

EAST EUROPEAN RESOURCE CENTRE

England & Wales · Charity number 1114607

Details

Other names EAST EUROPEAN ADVICE CENTRE

Status Registered

Legal form Charitable company

Company number [05617439](#)

Registered 2006-06-08

Register [View on the Charity Commission register](#)

Contact

Address Room 18
238-246 King Street
London
W6 0RF

Phone 02087411288

Email voice@eerc.org.uk

Website www.eerc.org.uk

Activities

Objects: TO RELIEVE POVERTY AMONG EAST EUROPEANS AND ADVANCE EDUCATION, EMPLOYMENT AND AWARENESS OF RIGHTS AND RESPONSIBILITIES.

Activities: East European Resource Centre (previously East European Advice Centre) is an independent charity offering information, advice and resources to people from Eastern Europe in the area of welfare benefits, housing, employment, debt, immigration, education and health in order to help them to make choices in lives and realise their potential as equal equal and respected members of communities.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies

Geography

- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,116,109	£1,083,108	£800,393	29
2024-03-31	£1,031,610	£1,010,943	£767,392	26
2023-03-31	£1,118,958	£853,184	£746,725	24
2022-03-31	£770,557	£763,801	£480,951	25
2021-03-31	£819,697	£641,641	£468,775	23

Trustees

Name	Role	Appointed
GERA DRYMER	Chair	
BRIAN REED		
ELIZABETH VADILLO		
KRYSTYNA BELL		
WIESLAW PAWLUCZYK		

Accounts

Charity registration number 1114607 (England and Wales)

Company registration number 05617439



**EAST EUROPEAN RESOURCE CENTRE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

EAST EUROPEAN RESOURCE CENTRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Gerarda Drymer Elizabeth Vadillo Brian Phillip Reed Krystyna Bell Wieslaw Pawluczyk
Charity number (England and Wales)	1114607
Company number	05617439
Registered office	Room 18 238-246, King Street London W6 0RF
Auditor	Millet Audit Ltd Statutory Auditors & Chartered Accountants Beyond Aldgate Tower 2 Leman Street Aldgate London E1 8FA

EAST EUROPEAN RESOURCE CENTRE

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EAST EUROPEAN RESOURCE CENTRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

Foreword

The EERC Trustees are pleased to present their Annual Directors' Report for the year ending 31 March 2025. The report is presented together with the financial statement and balance sheet of the charity which was prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statement and balance sheet complies with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 2015).

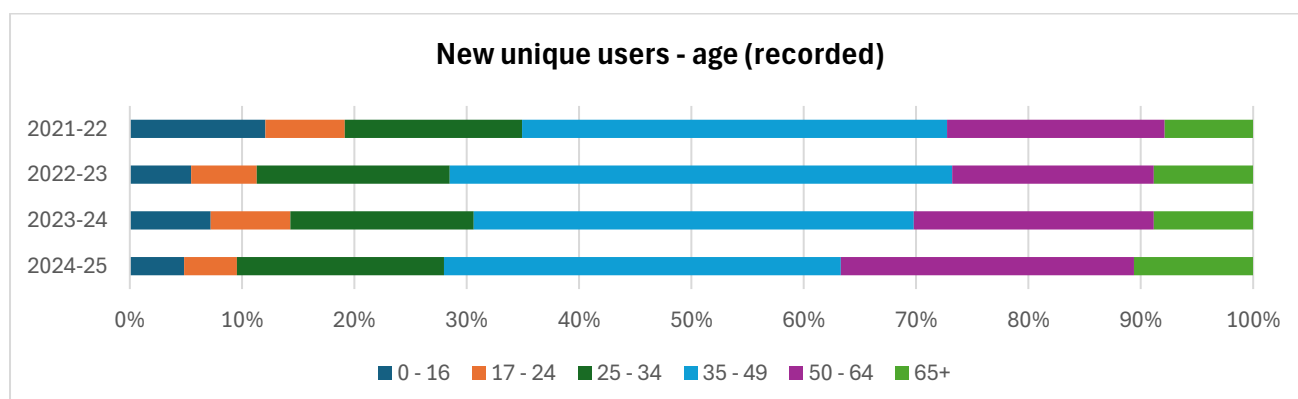
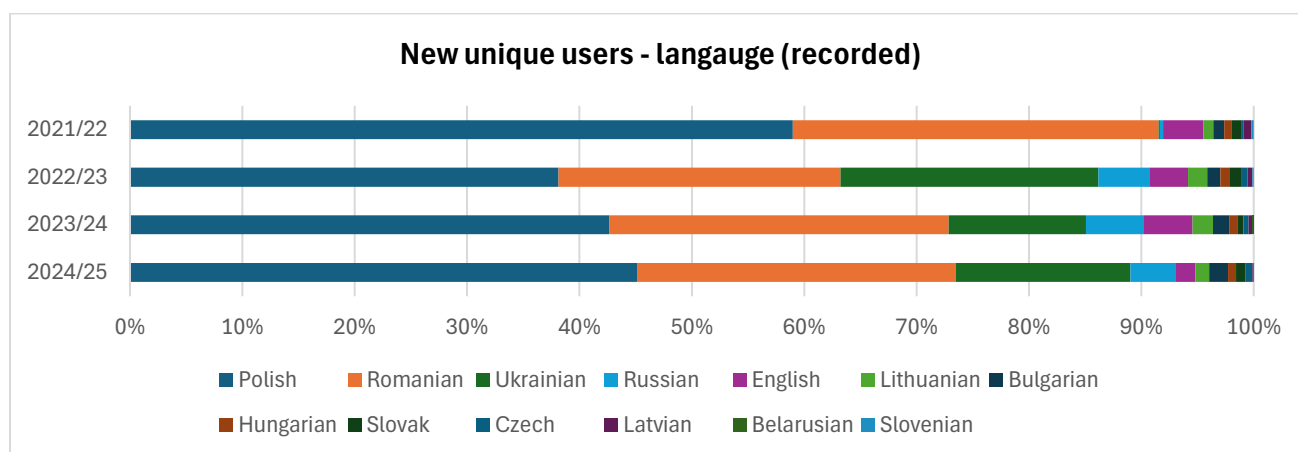
Chair's Report

The year ending 31 March 2025 was devoted to supporting our most disadvantaged members of Eastern European migrant family in London and beyond. Our priorities are centred on independent and healthy living; safe migration, housing and work; and fair access to statutory services and justice.

In the reporting period our concern was focused on impoverished users experiencing insecure and inappropriate housing, evacuees from the war in Ukraine, users who required ongoing support to access appropriate immigration statuses, women fleeing domestic violence, and Eastern Europeans who had experienced hate incidents. I am proud to report that foundations laid in the years previous proved to be stable to allow us to thrive and build on in years to come.

Service delivery and user frontline

In this reporting period, our work focus remained on three key areas: preventing loss of livelihood and homelessness, protecting victims of violence against women and girls, and supporting community members to obtain an immigration status. Ukrainian, Belarussian and Russian nationals have been mainstreamed into more traditional target user group comprising of the nationals of the EU2004/7 EU accession states thanks to our tailored services and vigorous outreach.

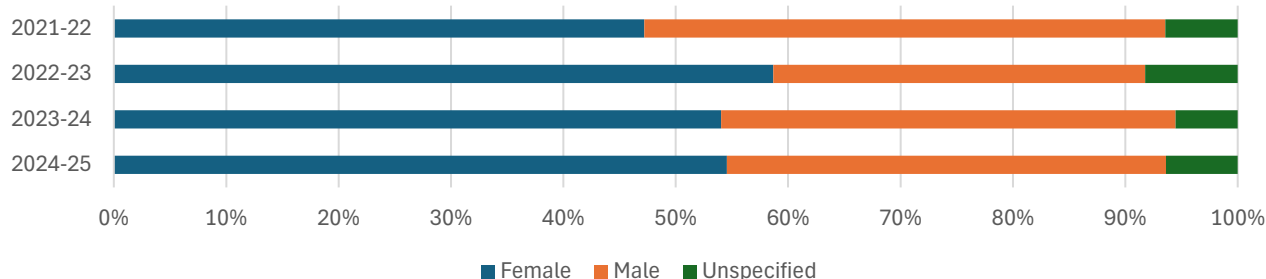


EAST EUROPEAN RESOURCE CENTRE

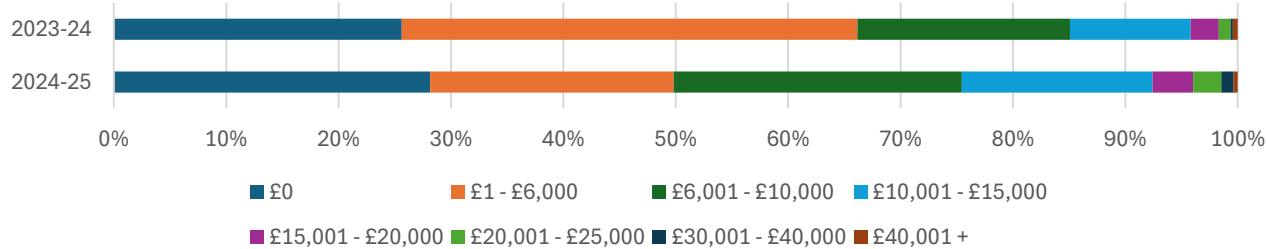
TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

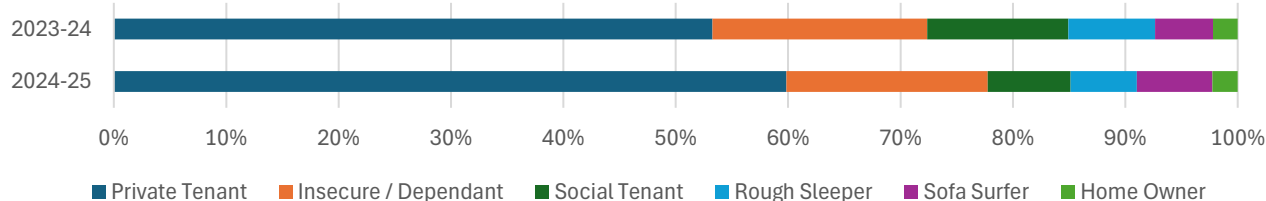
New user profile - gender (recorded)



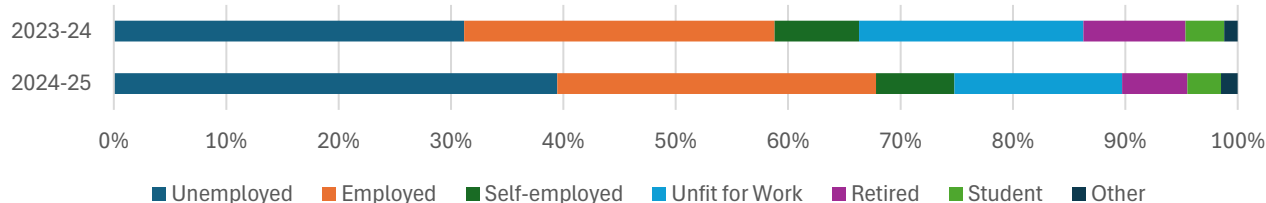
User profile - household income (recorded)



User profile - housing situation (recorded)

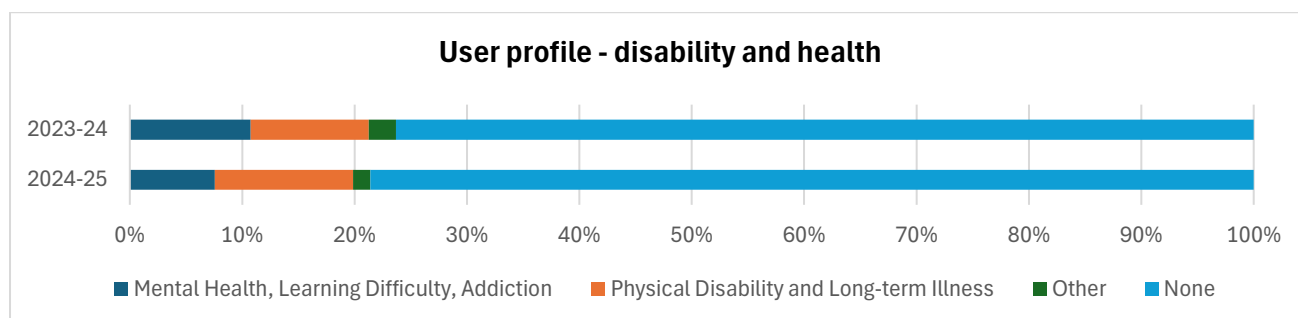


User profile - economic activity (recorded)



EAST EUROPEAN RESOURCE CENTRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025



Our users tend to be impoverished, with very low incomes covering living costs in privately rented housing. New users are a bit older than in years before, more reliant on privately rented housing (with less social tenants but same proportion of insecurely housed or homeless clients), and marginally better off (but three quarters remain within income group of up to £15,000 per year). The proportion of unemployed new users increased by 5% while having decreased among health-related claimants; it might reflect the changes to the welfare system especially when paired with similar increase among private tenants comparing to decrease among social ones. Marginally less users report long-term illness and disability, but casework analysis suggests it is due to the changes in DWP assessments rather than the actual improvements, especially in the mental health categories.

Nearly 25% of our users live outside of London, which is an indication of the reputation we have developed over the years across the UK as well as the pressures Eastern European migrants experience in 'advice deserts' in some regions of the UK.

In the reporting period, our outputs were as follows:

- we supported **1,784 unique users** ↑18%
- we provided **10,245 individual advice sessions** ↓2%
- we provided casework of **1,864 support plans** ↑2%, of which **1,567 new** ↓6%.
- we delivered **28 outreach events**
- we reached **85,000 individual community members** via social media

I would like to thank our frontline staff and volunteers for their relentless efforts in reaching out and supporting the most disadvantaged Eastern Europeans. I would also like to thank funders who provided resources and other support that allowed us to operate and grow. We give special thanks to our supporters for their donations that contributed to our fundraising appeals.

