meaningful emotional recovery through sustained therapeutic support.

Overall, the Youth Counselling Project achieved strong outcomes, with clear evidence of improvement in participants' mental well-being. The high completion rate reflects the engagement and commitment of both the young people and the counsellors delivering the service.

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

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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 2024 and October 2024, we delivered 41 vibrant gardening sessions, alongside 28 garden-based cooking sessions. A total of 143 individuals took part, with 36 participants attending regularly. The project provided an important opportunity for participants, especially asylum seekers, many of whom had been spending much of their time isolated in their rooms, to come outdoors, connect with others, and find renewed energy through shared, hands-on activities

To measure the impact of this work, we invited a random sample of 25 participants, each having attended at least 6 sessions, to complete a detailed evaluation questionnaire. The results were overwhelmingly positive. 95% of Participants reported improvements in mood, significant reductions in feelings of stress and depression, and a greater sense of community and belonging.

Jasmine Women's Group

This year marked another vibrant and fulfilling chapter for the NCG Jasmine Women's Group, with participation reaching an all-time high — a testament to the programme's growing appeal and impact. Women from diverse backgrounds took part in a rich variety of activities, including group outings, baking sessions, arts and crafts, mental health and wellbeing workshops, yoga classes, and health-focused discussions.

Between April 2024 and March 2025, 96 women representing 14 nationalities engaged across 38 sessions. To better understand the group's impact, a survey was conducted with 25 randomly selected participants. This pre- and post-assessment measured changes in well-being over nine months of consistent involvement.

The results demonstrate that the Jasmine Women's Group continues to provide a vital safe and supportive space where refugee women can connect, build resilience, and improve their wellbeing. The tailored workshops and activities have significantly contributed to enhancing participants' emotional health, social connections, and personal development.

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

Strengthening Collaborations and Influencing Policy

Aligned with our five-year strategy, we actively collaborate with partner agencies to shape government policies and public narratives aimed at strengthening protections for refugees and asylum seekers. Recognising that policy change is often a long-term endeavour, we have joined forces with various organisations to amplify our clients' voices and drive meaningful reform.

Throughout 2024–25, we focused on deepening existing partnerships and forging new connections through meetings, networking events, and introductions via mutual contacts. We understand that the strength of these relationships is critical to the success of our collaborative advocacy efforts.

Our CEO plays a pivotal role in these initiatives, regularly consulting with policymakers from Barnet Council, the NHS, the Greater London Authority (GLA), and other key bodies. We expanded these engagements by attending and organising additional meetings with influential stakeholders, including representatives from The King's Fund, universities, researchers, and others providing expert testimonies. Our direct lobbying efforts also intensified to promote the policy changes we seek.

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We have been actively involved in advocacy campaigns, notably participating in the Food Campaign and the Travel Campaign alongside Citizens UK, focusing on the rights and welfare of asylum seekers housed in hotels.

In addition, we identified and engaged with a wider network of key stakeholders, including government officials and regulatory agencies. Our CEO holds multiple advisory roles, serving on the GLA Migration Advisory Panel, the MigRefHealth Advisory Board at Cambridge, Middlesex, and Greenwich Universities, and the advisory panel for the ReCONNECT project at St Mary's University. These roles further enhance our influence and collaboration within migration and refugee health policy spheres.

NCG is also a member of IMIX Group, a UK-based charity dedicated to changing the narrative around migration and displacement. IMIX works to amplify the voices of those with lived experience of the immigration system, challenging negative media portrayals and promoting a more welcoming environment for migrants.

Moving forward, we plan to continue strengthening these alliances, believing that sustained, collective advocacy builds a powerful coalition that policymakers are more likely to listen to and support.

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 89%. 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.

Fundraising activities

At NCG, fundraising is primarily led by the CEO, guided by a strategy approved by the Board. The CEO, supported by some other staff members, carries out a range of fundraising activities. Our goal is to meet funding needs through a diverse mix of sources.

The majority of NCG's funding comes from trust funds, as well as national and local government grants. We also benefit from contributions by private donors, local businesses, faith groups, organisations, and the general public.

We recognise that charities across the sector are facing increasing challenges in fundraising, and NCG experiences additional difficulties given that our cause is less widely supported or popular. Despite these challenges, we remain positive and committed to exploring new opportunities and innovative approaches to sustain and grow our funding.

In 2024/25, we continued to broaden our fundraising efforts by involving more team members and prioritising the securing of unrestricted funding while building our financial reserves.

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FINANCIAL REVIEW

Financial position

The financial statements for the year is set out on pages 19 - 33.

The charity returned a deficit of £56,187 for the year (2024: surplus of £43,439) and the Income for the year was £817,204 (2024: £891,066)

Principal funding sources

Barnet Integrated Care Boards (ICB)
Barnet Council
Children In Need
Greater London Authority-The Violence Reduction Unit (VRU)
The John Lyons Charity
City Bridge Foundation
The Mercers Foundation
Betty Messenger Foundation
The Henry Smith Foundation
CAF Bank – Keystone Fund
Finchley Reform Synagogue
National Zakat 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 3-month operating expenditure at March 2025 is £218,348. At March 2025, the charity had free unrestricted reserves of £243,784 and designated reserve of £124,402 which has been earmarked for specific charitable projects that will be carried out in 2025-26.

Volunteers

During 2024-25, we had a pool of 102 registered volunteers, with 76 actively 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 executive team have conducted a thorough review of the charity's systems and processes to ensure they remain fit-for-purpose for the scale we have grown to. Our organisation remains committed to delivering a comprehensive range of support services to refugees and asylum seekers, while also assisting local government bodies in effectively reaching and engaging these communities.

Over the next five years, we will implement the following key priorities:

1. Enhance Client-Led Approaches

- Increase representation of our client groups within the Board, senior management, staff, and volunteer teams.
- Deepen engagement with refugees and asylum seekers to involve them actively in planning, designing, developing, delivering, and evaluating services that reflect their identified priorities.

2. Further Develop Our Holistic Model of Support

- Conduct a detailed evaluation of how our holistic support model is delivered in practice and assess its overall impact on client outcomes.

3. Establish NCG as a Leading and Trusted Organisation in Youth Work

We will achieve this by:

- Providing holistic, whole-person responses that address the diverse needs of our clients.
- Building deeper knowledge of our clients' needs and strengthening the skills and expertise of our team.
- Expanding capacity through employing case workers and trained, experienced youth workers.
- Increasing our presence and partnerships by collaborating more closely with like-minded organisations and actively engaging with London youth networks, including schools and colleges.

4. Strengthen Collaboration to Influence Policy and Public Narrative

- Expand and enhance our digital presence to amplify our advocacy work.
- Increase our active participation in sector-wide networking, campaigns, and coalitions to promote better protection for refugees and asylum seekers.

We plan to review and update this five-year strategy during 2025–26 to ensure it remains aligned with the evolving external environment and emerging needs within the sector.

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 either by an existing trustee or by a member of NCG who has been a member for at least one year, with nominations submitted for election at the Annual General Meeting (AGM). Additionally, external agencies such as Charisma Recruitment Ltd may be involved in identifying candidates. The Board also has the option to co-opt new trustees as needed.

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An induction process is in place for newly appointed trustees, which includes providing essential reading materials and arranging meetings with existing trustees and key staff members to support their integration.

New trustees are also required to complete external training covering Charity Governance and Safeguarding to ensure they are fully equipped for their roles.

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 Risk and the Need for Diversification:**

Relying heavily on one major funder poses a significant risk to the organisation's financial stability. If this funder reduces or withdraws support, it could severely impact our ability to deliver services and sustain operations. To mitigate this vulnerability, it is essential to diversify our funding streams by actively seeking additional grants, donations, partnerships, and income-generating opportunities. Building a broader and more varied funding base will enhance financial resilience, provide greater flexibility in responding to changing circumstances, and ensure the continuity of our work even in times of funding uncertainty.

- **Insufficient unrestricted funds (Reserves)**

There is a risk that the organisation's reserves could fall below the recommended policy level, which is set at a minimum of three months' operating costs. Maintaining adequate unrestricted reserves is crucial to ensure financial stability, enable the organisation to respond

TRUSTEES' REPORT

For the year ended 31 March 2025

flexibly to unexpected challenges, and support ongoing operations without disruption. As of 31 March 2025, the organisation successfully met its target reserve level. Moving forward, a key priority will be to sustain and build on this achievement by focusing on fundraising efforts specifically aimed at increasing unrestricted funds. This approach will help safeguard the organisation's financial health and provide a solid foundation for future growth and resilience.