Policy, representation and good practice development

Our frontline work feeds into social policy influencing that aims to make changes to British policies thus improving complex systems and enhance users' independence in taking own action. To achieve the systems change, we have over years developed strong position and personal recognition of our key staff, in particular the CEO Barbara Drozdowicz, Deputy CEO Esther McConnell and the Programme Managers among the local, regional and national levels of government. This connectedness secures a seat at tables of crucial policy-makers and agents of change.

We maintained focus and consistent engagement with the policy makers, among them Home Office (UK Immigration & Visas, National Community Engagement Team), the EU Delegation, the Greater London Authority where we are a voluntary sector representative for the London Strategic Migration Partnership, London Councils. Our focus had been firmly placed on influencing positive change in EU Settled Status process, Ukrainian humanitarian response, accessing social welfare and housing services for our constituent migrant cohorts, and highlighting gaps in provision for very vulnerable, disabled and frail migrant Eastern Europeans.

EAST EUROPEAN RESOURCE CENTRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

We also worked with decision-makers relevant to the welfare and wellbeing of Eastern Europeans, among them the Department of Work and Pensions, the Domestic Violence Commissioner where we sit on the migrant advisory panel, the Mayor's Office for Policing and Crime in relation to violence against women and girls as well as hate crime, and the justice system. We also worked closely with colleagues associated in Immigration Law Practitioners' Association on influencing changes within immigration systems, in particular those relating to e-visas, European migrations, and family and private life.

In this reporting period, we intensified efforts invested in the good practice development. Among the important engagements are: maintaining the seat at the advisory panel to the Refugee Action Insight Hub – a national collaboration of migrant and refugee organisations across the UK, with the mandate of sharing good practice, coordinating response to practice and policy developments, and building collective evidence base; co-chairing the steering committee of PROPEL-funded Advice Workforce Development Project – a collaborative advice-funding vehicle with the mandate to develop best practice in building capacity of social welfare advice through the recruitment, retention and professional development of advisers, and creating coherent career pathway in social welfare advice; maintaining a seat at a steering group for Ethically Diverse Advice Providers project led by the Advice Services Alliance – an initiative focused on enhancing the capacity of migrant and diaspora advice charities. In terms of victim support, we continued the engagement with the Independent Domestic Violence Commissioner through her migrant advisory committee; London's Victims Commissioner; Crown Prosecution Service Pan-London Hate Crime Scrutiny Panel; the Met Police hate crime Diamond Group.

Organisational development and sustainability

The reporting period was a period of stability for our charity. Our frontline delivery maintained a hybrid character. This was supported by continuous involvement of our community members via digital channels, predominantly social media, but also reinstatement of outreach activities – in the reporting period we organised 28 outreach opportunities and reached many thousands of people via social media.

The focus of user-facing work remained the same: Eastern European migrants who are disadvantaged, excluded and exploited. In this reporting period, we started a brand-new project that brings us closer to our ambition of expanding access to free and affordable specialist legal advice to disadvantaged and vulnerable Eastern European migrants in London. This had been possible thanks to a generous grant from The Access to Justice Foundation funded by the Lottery, and which secures five years of work towards establishing a specialist legal advice provision further amplifying our impact.

In terms of sustainability, we enjoyed a stable year. It gave us a space to start reviewing our work and systems – this strategic review paves the way to potential new business model combining broad range of legal advice and advocacy services that are free for the most disadvantaged and affordable for all other of our community members. Sustainability of our charity will greatly improve by diversifying our income sources.

Taking everything into consideration – the ongoing immigration change, the changes to the welfare support, and the impact of war in Ukraine – the year was a success that contributes to ongoing quality and consistency of our work.



.....
On Behalf of the Board of Trustees

Gerarda Drymer, EERC Chair

30 January 2026

Date:.....

EAST EUROPEAN RESOURCE CENTRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

About Us

EERC Purpose

The **purpose** of East European Resource Centre is to relieve poverty among East Europeans and advance education, employment and awareness of rights and responsibilities.

EERC Mission

Our **mission** is to provide voice and resources to Eastern European migrants who experience poverty, exploitation and social exclusion in order to enable them to make choices about their lives and realize their potential as equal members of communities.

Through our mission we want to achieve a threefold **impact for Eastern Europeans**:

1. independent and healthy living
2. safe migration, housing and work
3. equitable access to statutory services and the justice system

Our Approach

Our mission, vision, planned impact, aims and objectives are enshrined in a strategy that is underpinned by workload-based evidence, horizon scanning, and consultation with users and stakeholders. These three elements are major contributors to our service delivery and future planning. We recognize that the external environment is in constant flux. To remain relevant, we strive to be a learning, adaptive organisation not only responding to needs, but foreseeing them and planning to mitigate some adverse impacts of changes on our target users, as well as broader communities they are part of.

Summary of our aims and objectives

Our Aims:

1. Eastern European Londoners have improved chances in life and better quality of life through increased knowledge, skills and resilience;
2. Eastern European Londoners have improved voice and are integrated in the British society, with opportunities to participate in and influence their local communities;
3. Public agencies, service providers and the general public have increased understanding of needs of Eastern European Londoners, and public services are more accessible to all.

We achieve our aims through the following **Objectives**:

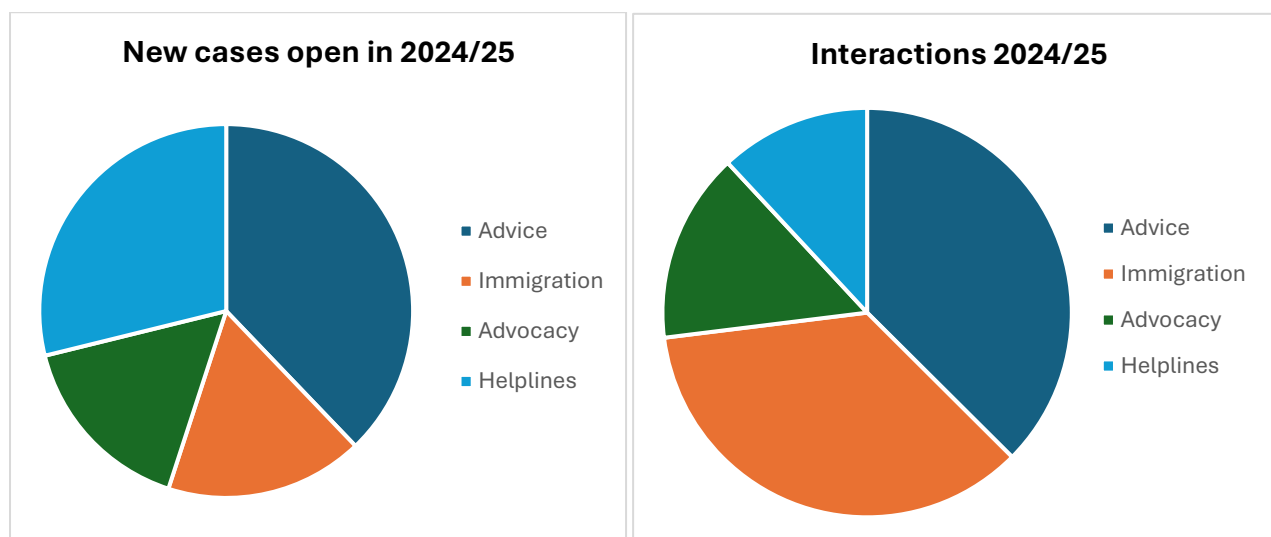
- Provision of advice, advocacy and community support for disadvantaged Eastern European migrants in London;
- Delivery of outreach and information campaigns for benefit of the target group as well as the general public in the UK;
- Development of good practice guidance founded on the evidence of needs of Eastern Europeans in the UK and carrying out research into aspects of life, work and public policies that may affect welfare, wellbeing and integration of the target group into the British society;
- Policy change influencing to enable effective integration of Eastern Europeans in the UK and improvement of their choices over personal and professional lives leading to better chances in life.

Below graphs present statistical data on interactions and support plans (cases) per Programme. Programmes are: **Advice** – welfare, housing, general, debt; **Immigration** – EUSS, Ukraine, family and private life; **Advocacy** – domestic abuse, hate crime; and **Outreach & Gateway** – initial assessments, helplines, events.

EAST EUROPEAN RESOURCE CENTRE

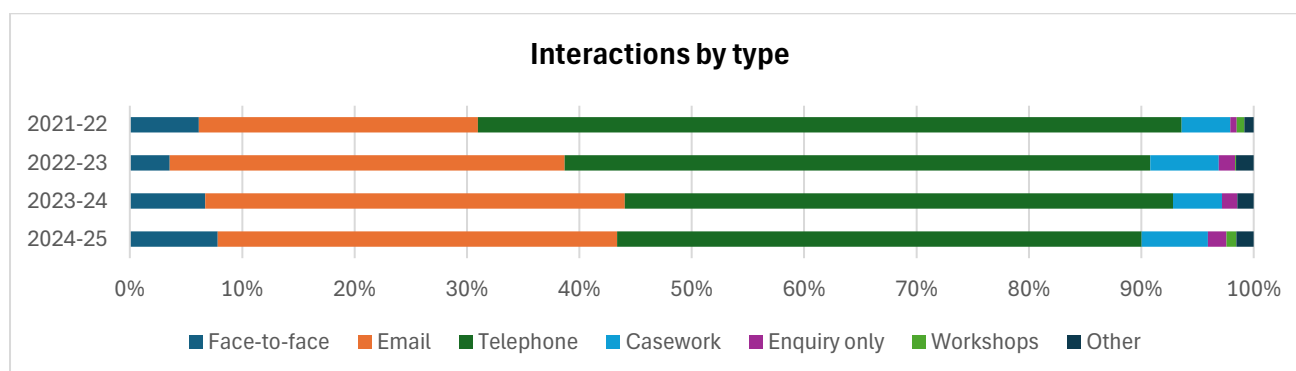
TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025



Please note that some of our services, most notably Domestic Violence, accept referrals from generalist settings and therefore may not be pronounced in helpline statistics.

Below graph presents statistical spread of types of interactions by which users accessed services across the organisation and the dynamics of change across the most recent years.



Interestingly, the dynamics in terms of type of interaction shows the lasting impact of lockdowns but also increased unaffordability of transport, by which users prefer remote modes of communication.

We also believe that there might have been a positive shift in the adoption of digital communications – in particular email and communicators such as WhatsApp – among all our user cohorts. Digital literacy remains an issue for a large section of our constituents, and problems caused by it are compounded by IT poverty (lack of smartphones and laptops).

Our key activities over the year included:

➤ Advice Programme

The programme supported disadvantaged, marginalized and excluded members of Eastern European community who were affected by the cost of living crisis, evacuees from the war in Ukraine, and those who required support by the virtue of ongoing ill-health, disability and frailty.

The primary areas of advice and assistance in the reported period were: welfare benefits, housing and homelessness, debt, accessing health, food and fuel poverty.

EAST EUROPEAN RESOURCE CENTRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

➤ Advocacy Programme

The programme provides victim support and advocacy for Eastern European community members whose welfare, wellbeing and life is at risk. In this reporting period we delivered two victim support activities: independent domestic violence advocacy and independent hate crime advocacy. In March 2024, we started a new activity: violence against women and girls specifically tailored to the needs of Ukrainian evacuee women and girls; this advocacy will have become operational in FY 2024/25.

➤ Immigration Programme

In the reporting period we maintained provision of individual advice, casework and assistance in applying for the EU Settled Status; provision of 'aftercare' to users who have applied previously but were unable to access or use their online status to evidence rights; services for joining family members; services to the members of the Ukraine evacuee population; and we maintained outreach information campaign through digital channels.

➤ Outreach and Gateway Programme

In this reporting period, the programme focused on providing excellent helplines provided in six languages (English and Polish, Romanian, Ukrainian, Lithuanian and Russian). The team also led on outreach: we provided 28 outreach opportunities to meet our community members and the broader support sector, as well as provided extensive digital outreach and information campaigns.

➤ Policy influencing and good practice

Through CEO, Deputy CEO and Senior Management Team, we seek to use our expert knowledge and experience of supporting disadvantaged Eastern Europeans and other marginalized members of European family in the UK to influence national and regional policy, and improve practice in our sector and government. We give evidence to working groups, attend events, respond to consultations, take part in a number of sector forums, and work in formal partnerships.

In the reporting period, in particular worth mentioning were: the secondment to the Greater London Authority within the Citizens Integration Initiative to further objective related to the migrant labour, and joining the Advice Workforce Development Fund's steering committee as a co-chair.

In the reporting period we have been active partners in groupings and projects, selection of which is listed below:

- EU Delegation: Monitoring Network - member
- Home Office: EUSS vulnerability working group - member
- London Strategic Migration Partnership – voluntary sector representative
- Greater London Authority: Migrant and Refugee Advisory Panel – lead member
- Greater London Authority: Homeless Migrant Advisory Panel – member
- London Councils' Ukraine Working Group – expert contributor
- Domestic Violence Commissioner – migrant women advisory panel
- Metropolitan Police: Hate Crime Diamond Group – member
- Crown Prosecution Service's Pan-London Hate Crime Scrutiny Panel - member
- Advice UK - member
- Advice Services Alliance – member
- Homelessness National Advice Services – member
- Child Poverty Action Group – member
- National Association of Welfare Rights Advisers – member
- EUSS Alliance (hosted by the New Europeans) – member
- Labour Exploitation Advisory Panel (hosted by FLEX) – member
- Advice Workforce Development Fund – steering group co-chair
- Ethnically Diverse Advice Providers Network (hosted by Advice Services Alliance) – advisory group member
- Refugee Action Insight Hub – advisory panel member
- The Migration Observatory – EU research advisory panel member
- Monthly DV Sector Call – member of a national forum convened by the Women's Aid

EAST EUROPEAN RESOURCE CENTRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

- The Mayor's Office for Policing and Crime (MOPAC) – expert contribution to the commissioning process: led-by-and-for DV advocacy
- London Funders – expert contributor
- Contributor to and member of local advice, domestic abuse and hate crime advocacy forums across London

Financial Review

The year ending 31st March 2025 was a year of stability of our funding after years of covid and the war in Ukraine disruptions. We succeeded in securing a number of sustainable grants that secured sustainable and continuous delivery to all our four main areas of work; some of our emergency grants were upgraded to regular commitment, for which we are deeply grateful to our funders.