- Loss of key staff.

The organisation recognises that losing key staff members poses a significant risk to continuity, knowledge retention, and service delivery. To address this, we are planning to implement a range of strategies aimed at strengthening organisational capacity, increasing flexibility, and improving staff retention. This includes robust succession planning to ensure that critical roles have identified backups and smooth transition processes. We are also actively working to reduce over-reliance on any single individual by recruiting additional staff and promoting knowledge sharing, cross-training, and collaborative working practices across teams. Additionally, we focus on creating a positive work environment with opportunities for professional development, support, and engagement to enhance staff satisfaction and loyalty, thereby reducing turnover and maintaining organisational stability.

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

Michael James Young – (Chair – Appointed Jan 2024)
John Conor Doyle - (Resigned June 2024)
Geetha Thirusaba-Nathan – Treasurer
Dr Sanjiv Ahluwalia
Esmond S Rosen
Fanta Sheriff
Dr Penny A Trafford
Sanjia Dujmovic Potnar
Tata Issa Sougui

Key Senior Management Staff

Dr Nazee Akbari - CEO

TRUSTEES' REPORT

For the year ended 31 March 2025

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.

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,

02 Dec 2025
on and signed on the board's behalf by:



.....
Geethawathy Thirusaba-Nathan, Trustee

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
BARNET REFUGEE SERVICE FOR THE YEAR ENDED 31 MARCH 2025**

We have audited the financial statements of Barnet Refugee Service (the 'charitable company') for the year ended 31 March 2025 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 2025 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 2025**

(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:

/Continued ...

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
BARNET REFUGEE SERVICE FOR THE YEAR ENDED 31 MARCH 2025**

(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

07 Dec 2025

BARNET REFUGEE SERVICE

STATEMENT OF FINANCIAL ACTIVITIES (incorporating the Income and Expenditure Account) For the year ended 31 March 2025

	Note	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
INCOME AND ENDOWMENTS FROM:					
Donations and legacies	2	358,704	446,824	805,528	880,395
Investments	3	11,676	-	11,676	10,671
Other	4	-	-	-	-
TOTAL		370,380	446,824	817,204	891,066
EXPENDITURE ON:					
Charitable activities		415,525	457,866	873,391	847,627
TOTAL EXPENDITURE	5	415,525	457,866	873,391	847,627
Net (expenditure)/income		(45,145)	(11,042)	(56,187)	43,439
Transfer between funds	14	-	-	-	-
NET MOVEMENT IN FUNDS		(45,145)	(11,042)	(56,187)	43,439
RECONCILIATION OF FUNDS:					
TOTAL FUNDS AT 1 APRIL 2024		413,331	228,468	641,799	598,360
TOTAL FUNDS AT 31 MARCH 2025		£ 368,186	£ 217,426	£ 585,612	£ 641,799

BARNET REFUGEE SERVICE

Company limited by guarantee (registered company no. 05243595)

BALANCE SHEET**As at 31 March 2025**

	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible assets	11	1,006	1,393
CURRENT ASSETS			
Debtors	12	60,161	50,019
Cash at bank and in hand		560,101	610,831
		620,262	660,850
CREDITORS: amounts falling due within one year	13	(35,656)	(20,444)
NET CURRENT ASSETS		584,606	640,406
TOTAL NET ASSETS		£ 585,612	£ 641,799
FUNDS			
Unrestricted funds:			
Designated funds	14	124,402	192,490
General fund	14	243,784	220,841
		368,186	413,331
Restricted funds	14	217,426	228,468
		£ 585,612	£ 641,799

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
02 Dec 2025

_____ and signed on their behalf by:-



GEETHAWATHY THIRUSABA-NATHAN, Trustee

The annexed notes form part of these financial statements

BARNET REFUGEE SERVICE

CASH FLOW STATEMENT

For the year ended 31 March 2025

	2025 £	2024 £
Cash flows from operating activities		
(Deficit)/surplus for the financial year	(56,187)	43,439
Adjustments for:		
Depreciation	1,864	4,003
(Increase)/decrease in debtors	(10,142)	144,966
Increase/(decrease) in creditors	15,212	(8,579)
Investment income	(11,676)	(10,671)
	<u>(60,929)</u>	<u>173,158</u>
Cash flows from investing activities		
Purchase of tangible fixed assets	(1,477)	(119)
Return on investment - interest receivable	11,676	10,671
Proceeds from sale of tangible fixed assets	-	-
	<u>10,199</u>	<u>10,552</u>
Net (decrease)/increase in cash and cash equivalents	<u>(50,730)</u>	<u>183,710</u>
Cash and cash equivalents at 1 April 2024	610,831	427,121
Cash and cash equivalents at 31 March 2025	<u>£ 560,101</u>	<u>£ 610,831</u>
Components of cash and cash equivalents		
	At 1 April 2024	At 31 March 2025
Cash at bank and in hand	<u>610,831</u>	<u>560,101</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

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 2025

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.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

2. DONATIONS AND LEGACIES

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Donations	6,822	54,806	61,628	44,426
Grants	351,882	392,018	743,900	835,969
	£ 358,704	£ 446,824	£ 805,528	£ 880,395

Analysis of the grants funding

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Barnet Council Covid	274,232	-	274,232	264,091
Betty Messenger	-	-	-	50,000
CCG-Ukrainian	-	-	-	92,475
Children In Need	-	39,998	39,998	-
City bridge Trust	-	-	-	52,430
GSK Award	-	-	-	40,000
IAPT (formerly CCG)	48,000	-	48,000	80,000
J L Summer Activities	-	4,900	4,900	4,900
John Lyons	-	-	-	60,000
Lena Demashkieh	-	-	-	36,768
Refugee Hardship/Private Donations	-	49,513	49,513	31,363
ESOL	-	12,146	12,146	350
Mothers and Toddlers-Richard & Alison Ste	-	4,000	4,000	4,375
Food Donation	-	5,293	5,293	2,000
Haringey Project	-	-	-	2,000
Mercers	-	42,262	42,262	-
The Henry Smith Foundation	-	69,900	69,900	69,800
VRU Rocket-GLA	-	74,321	74,321	48,792
Syrian Youth	-	11,665	11,665	-
Zakat Foundation	-	43,482	43,482	-
Lena Dameshkieh	-	10,000	10,000	-
CAF Bank-Keystone Fund	-	35,000	35,000	-
Finchley Reform Synagogue	-	13,887	13,887	-
LB Brent	-	9,850	9,850	-
E-Visa (Homeoffice)	-	18,107	18,107	-
Others	36,472	2,500	38,972	41,051
	£ 358,704	£ 446,824	£ 805,528	£ 880,395

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

Comparative donations and legacies

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £
Donations	44,426	-	44,426
Grants	433,191	402,778	835,969
	<u>£ 477,617</u>	<u>£ 402,778</u>	<u>£ 880,395</u>

Comparative analysis of the grants funding

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2024 £
Barnet Council Covid	264,091	-	264,091
Betty Messenger	-	50,000	50,000
CCG-Ukrainian	92,475	-	92,475
City bridge Trust	-	52,430	52,430
GSK Award	-	40,000	40,000
IAPT (formerly CCG)	80,000	-	80,000
J L Summer Activities	-	4,900	4,900
John Lyons	-	60,000	60,000
Lena Demashkieh	-	36,768	36,768
Refugee Hardship/Private Donations	-	31,363	31,363
ESOL	-	350	350
Mothers and Toddlers-Richard & Alison St	-	4,375	4,375
Food Donation	-	2,000	2,000
Haringey Project	-	2,000	2,000
The Henry Smith Foundation	-	69,800	69,800
VRU Rocket-GLA	-	48,792	48,792
Others	41,051	-	41,051
	<u>£ 477,617</u>	<u>£ 402,778</u>	<u>£ 880,395</u>

3. INVESTMENT INCOME

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Interest receivable from:				
Bank interest	11,676	-	11,676	10,671
	<u>£ 11,676</u>	<u>£ Nil</u>	<u>£ 11,676</u>	<u>£ 10,671</u>

Comparative investment income

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

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

4. OTHER INCOMING RESOURCES

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Gain on disposal of fixed assets	-	-	-	-
	<u>£ Nil</u>	<u>£ Nil</u>	<u>£ Nil</u>	<u>£ Nil</u>