In this reporting period the split between the statutory (direct and indirect, from central as well as local governments) and independent funding was as follows: 41 pence in a pound from statutory and 59 pence in a pound from independent funders. Among the funders who kindly supported our work in this reporting period were: Home Office, Mayor's Office for Policing and Crime, The Greater London Authority, CATCH Consortium, London Borough of Barking and Dagenham, The National Lottery Community Fund, Access to Justice Foundation, Justice Together Initiative, Trust for London, City Bridge Trust, London Community Foundation, Tudor Trust, Paul Hamlyn Foundation, AB Charitable Trust, London Legal Support Trust.

The value of unrestricted income from donations reached £ 3,824.72. The largest single donation from an individual was £60.25.

Expenditure in the reporting period continued to be focused on frontline delivery, with no asset investment made. Our biggest expenditure represented fixed personnel costs comprising of staff (91%) and all non-personnel direct and indirect costs (9%).

Risk management

There were a number of risks identified in the reporting period. Risks related largely to:

- Financial risk: shortfall in covering operations - this risk was mitigated by securing enough restricted and unrestricted grants. Income was coming from a very diverse base and the risk of reliance on single stream was minimised.
- Financial risk: sustainability of grants - in this reporting period the length of grants, most of which were between one and three years, mitigated this risk.
- Operational risks: safety risks to staff and users - we mitigated this risk by maintaining remote and hybrid delivery, improving office safety including the installation of CCTV, and maintaining 'troika' office work system (minimum three members of staff in the office when users are seen for appointments).
- Operational risk: mental wellbeing of staff – to prevent burnout and vicarious trauma, we maintained a comprehensive plan of support through weekly town hall online meetings, weekly team meetings and quarterly staff away-days. Additionally, staff accessed to employee support programme and clinical supervision.
- Reputational risks: breakdown of services – this risk was mitigated in line with financial and operational risks. Thanks to securing multiple grants and providing equipment and support to staff members, we ensured smooth hybrid delivery.

Plans for the future

Our plans for 2025/26 involve embarking on a strategic review in order to refresh of our business model to stay sustainable and relevant to our communities in the light of their ever-changing needs. In addition to robust free frontline user services, we will keep sustained focus on policy change and development of good practice in supporting vulnerable Eastern Europeans, together with social advocacy for Eastern Europeans unable to execute their rights. We will further our user and community engagement objectives, outcomes of which will also feed to our policy influencing.

EAST EUROPEAN RESOURCE CENTRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

EEAC Structure, Governance and Management

Directors and Trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law. The trustees serving and staff employed during the year were as follows:

Senior staff

Barbara Drozdowicz	Chief Executive Officer
Esther McConnell	Deputy CEO
Malgorzata Pakulska	Advice Programme Manager
Florina Tudose	Advocacy Programme Manager
Nazan Ozgur	Immigration Programme Manager
Urszula Skiba	Outreach & Gateway Programme Manager
Aleksandra Kowalska	Legal Counsel

Governing Document and legal status

The East European Resource Centre (EERC) is a charitable company limited by guarantee, incorporated on 9 November 2005 and registered as a charity on 6 June 2006. The company was established under the Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association. Articles and Memorandum were changed by special resolution registered at Companies House on the 12th March 2015 as amended by certificate of incorporation on change of name dated the 17th May 2016.

Trustee selection and appointment

The directors of the company are also trustees for the purpose of charity law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the members of the Management Committee are elected to serve a period of one year and can stand for re-election at the Annual General Meeting. At each Annual General Meeting following the first one, one third of the Directors must retire from office by rotation.

According to the Articles of Association, the Management Committee shall be not less than three, and (unless otherwise determined by ordinary resolution) shall not be subject to any maximum.

The overall objective of selection is to seek trustees who represent views of the East European population in England, but who can also contribute wider knowledge, experience and expertise.

EERC maintains an updated list of skills, knowledge and expertise offered by members of the Management Committee.

Trustee induction and training

These divide into two types: training and refresher courses which focus on the various roles and responsibilities of members of committees, and familiarisation courses covering topics related to EERC's work. Each member has a folder consisting of the organisation's constitution, business plan, latest audited accounts and latest annual report.

New Trustees are asked to spend a period of one or more days at EERC's offices in order to familiarize themselves with the day-to-day activities of the charity. They also have a one-to-one briefing meeting with the Committee Chair in order to gain knowledge of the Committee's responsibilities, and those of its members. New committee members are encouraged to join one of the Management Committee's subgroups.

EAST EUROPEAN RESOURCE CENTRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Organisational structure

The Management Committee oversees the operation of the charitable company and is responsible for the overall policy and strategic direction. The Management Committee has no line-management function and delegates the entire responsibility for operations to the Chief Executive Officer of the organisation. A Chief Executive Officer is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive Officer has delegated authority within terms of delegation approved by trustees. Delegated operational responsibility includes finance, employment and performance matters. The Chief Executive Officer is supported by the Deputy CEO who is responsible for operations, day-to-day organisational matters, and strategic Human Resources management.

The Management Committee meet on average four to six times a year to receive reports on the activities of the Centre from the Chief Executive Officer, and to decide issues of policy. There are sub-committees covering development, membership, finance and audit. These normally meet bi-annually (depending on evolving internal and external matters that require scrutiny) and make recommendations to the full Management Committee on relevant matters.

Related parties

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee of the charity with a supplier, a consultant or a contractor must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

All other instances of conflict of interest are treated in line with the EERC Conflict of Interest Policy and other relevant policies and procedures.

Reference and administrative details

Charity number: 1114607

Company number: 05617439

Registered Office: Room 18, 238-246 King Street, London W6 0RF

Our advisers

Auditors: Millet Audit Ltd, Beyond Aldgate Tower, 2 Leman Street, London E1 8FA

Bankers: Nat West, 22 Kings Mall, London W6 0QD; CAF Bank, 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ

Reserves Policy

The Trustees of the EERC consider that accumulating reserve funds to enable the organisation to cope with specific unforeseen events, contingencies and opportunities is an essential part of carrying out their duties in overall management of the EERC affairs. It has been agreed that the charity is striving to accumulate high operational reserves in order to prevent a financial gap leading to breakdown of services. Operating reserves will be retained for use as Trustees see fit, to prevent loss of management and administration capacity, loss of fundraising capacity and to ensure continued high-quality operations.

Due to years of uncertainties resulting from the pandemic, the war and the cost-of-living crisis, and the recent growth of the organisation, the Management Committee reviewed the dissolution reserves in order to prevent unnecessary ring-fencing of free financial resources while preventing the risk of defaulting on financial responsibilities. The reserves policy from April 2020 prescribes ring-fencing resources necessary for two months expenditure plus statutory redundancy payments for staff eligible. It's envisaged that the value of dissolution reserves in FY 2024-25 should be not less than £170,000. Should the charity lose staff or resources (such as offices liable for rent), the reserves will be reviewed downward thus releasing resources back to free operational reserves pot.

EAST EUROPEAN RESOURCE CENTRE

STATEMENT OF TRUSTEES RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

Statement of Trustees responsibilities

The trustees are responsible for preparing the financial statements in accordance with applicable law and United Kingdom generally accepted accounting practice for each financial year, which gives a true and fair view of the state of the charity's affairs and of its profit and loss for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards and statements of recommended practice have been followed;
- Prepare the financial statements on a 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 enable them to ensure that financial statements comply with the Companies Act 2006. They are also required for safeguarding the assets of the charitable company and hence to take reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware, and
- The trustees, having made enquiries of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.



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By order of the Board of Trustees
Gerarda Drymer (Chair)

30 January 2026

Date:.....

EAST EUROPEAN RESOURCE CENTRE

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF EAST EUROPEAN RESOURCE CENTRE

Opinion

We have audited the financial statements of East European Resource Centre (the 'charity') 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 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 incoming resources and application of resources, 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 charity 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 charity'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 contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

EAST EUROPEAN RESOURCE CENTRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF EAST EUROPEAN RESOURCE CENTRE

Responsibilities of Trustees

As explained more fully in the statement of Trustees responsibilities, the Trustees, who are also the directors of the charity for the purpose 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 charity'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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the institute's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the institute's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the institute to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or charities activities within the institute to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the institute audit. We remain solely responsible for our audit opinion.

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

EAST EUROPEAN RESOURCE CENTRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF EAST EUROPEAN RESOURCE CENTRE

Other matters

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

This has been done in order for the financial statements to provide a true and fair view in accordance with current Generally Accepted Accounting Practice.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Andrew Millet BA MBA FCA
(Senior Statutory Auditor)

For and on behalf of, Millet Audit Ltd
Chartered Accountants and Statutory Auditors
Beyond Aldgate Tower
2 Leman Street
London
England- E1 8FA

Date: 30 Jan 2026
Date:

Millet Audit Ltd is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

EAST EUROPEAN RESOURCE CENTRE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
	Notes				
Income and endowments from:					
Donations and legacies	3	70,325	1,040,908	1,111,233	1,029,269
Investments	4	2,640	-	2,640	2,341
Other income	5	2,236	-	2,236	-
Total income		75,201	1,040,908	1,116,109	1,031,610
Expenditure on:					
Charitable activities	7	258	1,082,850	1,083,108	1,010,943
Total expenditure		258	1,082,850	1,083,108	1,010,943
Net income/(expenditure) and movement in funds		74,943	(41,942)	33,001	20,667
Reconciliation of funds:					
Fund balances at 1 April 2024		369,331	398,061	767,392	746,725
Fund balances at 31 March 2025		444,274	356,119	800,393	767,392

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 18 to 26 form part of these financial statements.

EAST EUROPEAN RESOURCE CENTRE

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Current assets					
Debtors	12	80,574		102,092	
Cash at bank and in hand		765,148		668,950	
		<u>845,722</u>		<u>771,042</u>	
Creditors: amounts falling due within one year	13	<u>(45,329)</u>		<u>(3,650)</u>	
Net current assets			<u>800,393</u>		<u>767,392</u>
The funds of the charity					
Restricted income funds	14	356,119		398,061	
Unrestricted funds	15	444,274		369,331	
		<u>800,393</u>		<u>767,392</u>	

The notes on pages 18 to 26 form part of these financial statements.

These financial statements have been audited under the requirements of Section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005.

The financial statements were approved by the Trustees on 30 January 2026



.....
Gerarda Drymer

Company registration number 05617439 (England and Wales)

EAST EUROPEAN RESOURCE CENTRE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	17		93,558		(22,429)
Investing activities					
Investment income received		2,640		2,341	
Net cash generated from investing activities			2,640		2,341
Net cash generated from financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			96,198		(20,088)
Cash and cash equivalents at beginning of year			668,950		689,038
Cash and cash equivalents at end of year			<u>765,148</u>		<u>668,950</u>

EAST EUROPEAN RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

East European Resource Centre is a private company limited by guarantee incorporated in England and Wales. The registered office is Room 18 238-246, King Street, London, W6 0RF.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Charities Act 2011, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Income from donations and grants is recognised when the charity is entitled to the funds, the receipt is probable and the amount can be measured reliably. For donations, this is usually on receipt. For grants, this is usually when it is made in writing. If a donation or grant contains terms and conditions outside of the charity's control which must be met before the charity is entitled to the funds, or if the donor specifies that the funds must be used in future time periods, then the income is deferred.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

EAST EUROPEAN RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

EAST EUROPEAN RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

1.8 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Income from Donations and Grants

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
MOPAC	-	315,974	315,974	283,129
National Lottery Community Fund (former BLF)	-	192,973	192,973	36,260
Access to Justice Foundation	-	100,000	100,000	-
Justice Collaborations	-	75,000	75,000	183,500
Trust for London	-	72,260	72,260	65,380
Paul Hamlyn Foundation	-	69,850	69,850	69,850
AB Charitable Trust	30,000	-	30,000	-
City Bridge Trust	-	53,150	53,150	6,240
London Community Foundation	-	49,965	49,965	24,982
Home Office	-	33,000	33,000	73,400
Tudor Trust	36,500	-	36,500	38,500
Galop	-	34,763	34,763	20,250
Greater London Authority	-	30,000	30,000	-
London Legal Support Trust	-	10,000	10,000	10,000
Groundwork	-	-	-	15,000
London Borough of Barking & Dagenham	-	3,974	3,974	10,376
Big Lottery Fund	-	-	-	187,606
Other Donations	3,825	-	3,825	4,796
	<u>70,325</u>	<u>1,040,908</u>	<u>1,111,233</u>	<u>1,029,269</u>

EAST EUROPEAN RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

4 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	<u>2,640</u>	<u>2,341</u>

5 Other income

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Other income	<u>2,236</u>	<u>-</u>

6 Expenditure on raising funds

	Restricted funds 2025 £	Restricted funds 2024 £
Fundraising and publicity		
Staff costs	<u>30,300</u>	<u>30,300</u>