5. RESOURCES EXPENDED

	Staff costs £	Other direct costs £	Support costs £	Total 2025 £	Total 2024 £
Cost of charitable activities	<u>575,210</u>	<u>183,648</u>	<u>114,533</u>	<u>873,391</u>	<u>847,627</u>
	<u>£ 575,210</u>	<u>£ 183,648</u>	<u>£ 114,533</u>	<u>£ 873,391</u>	<u>£ 847,627</u>

Comparative resources expended

	Staff costs £	Other direct costs Restated £	Support costs Restated £	Total 2024 £
Cost of charitable activities	<u>533,280</u>	<u>177,816</u>	<u>136,531</u>	<u>847,627</u>
	<u>£ 533,280</u>	<u>£ 177,816</u>	<u>£ 136,531</u>	<u>£ 847,627</u>

Resources expended include:

	2025	2024
Auditors' remuneration:		
Audit fee	5,490	5,674
Other services	1,470	1,200
Depreciation - on owned assets	1,864	4,003

Details of staff costs are given in Note 8.

Details of Support costs is given in Note 6.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

6. SUPPORT COSTS

	Total 2025	<i>Total 2024</i>
	£	£
Professional Consultancy	5,654	17,556
Premises and office costs	83,662	88,977
Subscriptions and memberships	6,338	6,993
IT support and office equipments	8,287	6,766
Staff related costs, including travel	1,768	5,362
Depreciation	1,864	4,003
Auditors' audit fee	6,960	6,874
	£ 114,533	£ 136,531

Governance costs amounting to £11,501 (2024 - £24,979). included in the total support costs £114,533 (2024 - £136,531). Details of governance costs are given in Note 7.

7. GOVERNANCE COSTS

	2025	2024
	£	£
Legal Fees	-	1,200
Audit and Accountancy Fees	6,960	6,874
Professional Fees	4,004	16,056
Annual Report	537	849
	£ 11,501	£ 24,979

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

8. STAFF NUMBERS AND COSTS

	2025	<i>2024</i>
	£	<i>£</i>
Wages and salaries	509,273	<i>473,803</i>
Social security costs	43,318	<i>39,211</i>
Pension costs	22,619	<i>20,266</i>
Staff redundancy costs	-	<i>-</i>
	<u>£ 575,210</u>	<i><u>£ 533,280</u></i>
	Number	<i>Number</i>
The average weekly number of employees, head count, during the period was:	<u>19.0</u>	<i><u>21.0</u></i>

One employee (2024 - 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 £70,507 (2024 - £65,208).

9. TRUSTEES REMUNERATION AND BENEFITS

During the year, no members of the Board of Trustees received any remuneration (2024 - £NIL).
No members of the Board of Trustees received reimbursement of expenses (2024 - £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.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

11. TANGIBLE FIXED ASSETS

	Fixture and fittings £
Cost	
At 1 April 2024	29,461
Additions	<u>1,477</u>
At 31 March 2025	<u>30,938</u>
Depreciation	
At 1 April 2024	28,068
Charge for the year	<u>1,864</u>
At 31 March 2025	<u>29,932</u>
Net book value	
At 31 March 2025	<u><u>£ 1,006</u></u>
At 31 March 2024	<u><u>£ 1,393</u></u>

12. DEBTORS

	2025 £	2024 £
Due within one year		
Prepayments	16,875	15,580
Accrued income	32,000	32,000
Other debtors	<u>11,286</u>	<u>2,439</u>
	<u><u>£ 60,161</u></u>	<u><u>£ 50,019</u></u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Social security and other taxes	6,176	6,130
Other creditors	2,417	2,354
Accruals	<u>27,063</u>	<u>11,960</u>
	<u><u>£ 35,656</u></u>	<u><u>£ 20,444</u></u>