EAST EUROPEAN RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Expenditure on charitable activities

	Unrestricted funds 2025 £	Restricted Funds 2025 £	Total 2025 £	Total 2024 £
Charitable Expenditure				
Staff costs	-	962,102	962,102	898,111
Professional fees	-	21,373	21,373	17,135
Premise Costs	-	20,082	20,082	19,791
IT expenses	72	12,582	12,654	13,609
Office and administration costs	186	8,084	8,270	9,098
Telephone and fax	-	7,093	7,093	5,542
Project costs	-	5,849	5,849	6,175
Insurance	-	4,396	4,396	3,543
Subscriptions and Publications	-	2,920	2,920	4,138
Travel and meetings	-	464	464	272
	258	1,044,946	1,045,204	977,414
Share of support and governance costs (see note 8)				
Governance	-	7,604	7,604	3,229
	258	1,052,550	1,052,808	980,643

8 Support costs allocated to activities

	2025 £	2024 £
Governance costs comprise:		
Audit fees	5,700	3,216
Accountancy	1,870	-
Management Committee expense	34	13
	7,604	3,229

9 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Total	29	26

EAST EUROPEAN RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

10 Employees

Employment costs	2025 £	2024 £
------------------	-----------	-----------

Wages and salaries	991,732	928,065
--------------------	---------	---------

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2025 Number	2024 Number
Number of employees	1	1

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025 £	2024 £
Total remuneration	312,975	248,970

11 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

12 Debtors

Amounts falling due within one year:	2025 £	2024 £
Grant Receivable	71,605	97,670
Prepayments and accrued income	8,969	4,422
	80,574	102,092

13 Creditors: amounts falling due within one year

	2025 £	2024 £
Other creditors	7,529	-
Accruals and deferred income	37,800	3,650
	45,329	3,650

EAST EUROPEAN RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

14 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024 £	Incoming re- sources £	Resources expended £	At 31 March 2025 £
Social Welfare Advice	33,718	321,123	(333,915)	20,926
Domestic Abuse Advocacy	92,395	365,939	(402,136)	56,198
Labour Exploitation Advocacy	10,608	-	-	10,608
Hate Crime Advocacy	20,034	34,763	(29,492)	25,305
Immigration Services	63,409	125,500	(110,705)	78,204
Specialist Legal Advice	93,758	100,000	(66,305)	127,453
Outreach	835	3,974	(6,243)	(1,434)
General Advice	62,706	-	(53,141)	9,565
Central Costs	20,598	89,610	(80,914)	29,294
	<u>398,061</u>	<u>1,040,909</u>	<u>(1,082,851)</u>	<u>356,119</u>

Previous year:

	At 1 April 2023 £	Incoming re- sources £	Resources expended £	At 31 March 2024 £
Social Welfare Advice	83,352	307,366	(357,001)	33,718
Domestic Abuse Advocacy	109,305	308,111	(325,021)	92,395
Labour Exploitation Advocacy	10,608	-	-	10,608
Hate Crime Advocacy	20,499	20,250	(20,715)	20,034
Immigration Services	65,076	123,400	(125,067)	63,409
Specialist Legal Advice	-	100,000	(6,242)	93,758
Outreach	11,053	25,376	(35,594)	835
General Advice	102,749	6,240	(46,283)	62,706
Central Costs	20,110	95,230	(94,742)	20,598
	<u>422,753</u>	<u>985,973</u>	<u>(1,010,665)</u>	<u>398,061</u>

Social Welfare Advice

Welfare, housing and money advice, community support and outreach to impoverished and marginalised Eastern Europeans in London, including a sizeable number of users recruiting from the evacuees from Ukraine.

Domestic Abuse Advocacy

Outreach and targeted victim support and advocacy for Eastern European victims of domestic violence and abuse.

Hate Crime Advocacy

Targeted victim support and advocacy for Eastern European victims of hate crime

Immigration Services

Advice and assistance for vulnerable Eastern Europeans to access and apply to the EU Settlement Scheme, Ukrainian humanitarian schemes, and related immigration instruments

EAST EUROPEAN RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

14 Restricted funds

Specialist Legal Advice

Specialist legal advice and representation in areas of social welfare, family and other related legal area; this is a new project.

Outreach

Outreach and information campaigns relating access to health, vaccination, and health rights addressing needs of the vulnerable and marginalised Eastern Europeans.

General Advice

Outreach, helplines and life-in-the-UK advice and assistance for impoverished, marginalised, exploited and socially excluded Eastern Europeans.

Central Costs

Salaries and on-costs of the Chief Executive and the Deputy CEO.

15 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024 £	Incoming re- sources £	Resources expended £	At 31 March 2025 £
General funds	369,331	75,201	(258)	444,274
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Previous year:	At 1 April 2023 £	Incoming re- sources £	Resources expended £	At 31 March 2024 £
General funds	323,972	45,637	(278)	369,331
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

16 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

EAST EUROPEAN RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

17	Cash generated from/(absorbed by) operations	2025 £	2024 £
	Surplus for the year	33,001	20,667
	Adjustments for:		
	Investment income recognised in statement of financial activities	(2,640)	(2,341)
	Movements in working capital:		
	Decrease/(increase) in debtors	21,518	(37,755)
	Increase/(decrease) in creditors	41,679	(3,000)
	Cash generated from/(absorbed by) operations	<u>93,558</u>	<u>(22,429)</u>

Document

Name	EERC - Annual Report and Accounts 2024-25 - 30 01 2026 sign
Creator	Andrew Millet (andrew@millet.org.uk)
Date	30 January 2026 14:14:33 UTC
Identifier	833c27e1-c077-4056-911e-b3e6b28a7556

Signers

Andrew Millet

E-mail	andrew@millet.org.uk
Signed	30 January 2026 14:14:58 UTC
IP address	31.55.144.73

Accounts



East European Resource Centre

(A company limited by guarantee)

Report of the EERC Trustees for the year ending 31 March 2024

Financial Statement Year ending 31 March 2024

Charity number 1114607

Company number 05617439

East European Resource Centre

Company Information

Status

East European Resource Centre has charitable status and is a company limited by guarantee and not having a share capital.

Directors

Gera Drymer	(Chair)
Vez Pawluczyk	(Vice-chair)
Brian Reed	(Secretary)
Elizabeth Vadillo	(Treasurer)
Krystyna Bell	

Senior staff

Barbara Drozdowicz	Chief Executive Officer
Esther McConnell	Deputy CEO
Florina Tudose	Advocacy Programme Manager
Malgorzata Pakulska	Advice Programme Manager
Nazan Ozgur	Immigration Programme Manager
Urszula Skiba	Outreach & Gateway Programme Manager
Aleksandra Kowalska	Legal Counsel

Principal address

Room 18
238-246 King Street
London W6 0RF

Bankers

NatWest	CAF Bank
22 Kings Mall	25 Kings Hill Avenue
Hammersmith	West Malling
London	Kent
W6 0QD	ME19 4JQ

Auditors

Brookfield & Co
18 Concanon Road
London
SW2 5TA

Registered number

05617439

Charity Registration Number

1114607

OISC No.

F201500954

East European Resource Centre

Registered number: 05617439

Directors' Report

Foreword

The EERC Trustees are pleased to present their Annual Directors' Report for the year ending 31 March 2024. The report is presented together with the financial statement and balance sheet of the charity which was prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statement and balance sheet complies with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 2015).

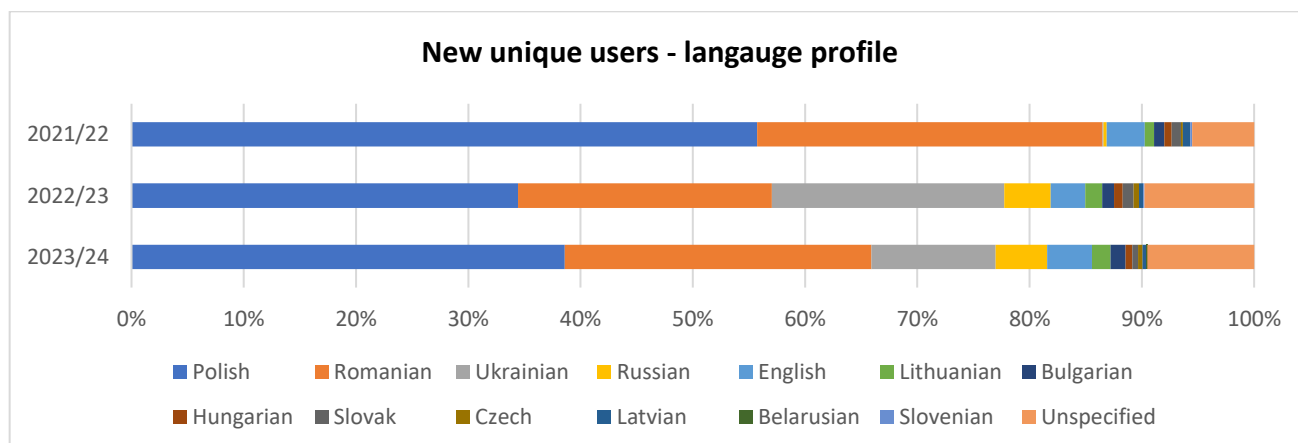
Chair's Report

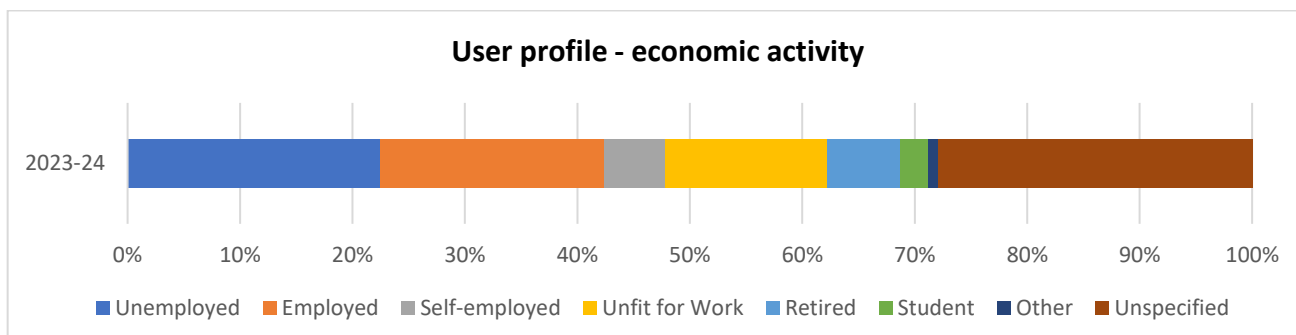
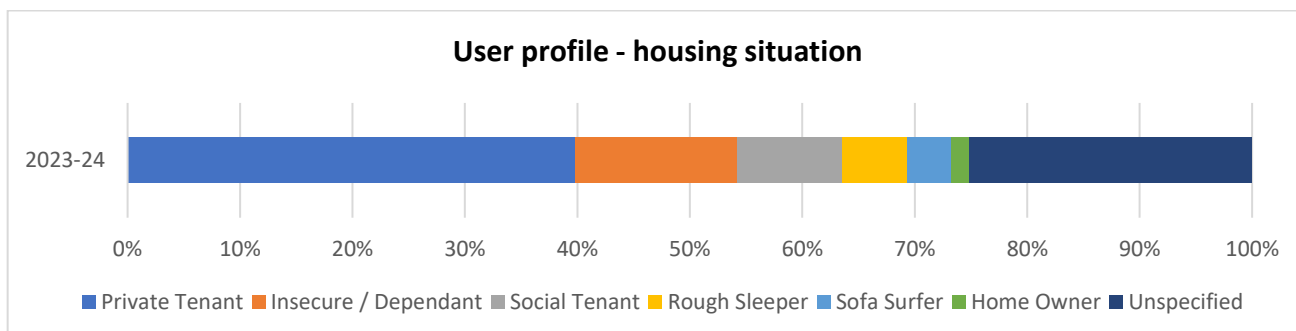
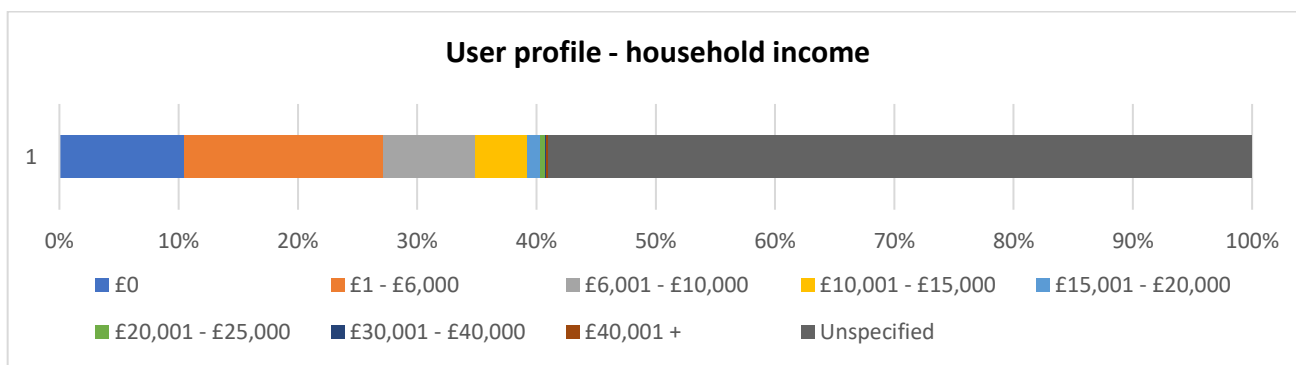
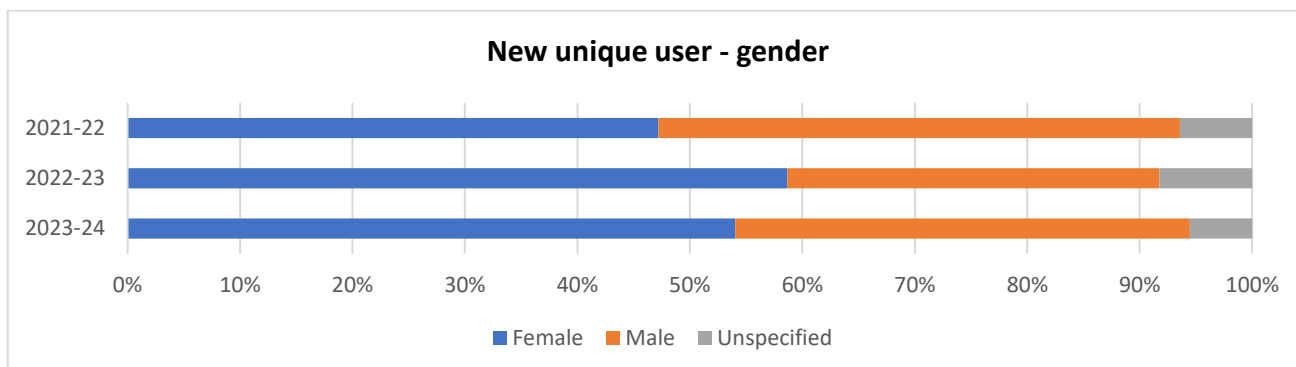
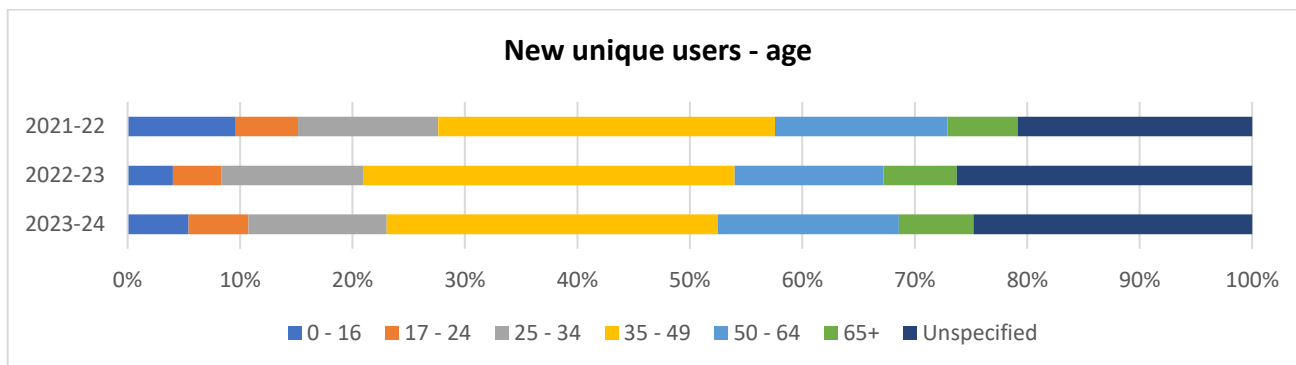
The year ending 31 March 2024 was yet another year devoted entirely on supporting our most disadvantaged members of Eastern European migrant family in London and beyond. Our priorities are centred on independent and healthy living; safe migration, housing and work; and fair access to statutory services and justice.

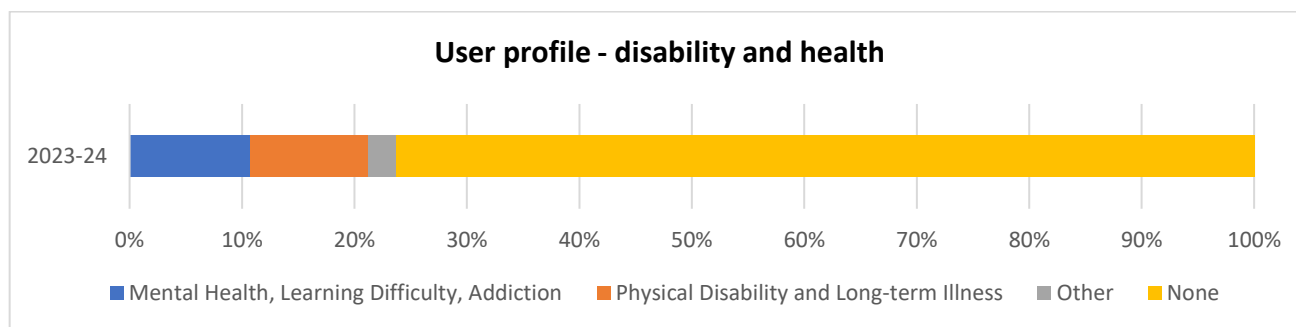
In the reporting period our concern was focused on impoverished users still experiencing lingering effects of the cost of living crisis, evacuees from the war in Ukraine, users who required ongoing support to access appropriate immigration statuses, women fleeing domestic violence, and fellow Eastern Europeans who had experienced hate incidents. I am proud that we met our objectives as required by our most disadvantaged beneficiaries, and that foundations laid in the years previous proved to be stable to build on in years ahead of us.

Service delivery and user frontline

In this reporting period, our work focused on three main areas: preventing loss of livelihood and homelessness, protecting victims of violence against women and girls, and supporting community members to obtain an immigration status. After many years of focussing on the 2004/7 EU extension nationals, we returned to supporting all Eastern European migrants as a result of strategic decision we had taken after the start of the war in Ukraine. Ukrainian, Belarussian and Russian nationals have been successfully mainstreamed into target user group not only thanks to our tailored services but also vigorous outreach.







The above graphs present data that paints a grim picture. Our users tend to be impoverished, with very low incomes covering living costs in privately rented housing. Even though nearly a quarter of our users struggle with long-term ill health, disabilities and learning difficulties, only a half of this group receives social welfare that allow them to stay afloat. Nearly a quarter are in insecure housing situation, with the homeless and sofa-surfers constituting the majority of this group. The majority of users are people who are mostly at work or job-seeking, with 7 in 10 being under the retirement age although this profile has been changing, with increasingly aging user profile accessing our service. Our active outreach and inventive operations management resulted in significant diversification of ethnic/linguistic user base thus making our charity a true voice of the Eastern European family in London and beyond. Nearly 20% of our users live outside of London, which is an indication of the reputation we have developed over the years across the UK.

Gender data tells yet another story. Since the year previous, we have been observing the increasing proportion of women accessing our services. This is explained by the development of our women-only DV services but also a unique profile of Ukraine evacuees, who in our experience tend to be women, and very often – mothers who care for their children and sometimes elderly parents while striving to find and keep jobs that cover living costs and rents in private rented housing. Our casework data informs us also that the welfare situation of women whom we supported to recover from domestic abuse worsened significantly – we believe this is due to complicated immigration situations women had found themselves after fleeing abusive relationships as immigration status is often an instrument of coercion and control. These women are often deprived of assets and income upon leaving relationships, and not eligible for state social welfare until complex casework is performed on their behalf.

It may explain why indicators of household income, insecure housing and declining health situation are coupled with change in the gender profile. We believe that Eastern European poverty and vulnerability has a gendered face and our work shows that.

In the reporting period, our outputs were as follows:

- we supported **1,503 unique users** ↓4%
- we provided **10,521 individual advice sessions** ↑7.5%
- we provided casework of **1,820 support plans** ↑14%, of which **1,672 new** ↑14%.
- median average number of interactions per user was 3 ↔
- mean average number of interactions per user was 7 ↑11%
- we delivered **40 outreach events**
- we reached **70,000 individual community members** via social media
- between them, they viewed our content **280,000** times.

To address essential needs of our most destitute users, this year we continued distributing **direct financial aid** from our crisis fund that has been fed by donations from individual donors. We have also distributed nearly £5,000 worth of **food vouchers** to destitute families. The fund has been an additional resource specifically designed to support users in critical situation, in destitution and homelessness.

I would like to thank our frontline staff and volunteers for their relentless efforts in reaching out and supporting the most disadvantaged Eastern Europeans. I would also like to thank funders who provided resources and other support that allowed us to operate and grow. We give special thanks to our supporters for their donations that contributed to our fundraising appeals.

Policy, representation and good practice development

Our frontline work feeds into social policy influencing that aims to make changes to British policies thus improving complex systems and enhance users' independence in taking own action. To achieve the systems change, we have over years developed strong position and personal recognition of our key staff, in particular the CEO Barbara Drozdowicz, Deputy CEO Esther McConnell and the Programme Managers among the local, regional and national levels of government. This connectedness secures a seat at tables of crucial policy-makers and agents of change.

We continued consistent engagement with the policy makers, and among them Home Office (UK Immigration & Visas, National Community Engagement Team), the EU Delegation, the Greater London Authority where we are a voluntary sector representative for the London Strategic Migration Partnership, London Councils. Our focus had been firmly placed on influencing positive change in EU Settled Status process, Ukrainian humanitarian response, accessing social welfare and housing services for our constituent migrant cohorts, and highlighting gaps in provision for very vulnerable, disabled and frail migrant Eastern Europeans.

We retained the lead in feeding to the government and regional policies relating the Ukraine war evacuees, and among others we worked with the Department for Levelling Up, Housing and Communities (in charge of housing solutions for this cohort), the Department for Work and Pensions, and the NHS in regard to accessing essential health services and infant vaccination. We also worked with other decision-makers relevant to the welfare and wellbeing of Eastern Europeans, among them the Domestic Violence Commissioner where we sit on the migrant advisory panel, the Mayor's Office for Policing and Crime in relation to violence against women and girls as well as hate crime, and the justice system. We also worked closely with colleagues associated in Immigration Law Practitioners' Association on influencing changes within immigration systems, in particular those relating to Europeans (pre- and post-Brexit arrivals) as well as family and private life.

A big step in building our influencing capacity and progressing migrant worker agenda had been a secondment of our deputy CEO, Esther McConnell in the Greater London Authority. The secondment, funded by Trust for London, aims to strengthen collaborative work to promote worker and victim-centred policy making that addresses the policies and practices that enable exploitation or undermine its prevention; and to strengthen the GLA's understanding, skills and relationships to prevent and address the spectrum of exploitative working practices in London. In this reporting period, Esther focused on commissioning the building of capacity of the advice sector to support exploited migrant workers, and to mainstream findings of research she had led on commissioning in previous year. Initial evaluation showed a shift in the delivery of employment rights for migrants in London, and that the labour exploitation work achieved a high profile across the GLA with other teams looking to the secondees for expertise. This activity ends in November 2024. Esther's work also made the case in the GLA for significant investment in rights advice for migrants (the Migrant Advice and Support Fund).

In this reporting period, we invested time and energy in the good practice development. Our particular focus had been on migrant populations accessing accurate and timely services. Among the notable developments are: maintaining the seat at the advisory panel to the Refugee Action Insight Hub – a national collaboration of migrant and refugee organisations across the UK, with the mandate of sharing good practice, coordinating response to practice and policy developments, and building collective evidence base; co-chairing the steering committee of PROPEL-funded Advice Workforce Development Project – a collaborative

advice-funding vehicle with the mandate to develop best practice in building capacity of social welfare advice through the recruitment, retention and professional development of advisers, and creating coherent career pathway in social welfare advice; joining a steering group for Ethically Diverse Advice Providers project led by the Advice Services Alliance – an initiative focused on enhancing the capacity of migrant and diaspora advice charities. In terms of victim support, we continued the engagement with the Independent Domestic Violence Commissioner through her migrant advisory committee; London's Victims Commissioner; Crown Prosecution Service Pan-London Hate Crime Scrutiny Panel; the Met Police hate crime Diamond Group.

Organisational development and sustainability

The reporting period was a period of stability for our charity. Our frontline delivery retained a hybrid character. It was dictated by, mainly, the lingering cost of living crisis that translated to financial stress for users who needed to commute across London to access our services. This was supported by continuous involvement of our community members via digital channels, predominantly social media, but also reinstatement of outreach activities – in the reporting period we organised 40 outreach opportunities to meet our community members.

The focus of user-facing work remained the same: Eastern European migrants who are disadvantaged, excluded and exploited. In this reporting period, we mainstreamed our services for evacuees from war-torn Ukraine to our core advice services, and have started a new activity addressing the needs Ukrainian victims of violence against women and girls, the only such project in the country.

At the very end of the reporting period, we also started a brand-new project that brings us closer to our ambition of expanding access to free and affordable specialist legal advice to disadvantaged and vulnerable Eastern European migrants in London. This has been possible thanks to a generous grant from The Access to Justice Foundation funded by the Lottery, and which secures five years of work towards establishing a specialist legal advice and representation centre within our charity.

In terms of sustainability, we enjoyed a stable year but we also invested considerable time and effort to secure ongoing funding beyond 2023/24. Over the months of the reporting year, we applied to and secured grants that allow us to enjoy stability and continuity of all our services for Financial Year 2024/25 and most 2025/26. It gives us a breathing space to review our work and systems in the coming year – this strategic review is planned for the FY 2024/25 and will pave the way to potential new business model combining broad range of legal advice and advocacy services that are free for the most disadvantaged and affordable for all other of our community members. We also raised modest donations that contributed to our emergency appeals, for which we are deeply grateful.

Taking everything into consideration – the ongoing immigration change, the cost-of-living crisis, and the impact of war in Ukraine – the year was a success that contributes to ongoing quality and consistency of our work.

On Behalf of the Board of Trustees

Gera Drymer, EERC Chair

12 December 2024

About Us

EERC Purpose

The **purpose** of East European Resource Centre is to relieve poverty among East Europeans and advance education, employment and awareness of rights and responsibilities.