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

14. STATEMENT OF FUNDS

	Brought Forward £	Incoming Resources £	Resources Expended £	Transfers and investment gains/(losses) £	Carried Forward £
DESIGNATED FUNDS					
ICB (formerly CCG)	19,385	48,000	(63,254)	-	4,131
Barnet Council Covid	101,938	274,232	(283,973)	-	92,197
CCG-Ukrainian	42,841	-	(42,841)	-	-
City Bridge Covid	3,841	-	(3,841)	-	-
Fixed assets fund	1,393	-	-	(387)	1,006
Others	23,092	27,760	(23,784)	-	27,068
	<u>£ 192,490</u>	<u>£ 349,992</u>	<u>£ (417,693)</u>	<u>£ (387)</u>	<u>£ 124,402</u>
RESTRICTED FUNDS					
Citybridge	14,654	-	(14,654)	-	-
Youth Support	5,848	11,665	(5,414)	-	12,099
Mothers and Toddlers	6,589	4,000	(1,136)	-	9,453
Sowing Seeds	2,719	2,500	(2,588)	-	2,631
ESOL	1,037	12,146	(5,600)	-	7,583
Refugee Hardship/Private L	8,695	49,513	(43,736)	-	14,472
Food Donation	15,165	5,293	(5,419)	-	15,039
Haringey Project	1,800	-	-	-	1,800
VRU Rocket-GLA	6,402	74,321	(80,152)	-	571
The Henry Smith Foundatio	28,942	69,900	(64,854)	-	33,988
Mercers	4,361	42,262	(33,010)	-	13,613
Children In Need	-	39,998	(39,998)	-	-
GSK Award	5,619	-	(5,619)	-	-
John Lyon's Trust	30,006	-	(30,006)	-	-
JL Summer Activities	-	4,900	(4,543)	-	357
Betty Messenger	54,631	-	(27,852)	-	26,779
Zakat Foundation	-	43,482	(8,750)	-	34,732
Lena Dameshkieh	42,000	10,000	(26,390)	-	25,610
CAF Bank-Keystone Fund	-	35,000	(16,301)	-	18,699
Finchley Reform Synagogu	-	13,887	(13,887)	-	-
LB Brent	-	9,850	(9,850)	-	-
E-Visa (Homeoffice)	-	18,107	(18,107)	-	-
	<u>£ 228,468</u>	<u>£ 446,824</u>	<u>£ (457,866)</u>	<u>£ Nil</u>	<u>£ 217,426</u>
SUMMARY OF FUNDS					
Designated Funds	192,490	349,992	(417,693)	(387)	124,402
General Funds	220,841	20,388	2,168	387	243,784
	413,331	370,380	(415,525)	-	368,186
Restricted Funds	228,468	446,824	(457,866)	-	217,426
	<u>£ 641,799</u>	<u>£ 817,204</u>	<u>£ (873,391)</u>	<u>£ Nil</u>	<u>£ 585,612</u>

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

Comparative statement of funds

	<i>Brought Forward</i>	<i>Incoming Resources</i>	<i>Resources Expended</i>	<i>Transfers and investment gains/(losses)</i>	<i>Carried Forward</i>
	£	£	£	£	£
DESIGNATED FUNDS					
CCG-Ukrainian	-	92,475	(49,634)	-	42,841
Barnet Council Covid	101,938	264,091	(267,437)	3,346	101,938
ICB (formerly CCG)	42,397	80,000	(103,012)	-	19,385
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>
RESTRICTED FUNDS					
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
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 L	17,378	31,363	(40,046)	-	8,695
Food Donation	14,138	2,000	(973)	-	15,165
NLCF Covid	-	-	-	-	-
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
	<u>£ 240,090</u>	<u>£ 402,778</u>	<u>£ (414,837)</u>	<u>£ 437</u>	<u>£ 228,468</u>
SUMMARY OF FUNDS					
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>

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds		Restricted Funds	Total Funds
	Designated Funds	General Funds	Funds	Funds
	£	£	£	£
Tangible fixed assets	1,006	-	-	1,006
Net current assets	123,396	243,784	217,426	584,606
	<u>£ 124,402</u>	<u>£ 243,784</u>	<u>£ 217,426</u>	<u>£ 585,612</u>

Comparative analysis of net assets between funds

	Unrestricted Funds		Restricted Funds	Total Funds
	Designated Funds	General Funds	Funds	Funds
	£	£	£	£
Tangible fixed assets	1,393	-	-	1,393
Net current assets	191,097	220,841	228,468	640,406
	<u>£ 192,490</u>	<u>£ 220,841</u>	<u>£ 228,468</u>	<u>£ 641,799</u>

16. OTHER FINANCIAL COMMITMENTS

	2025	2024
	£	£
At 31 March 2025 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	25,442
within two to five years	69,987	95,409
in over five years	-	-
	<u>£ 95,429</u>	<u>£ 120,851</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 2025

17 COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES

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