EERC Mission

Our **mission** is to provide voice and resources to Eastern European migrants who experience poverty, exploitation and social exclusion in order to enable them to make choices about their lives and realize their potential as equal members of communities.

Through our mission we want to achieve a threefold **impact for Eastern Europeans**:

1. independent and healthy living
2. safe migration, housing and work
3. equitable access to statutory services and the justice system

Our Approach

Our mission, vision, planned impact, aims and objectives are enshrined in a strategy that is underpinned by workload-based evidence, horizon scanning, and consultation with users and stakeholders. These three elements are major contributors to our service delivery and future planning. We recognize that the external environment is in constant flux. To remain relevant, we strive to be a learning, adaptive organization not only responding to needs, but foreseeing them and planning to mitigate some adverse impacts of changes on our target users, as well as broader communities they are part of.

Summary of our aims and objectives

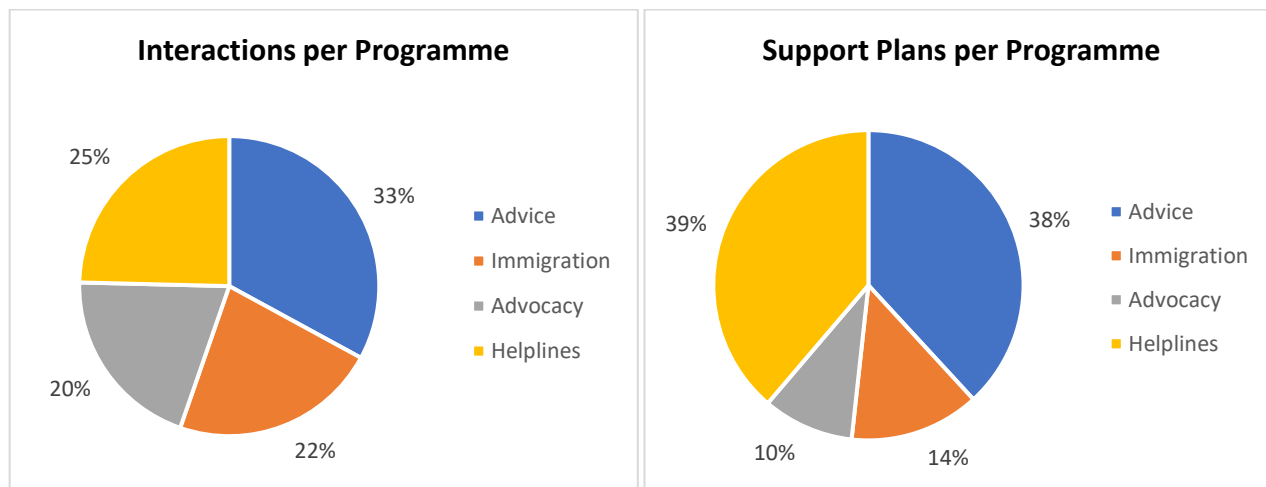
Our Aims:

1. Eastern European Londoners to have improved chances in life and better quality of life through increased knowledge, skills and resilience;
2. Eastern European Londoners to have improved voice and to be integrated in the British society, with opportunities to participate in and influence their local communities;
3. Public agencies, service providers and the general public to have increased understanding of needs of Eastern European Londoners and are more accessible to all.

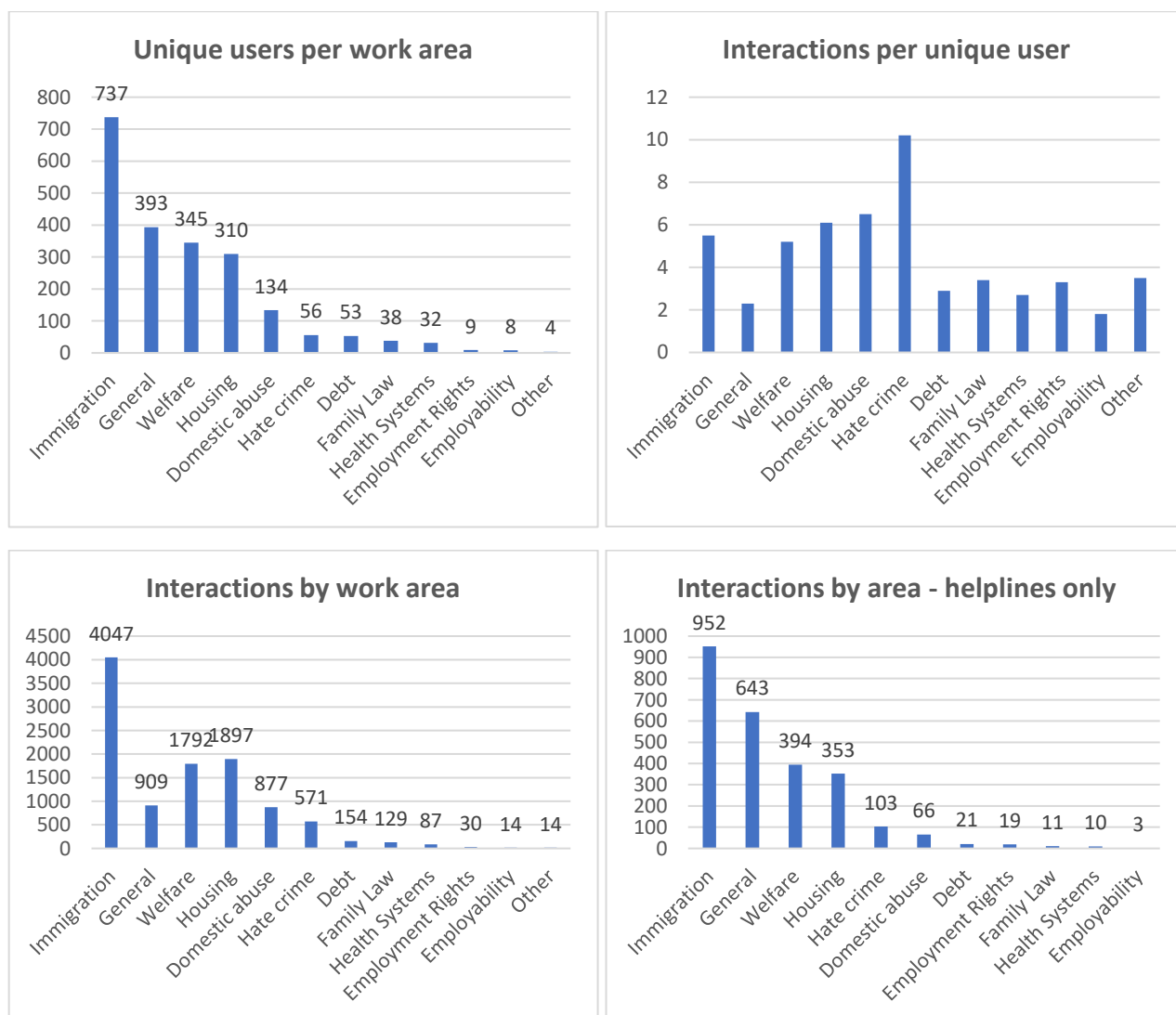
We achieve our aims through the following **Objectives**:

- Provision of advice, advocacy and community support for disadvantaged Eastern European migrants in London;
- Delivery of outreach and information campaigns for benefit of the target group as well as the general public in the UK;
- Development of good practice guidance founded on the evidence of needs of Eastern Europeans in the UK and carrying out research into aspects of life, work and public policies that may affect welfare, wellbeing and integration of the target group into the British society;
- Policy change influencing to enable effective integration of Eastern Europeans in the UK and improvement of their choices over personal and professional lives leading to better chances in life.

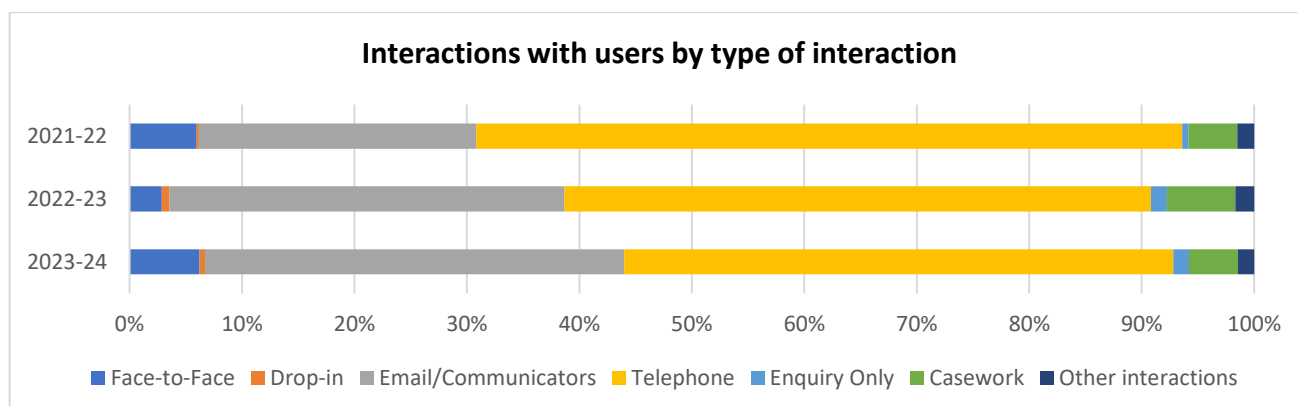
Below graphs present statistical data on interactions and support plans (cases) per Programme. Programmes are: **Advice** – welfare, housing, general, debt; **Immigration** – EUSS, Ukraine, family and private life; **Advocacy** – domestic abuse, hate crime; and **Outreach & Gateway** – initial assessments, helplines, events.



Below graphs present statistical data on access to work areas per unique user and the average number of interactions per user across the organisation. Please note that work areas are not identical to Programmes – many work areas, like housing, welfare and immigration, emerge in all our Programmes.



Below graph presents statistical spread of types of interactions by which users accessed services across the organisation and the dynamics of change across the most recent three years.



Please note that some of our services, most notably Domestic Violence, accept referrals from generalist settings and therefore may not be pronounced in helpline statistics. Increased averages of interactions per work area indicate that caseload had become more complex, requiring longer and more sustained engagement with users. We are particularly concerned by statistics relating Hate Crime, with over 10 interactions per case needed to provide support to users – it's broadly in line with the change of recorded hate crimes in our caseload, with 9 in 10 taking place in the sustained manner in neighbourhood context and not as one-off or opportunistic incidents.

Interestingly, the dynamics in terms of type of interaction shows the lasting impact of lockdowns but also increased unaffordability of transport, by which users prefer remote modes of communication with our teams.

We also believe that there might have been a positive shift in the adoption of digital communications – in particular email and communicators such as WhatsApp – among all our user cohorts; it's a promising sign in the view of all public systems becoming increasingly digital. Digital literacy still remains an issue for a large section of our constituents, and the more impoverished or destitute the segment of users, the more likely that digital literacy is additionally affected by IT poverty (lack of smartphones and laptops).

Our key activities over the year included:

➤ Advice Programme

The programme supported disadvantaged, marginalized and excluded members of Eastern European community who were affected by the cost-of-living crisis, evacuees from the war in Ukraine, and those who required support by the virtue of ongoing ill-health, disability and frailty.

The primary areas of advice and assistance in the reported period were: welfare benefits, housing and homelessness, debt, accessing health, food and fuel poverty.

Overall 638 support plans were opened in this reporting period. This number comprised of 3,465 interactions.

➤ Advocacy Programme

The programme provides victim support and advocacy for Eastern European community members whose welfare, wellbeing and life is at risk. In this reporting period we delivered two victim support activities: independent domestic violence advocacy and independent hate crime advocacy. In March 2024, we started a new activity: violence against women and girls specifically tailored to the needs of Ukrainian evacuee women and girls; this advocacy will have become operational in FY 2024/25.

Overall 159 support plans were opened in this reporting period and these comprised of 2,113 interactions.

➤ **Immigration Programme**

In the reporting period we maintained provision of individual advice, casework and assistance in applying for the EU Settled Status; provision of 'aftercare' to users who have applied previously but were unable to access or use their online status to evidence rights; services for joining family members; services to the members of the Ukraine evacuee population; and we maintained outreach information campaign through digital channels.

Overall 227 support plans were opened in this reporting period and these comprised of 2,354 interactions.

This reporting period was a challenge to us as a fee-charging immigration provider due to very limited capacity of staff and for this reason alone we have temporarily changed our OISC registration to a non-fee charging immigration services provider. Our registration number with the OSIC remains the same.

➤ **Outreach and Gateway Programme**

In this reporting period, the programme focused on providing excellent helplines provided in six languages (English and Polish, Romanian, Ukrainian, Lithuanian and Russian). The team also led on outreach: we provided 40 outreach opportunities to meet our community members and the broader support sector, as well as provided extensive digital outreach and information campaigns.

The team also delivered a couple of discreet outreach projects. One of them was a voter ID awareness campaign (together with the Greater London Authority) and an awareness campaign in relation to the vaccination and the general access to public health services in East London, thanks to the generous funding from the London Borough of Barking and Dagenham.

➤ **Policy influencing and good practice**

Through CEO, Deputy CEO and Senior Management Team, we seek to use our expert knowledge and experience of supporting disadvantaged Eastern Europeans and other marginalized members of European family in the UK to influence national and regional policy, and improve practice in our sector and government. We give evidence to working groups, attend events, respond to consultations, take part in a number of sector forums, and work in formal partnerships.

In the reporting period, in particularly worth mentioning were: the secondment to the Greater London Authority within the Citizens Integration Initiative to further objective related to the migrant labour, and joining the Advice Workforce Development Fund's steering committee as a co-chair.

In the reporting period we have been active partners in groupings and projects, selection of which is listed below:

- EU Delegation: Monitoring Network - member
- Home Office: EUSS vulnerability working group - member
- London Strategic Migration Partnership – voluntary sector representative
- Greater London Authority: Migrant and Refugee Advisory Panel – lead member
- Greater London Authority: Homeless Migrant Advisory Panel – member
- London Councils' Ukraine Working Group – expert contributor
- Domestic Violence Commissioner – migrant women advisory panel
- Metropolitan Police: Hate Crime Diamond Group – member
- Crown Prosecution Service's Pan-London Hate Crime Scrutiny Panel - member
- Advice UK - member
- Advice Services Alliance – member

- Homelessness National Advice Services – member
- Child Poverty Action Group – member
- National Association of Welfare Rights Advisers – member
- EUSS Alliance (hosted by the New Europeans) – member
- Labour Exploitation Advisory Panel (hosted by FLEX) – member
- Advice Workforce Development Fund – steering group co-chair
- Ethnically Diverse Advice Providers Network (hosted by Advice Services Alliance) – advisory group member
- Refugee Action Insight Hub – advisory panel member
- The Migration Observatory – EU research advisory panel member
- Monthly DV Sector Call – member of a national forum convened by the Women’s Aid
- The Mayor’s Office for Policing and Crime (MOPAC) – expert contribution to the commissioning process: led-by-and-for DV advocacy
- MOPAC domestic abuse funding launch in the EERC premises, with the Mayor of London’s private meeting with our users and staff
- Ministry of Justice - Review of Civil Legal Aid - contributor
- Network for Justice - participant in Civil Legal Aid roundtable discussion
- Independent Chief Inspector of Borders and Immigration (ICIBI) – illegal working enforcement focus group contributor
- Promotion, dissemination and speaking engagements around findings of the research ‘Rights and risks: migrant labour exploitation in London’ commissioned within the secondment of the Deputy CEO Esther McConnell to the greater London Authority
- London Funders – expert contributor
- Contributor to and member of local advice, domestic abuse and hate crime advocacy forums across London

Financial Review

The year ending 31st March 2024 was a year of stability of our funding after years of covid and the war in Ukraine disruptions. We succeeded in securing a number of sustainable grants that secured sustainable and continuous delivery to all our four main areas of work; some of our emergency grants were upgraded to regular commitment, for which we are deeply grateful to our funders.

In this reporting period we the split between the statutory (direct and indirect, from central as well as local governments) and independent funding was as follows: 42 pence in a pound from statutory and 58 pence in a pound from independent funders. Among the funders who kindly supported our work in this reporting period were: Home Office, Mayor's Office for Policing and Crime, The Greater London Authority, London Borough of Barking and Dagenham, The National Lottery Community Fund, Justice Together Initiative, Trust for London, City Bridge Trust, London Community Foundation, Tudor Trust, Paul Hamlyn Foundation, AB Charitable Trust, London Legal Support Trust.

The value of unrestricted income from donations reached £ 4,795.84. As the adverse impact of the cost-of-living crisis lingered, we decided to ring-fence donations from individual supporters to one-off destitution payments for beneficiaries of our advice and advocacy activities where a small payment was necessary to secure access to food, baby products, house fuel, hospital transport or similar essentials.

Expenditure in the reporting period continued to be focused on frontline delivery, with no asset investment made. Our biggest expenditure represented fixed personnel costs comprising of staff (91%) and all non-personnel direct and indirect costs (9%).

Risk management

There were a number of risks identified in the reporting period. Risks related largely to:

- Financial risk: shortfall in covering operations - this risk was mitigated by securing enough restricted and unrestricted grants. Income was coming from a very diverse base and the risk of reliance on single stream was minimised.
- Financial risk: sustainability of grants - in this reporting period the length of grants, most of which were between one and three years, mitigated the risk acutely felt the years previous.
- Operational risks: growth of operations – in order to mitigate any risks resulting from growth of our operational base, we continued fine-tuning the structure of the organisation. Additionally, staff were provided with a broad range of training that helped us to provide enrichment to roles.
- Operational risks: health risks to staff and users - we mitigated this risk by maintaining remote and hybrid delivery whereby in-person contact among staff members and with users was minimised to only essential appointments.
- Operational risk: mental wellbeing of staff – due to EERC's shift to hybrid services, the stress resulting from the war in Ukraine and worry over welfare of our families in the light of the cost of living crisis, we ensured that our staff had support they needed. Rapidly emerging needs and crisis that our users had to deal with risked that colleagues may burn out in the fast-paced, critical service delivery. To mitigate this risk we maintained a comprehensive plan of support that focused on two main assumptions: 1) reinforcing team spirit and the sense of common objective (through morning all-staff zoom meetings, weekly team meetings and quarterly staff away-days) and 2) returning to outreach and direct user engagement (in order to reduce relative isolation experienced by remote workers). Additionally, staff accessed to employee support programme, clinical supervision and regular mental health reflective sessions.

- Reputational risks: breakdown of services – this risk was mitigated in line with financial and operational risks. Thanks to securing multiple grants and providing equipment and support to staff members, we ensured smooth hybrid delivery.

Plans for the future

Our plans for 2024/25 involve, above all, effective and efficient service delivery and good social return on long-term sustainable funding so that our service continues sustainably and grows in areas that reflect the changing needs of our constituent groups. Financially, the year 2024/25 will have been secured by time of writing this report.

Having said that, due to extensive use of existing available funding streams and in conjunction with our receipt of a brand new funding to develop and embed a law centre within the structure of EERC (and with it, other financing opportunities that come with legal advice and representation, such as Legal Aid Agency contract and fee-charging), we will be embarking on a strategic review. The aim of the review will be refreshing of our business model to stay sustainable and relevant to our communities in the light of their ever-changing needs.

We intend to keep sustained focus on policy change and development of good practice in supporting vulnerable Eastern Europeans, together with social advocacy for Eastern Europeans unable to execute their rights as EU nationals residing in the UK, those who arrive after the Brexit date, and evacuees from Ukraine with their unique sets of needs. As a part of our strategic review, we will further our user and community engagement objectives, outcomes of which will also feed to our policy influencing.

EEAC Structure, Governance and Management

Directors and Trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law. The trustees serving and staff employed during the year were as follows:

Senior staff

Barbara Drozdowicz	Chief Executive Officer
Esther McConnell	Deputy CEO
Malgorzata Pakulska	Advice Programme Manager
Florina Tudose	Advocacy Programme Manager
Nazan Ozgur	Immigration Programme Manager
Urszula Skiba	Outreach & Gateway Programme Manager
Aleksandra Kowalska	Legal Counsel

Governing Document and legal status

The East European Resource Centre (EERC) is a charitable company limited by guarantee, incorporated on 9 November 2005 and registered as a charity on 6 June 2006. The company was established under the Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association. Articles and Memorandum were changed by special resolution registered at Companies House on the 12th March 2015 as amended by certificate of incorporation on change of name dated the 17th May 2016.

Trustee selection and appointment

The directors of the company are also trustees for the purpose of charity law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the members of the Management Committee are elected to serve a period of one year and can stand for re-election at the Annual General Meeting. At each Annual General Meeting following the first one, one third of the Directors must retire from office by rotation.

According to the Articles of Association, the Management Committee shall be not less than three, and (unless otherwise determined by ordinary resolution) shall not be subject to any maximum. During the period of this financial statement, the Committee's membership was reduced from eight to five.

The overall objective of selection is to seek trustees who represent views of the East European population in England, but who can also contribute wider knowledge, experience and expertise.

EERC maintains an updated list of skills, knowledge and expertise offered by members of the Management Committee.

Trustee induction and training

These divide into two types: training and refresher courses which focus on the various roles and responsibilities of members of committees, and familiarisation courses covering topics related to EERC's work. Each member has a folder consisting of the organisation's constitution, business plan, latest audited accounts and latest annual report.

New Trustees are asked to spend a period of one or more days at EERC's offices in order to familiarize themselves with the day-to-day activities of the charity. They also have a one-to-one briefing meeting with the Committee Chair in order to gain knowledge of the Committee's responsibilities, and those of its members. New committee members are encouraged to join one of the Management Committee's subgroups.

Committee members also attend briefing sessions run by funding bodies.

Organisational structure

The Management Committee oversees the operation of the charitable company and is responsible for the overall policy and strategic direction. The Management Committee has no line-management function and delegates the entire responsibility for operations to the Chief Executive Officer of the organisation. A Chief Executive Officer is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive Officer has delegated authority within terms of delegation approved by trustees. Delegated operational responsibility includes finance, employment and performance matters. The Chief Executive Officer is supported by the Deputy CEO who is responsible for operations, day-to-day organisational matters, and strategic Human Resources management.

The Management Committee meet on average four to six times a year to receive reports on the activities of the Centre from the Chief Executive Officer, and to decide issues of policy. There are sub-committees covering development, membership, finance and audit. These normally meet bi-annually (depending on evolving internal and external matters that require scrutiny) and make recommendations to the full Management Committee on relevant matters.

Related parties

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee of the charity with a supplier, a consultant or a contractor must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

All other instances of conflict of interest are treated in line with the EERC Conflict of Interest Policy and other relevant policies and procedures.

Reference and administrative details

Charity number: 1114607

Company number: 05617439

Registered Office: Room 18, 238-246 King Street, London W6 0RF

Our advisers

Auditors: Brookfield & Co, 18 Concanon Road, London SW2 5TA

Bankers: Nat West, 22 Kings Mall, London W6 0QD; CAF Bank, 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ

Reserves Policy

The Trustees of the EERC consider that accumulating reserve funds to enable the organisation to cope with specific unforeseen events, contingencies and opportunities is an essential part of carrying out their duties in overall management of the EERC affairs. They have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of the expenditure.

In the reporting period, the lingering impact of Covid-19 and of the cost-of-living crisis led the charity to maintain the operational reserves policy in the recognition of uncertainty in regular funding. It has been agreed that the charity is striving to accumulate high operational reserves in order to prevent a financial gap leading to breakdown of services. Operating reserves foreseen as necessary to fill the gap created between regular grant-giving and emergency grant-funding will be retained for use as Trustees see fit, to prevent loss

of management and administration capacity, loss of fundraising capacity and to ensure continued high-quality operations.

Due to years of uncertainties resulting from the pandemic, the war and the cost-of-living crisis, and the recent growth of the organisation, the Management Committee reviewed the dissolution reserves in order to prevent unnecessary ring-fencing of free financial resources while preventing the risk of defaulting on financial responsibilities. The reserves policy from April 2020 prescribes ring-fencing resources necessary for two months expenditure plus statutory redundancy payments for staff eligible. It's envisaged that the value of dissolution reserves in FY 2023-24 should be not less than £160,000. Should the charity lose staff or resources (such as offices liable for rent), the reserves will be reviewed downward thus releasing resources back to free operational reserves pot.

Statement of Trustees responsibilities

The trustees are responsible for preparing the financial statements in accordance with applicable law and United Kingdom generally accepted accounting practice for each financial year, which gives a true and fair view of the state of the charity's affairs and of its profit and loss for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards and statements of recommended practice have been followed;
- Prepare the financial statements on a 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 enable them to ensure that financial statements comply with the Companies Act 2006. They are also required for safeguarding the assets of the charitable company and hence to take reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the group's auditor is unaware, and
- The trustees, having made enquiries of fellow directors and the group's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

By order of the Board of Trustees

Gera Drymer (Chair)

12 December 2024

**East European Resource Centre
Independent auditors' report
to the Trustees of East European Resource Centre**

Opinion

We have audited the accounts of East European Resource Centre for the year ended 31 March 2021 which comprise the Profit and Loss Account, the Balance Sheet and notes to the accounts, 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 FRS 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the 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 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the accounts:

- give a true and fair view of the state of the company's affairs as at 31 March 2023 and of its result for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis of 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 accounts section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out below, 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.

In accordance with the exemption provided by FRC's Ethical Standard - Provisions Available for Audits of Small Entities, we have assisted with the preparation of the accounts.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the accounts is not appropriate; or
- the directors have not disclosed in the accounts any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of

accounting for a period of at least twelve months from the date when the accounts are authorised for issue.

Other information

The other information comprises the information included in the report and accounts, other than the accounts and our auditor's report thereon. The directors are responsible for the other information. Our opinion on the accounts 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 accounts, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the accounts 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 accounts or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the directors' report for the financial year for which the accounts are prepared is consistent with the accounts; and
- the directors' 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' 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 accounts are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to prepare the accounts in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of directors

As explained more fully in the directors' responsibilities statement, the directors are responsible for the preparation of the accounts and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of accounts that are free from material misstatement, whether due to fraud or error.

In preparing the accounts, the directors are responsible for assessing the 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 directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the accounts

Our objectives are to obtain reasonable assurance about whether the accounts 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 accounts.

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

J A Brookfield
(Senior Statutory Auditor)
for and on behalf of
Brookfield & Co
Accountants and Statutory Auditors
17 December 2024

18 Concanon Road
London
SW2 5TA

**East European Resource Centre
Statement of Financial Activities
for the year ended 31 March 2024**

		Restricted Funds	Unrestricted Funds	Total Funds	Total Funds year to 31 March 2023
	Notes	2024 £	2024 £	2024 £	2023 £
Incoming resources					
<i>Incoming resources from generated funds:</i>					
Voluntary Income - Grants and donations	5	985,973	43,296	1,029,269	1,115,093
Other Income		-	-	-	2,724
Investment income		-	2,341	2,341	1,141
Total Incoming Resources		985,973	45,637	1,031,610	1,118,958
Resources expended					
Costs of generating funds		30,300	-	30,300	30,300
Charitable activities		977,149	265	977,414	819,371
Governance		3,216	13	3,229	3,513
Total resources expended	6	1,010,665	278	1,010,943	853,184
Net incoming resources expended for the Year		(24,692)	45,359	20,667	265,774
Transfers between funds		-	-	-	-
Funds brought forward		422,753	323,972	746,725	480,951
Total Funds carried forward		398,061	369,331	767,392	746,725

All of the above results derive from continuing charitable grants and activities and there were no recognised gains or losses other than the above results.

The notes on pages 23 to 27 form part of these accounts.

East European Resource Centre
Balance Sheet
as at 31 March 2024

	Notes	2024 £	2023 £
Current assets			
Debtors	7	102,092	64,337
Cash at bank and in hand		668,950	689,038
		771,042	753,375
Creditors: amounts falling due within one year	8	(3,650)	(6,650)
Net current assets		767,392	746,725
Total assets		767,392	746,725
Funds of the Charity			
Restricted Funds	10	398,061	422,753
General Funds	10	369,331	323,972
Total Funds	10	767,392	746,725

The notes on pages 23 to 27 form part of these accounts.

Gera Drymer

Chair

Approved by the board on 17 December 2024

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2024

1. Basis of accounting and accounting policies

a) Accounting Conventions

The financial statements have been prepared under the historical cost convention and on a going concern basis, which is dependent upon the availability of adequate continued funding. The nature of the charity's funding is inherently uncertain as it is only agreed by the funding bodies every one to three years. Should grant funding be discontinued in future years, the charity would have to find other sources of funding, or significantly curtail its activities. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16/7/14, The Financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Change in basis of accounting

There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

b) Incoming resources

Incoming resources are included in the SOFA when the charity becomes entitled to the resources, the Trustees are virtually certain they will receive the resources and the monetary value can be measured with sufficient certainty. Where incoming resources have related expenditure (as with fundraising for contract income), the incoming resources and related expenditure are stated gross in the SOFA. Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the funds. The value of any volunteer help received is not included in the accounts but is described in the Trustee's annual report. Investment income is included when receivable.

c) Resources Expended

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources. Resources expended include attributable VAT which cannot be recovered. Governance costs include costs on the preparation and examination of statutory accounts, the costs of Trustee meetings and costs of any legal advice to the Trustees on governance or constitutional matters. Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of the resources e.g., Staff costs by the time spent and other costs by their usage.

d) Restricted and Unrestricted Funds

The accounts distinguish between restricted and unrestricted funds. Restricted funds are received from donors and are subject to restrictions on the purposes for which they may be used. Unrestricted funds are those where there are no externally imposed restrictions and are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

e) Debtors

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

f) Cash at bank and in hand

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

g) 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.

h) Legal status of the Trust

The trust is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2024

	2024	2023
	£	£
2 Net Income for the year is stated after charging:		
Auditors' Remuneration - Brookfield & Co	3,216	3,500

3 Expenses paid to trustees or persons connected with trustees		
The aggregate amount of expenses paid to trustees was	13	13

	2024	2023
	£	£
4 Staff Costs and Emoluments		
Gross Salaries and other staff costs	853,298	713,694
Social security costs	75,113	64,009
	928,411	777,703

Numbers of full time employees or full time equivalents	2024	2023
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None of the Trustees received any remuneration during the year (2023: Nil)	Nos	Nos
No employees earned more than £60000 pa. (2023: Nil)	1	-

The average number of employees

Engaged on Project Service	23	22
Engaged on Management and Administration	3	2

26	24
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5 Voluntary Income - Grants and donations

	Restricted	Unrestricted	2024	2023
	£	£	£	£
London Community Foundation	24,982	-	24,982	103,378
Justice Collaborations	183,500	-	183,500	100,000
London Borough of Barking & Dagenham	10,376	-	10,376	53,947
Big Lottery	187,606	-	187,606	171,168
Home Office	73,400	-	73,400	126,758
Focus on Labour Exploitation	-	-	-	25,304
POSK	-	-	-	10,000
Galop	20,250	-	20,250	22,180
AB Charitable Trust	-	-	-	20,000
Lloyds Bank Foundation	-	-	-	21,000
Trust for London	65,380	-	65,380	85,000
Chelsea Square 1994 Trust	-	-	-	2,000
Paul Hamlyn Foundation	69,850	-	69,850	63,500
MOPAC	283,129	-	283,129	306,667
Tudor Trust	-	38,500	38,500	-
City Bridge Trust	6,240	-	6,240	-
Groundwork	15,000	-	15,000	-
London Legal Support Trust	10,000	-	10,000	-
National Lottery Community Fund	36,260	-	36,260	-
Donations and misc. small grants	-	4,796	4,796	4,263
	985,973	43,296	1,029,269	1,115,093

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2024

6	Resources Expended	Restricted	Unrestricted	2024	2023
				£	£
				Total	Total
	Costs of generating funds				
	Fundraising costs	-	-	-	-
	Staff Costs	30,300	-	30,300	30,300
	Charitable Expenditure				
	Staff Costs	898,111	-	898,111	747,403
	Professional Fees	17,135	-	17,135	19,887
	Volunteer expenses	-	-	-	52
	Travel and meetings	265	7	272	548
	Subscriptions and Publications	4,138	-	4,138	6,803
	Insurance	3,543	-	3,543	4,373
	Telephone and fax	5,542	-	5,542	5,675
	IT expenses	13,537	72	13,609	7,299
	Office and administration costs	9,050	48	9,098	9,129
	Premises costs	19,791	-	19,791	14,777
	Project costs	6,037	138	6,175	3,425
	Governance Costs				
	Audit and accountancy	3,216	-	3,216	3,500
	Management Committee expenses	-	13	13	13
		1,010,665	278	1,101,943	853,184

7	Debtors	2024	2023
		£	£
	Grants receivable	97,670	60,794
	Other debtors and prepayments	4,422	3,543
		102,092	64,337

8	Creditors: amounts falling due within one year	2024	2023
		£	£
	Deferred Income	-	-
	Other accruals	3,650	6,650
		3,650	6,650

9	Analysis of net assets between funds	Restricted	Unrestricted	Total
		Funds	Funds	Funds
		£	£	£
	Tangible fixed assets	-	-	-
	Current Assets	398,061	372,981	771,042
	Current Liabilities	-	(3,650)	(3,650)
		398,061	369,331	767,392

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2024

10 Analysis of net assets between funds

	At 1/4/23	Incoming Resources	Outgoing Resources	Transfers	At 31/3/24
Restricted Funds:					
Social Welfare Advice	83,352	307,366	(357,001)		33,718
Domestic Abuse Advocacy	109,305	308,111	(325,021)		92,395
Labour Exploitation Advocacy	10,608	-	-		10,608
Hate Crime Advocacy	20,499	20,250	(20,715)		(20,034)
Immigration Services	65,076	123,400	(125,067)		63,409
Specialist Legal Advice	-	100,000	(6,242)		93,758
Outreach	11,053	25,376	(35,594)		835
General Advice	102,749	6,240	(46,283)		62,706
Central Costs	20,110	95,230	(94,742)		20,598
Total Restricted Funds	422,753	985,973	(1,010,665)	-	398,061
Unrestricted Funds:					
Total Unrestricted Funds	323,972	45,637	(278)		369,331
Total Funds	746,725	1,031,610	(1,010,943)	-	767,392

Social Welfare Advice – welfare, housing and money advice, community support and outreach to impoverished and marginalised Eastern Europeans in London, including a sizeable number of users recruiting from the evacuees from Ukraine.

Domestic Abuse Advocacy – outreach and targeted victim support and advocacy for Eastern European victims of domestic violence and abuse.

Labour Exploitation Advocacy - targeted victim support and advocacy for Eastern European victims of labour exploitation and abuse.

Hate Crime Advocacy - targeted victim support and advocacy for Eastern European victims of hate crime

Immigration Services - advice and assistance for vulnerable Eastern Europeans to access and apply to the EU Settlement Scheme, Ukrainian humanitarian schemes, and related immigration instruments

Specialist Legal Advice – specialist legal advice and representation in areas of social welfare, family and other related legal area; this is a new project.

Outreach – outreach and information campaigns relating access to health, vaccination, and voter rights addressing needs of the vulnerable and marginalised Eastern Europeans.

General Advice – outreach, helplines and life-in-the-UK advice and assistance for impoverished, marginalised, exploited and socially excluded Eastern Europeans.

Central Costs - salaries and on-costs of the Chief Executive and the Deputy CEO.

11 Related party transactions and trustees' remuneration

Trustees' Remuneration

Trustees received no remuneration in respect of their services as Trustees (2023: £nil). Travel expenses of £nil were paid in the period (2023: £nil).

Related Party Transactions

No Trustees or other person related to the charity had any personal interest in any contract or transaction entered into by the charity (2023: None).

Accounts



East European Resource Centre

(A company limited by guarantee)

Report of the EERC Trustees for the year ending 31 March 2023

Financial Statement Year ending 31 March 2023

Charity number 1114607

Company number 05617439

East European Resource Centre

Company Information

Status

East European Resource Centre has charitable status and is a company limited by guarantee and not having a share capital.

Directors

Gera Drymer	(Chair)
Vez Pawluczyk	(Vice-chair)
Brian Reed	(Secretary)
Elizabeth Vadillo	(Treasurer)
Krystyna Bell	

Senior staff

Barbara Drozdowicz	Chief Executive Officer
Esther McConnell	Deputy CEO
Florina Tudose	Advocacy Programme Manager
Malgorzata Pakulska	Advice Programme Manager
Nazan Ozgur	Immigration/EUSS Programme Manager
Urszula Skiba	Community & Engagement Project Manager
Aleksandra Kowalska	Legal Counsel

Principal address

Room 18
238-246 King Street
London W6 0RF

Bankers

NatWest	CAF Bank
22 Kings Mall	25 Kings Hill Avenue
Hammersmith	West Malling
London	Kent
W6 0QD	ME19 4JQ

Auditors

Brookfield & Co
18 Concanon Road
London
SW2 5TA

Registered number

05617439

Charity Registration Number

1114607

OISC No.

F201500954

Directors' Report

Foreword

The EERC Trustees are pleased to present their Annual Directors' Report for the year ending 31 March 2023. The report is presented together with the financial statement and balance sheet of the charity which was prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

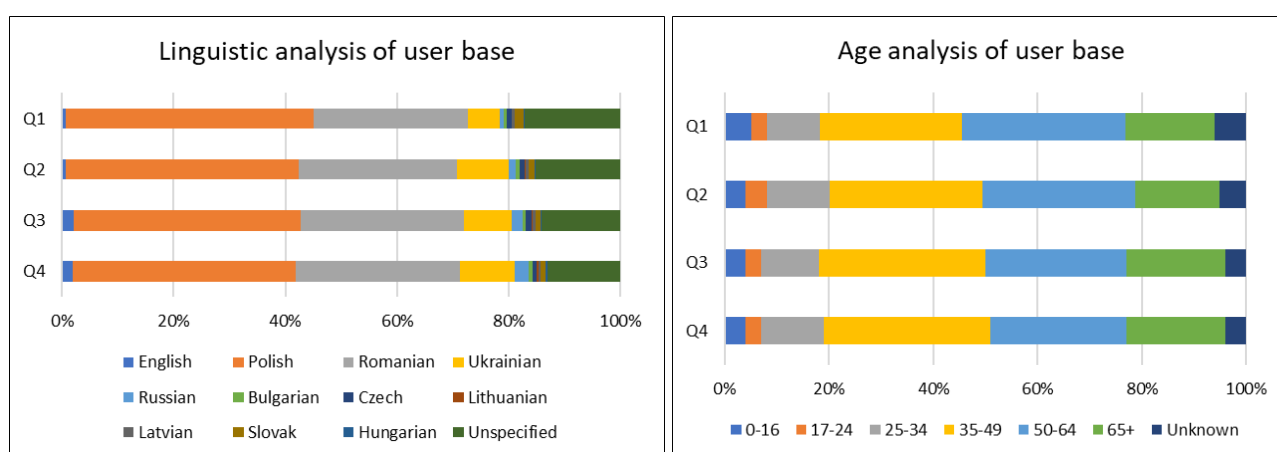
The financial statement and balance sheet complies with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Chair's Report

The year ending 31 March 2023 marked the start of the war in Ukraine and the onset of the cost-of-living crisis linked to rocketing inflation. Ongoing struggles of our most disadvantaged members of community to regularise their status in the UK post-Brexit and new arrivals from Ukraine imparted consistent pressure on our services as well. Our work has been therefore, as many times before, focused on those most disadvantaged who were at risk of losing their homes, wellbeing and rights to decent life. I am proud that we met our objectives as required by our most disadvantaged beneficiaries, and that foundations laid in the years previous proved to be stable to build on in years ahead of us.

Service delivery and user frontline

Like in previous year, our work focused on two main areas: preventing loss of livelihood and homelessness and supporting community members to obtain EU Settled Status. Following the start of the war in that commenced on the 24th of February 2022, we mobilised immensely and developed a targeted services for Ukrainian evacuees in London, which enhanced our diversity to broader Eastern European non-EEA cohorts, among them Ukraine, Belarus and Russia. After many years of focussing on the 2004/7 EU extension nationals, we returned to supporting all Eastern European migrants again.



Our work remained built around four programmes: Advice, Advocacy, Immigration, and Community & Engagement. This financial year we supported **1,572 unique users**. Overall, we provided **9,773 individual advice sessions** within **1,463 support plans**. Median average number of interactions per user is 3; mean average number per user is 6.2. We reached **82k community members via social media**.

To address essential needs of our most destitute users, this year we continued distributing small financial aid from our crisis fund that has been fed by donations from individual donors. The fund has been an additional resource specifically designed to support users in critical situation, in destitution and homelessness. With the slimming of funds available, we were able to support 5 households who received one-off payments to see them through until they receive benefits, jobs or other statutory support.

I would like to thank our frontline staff and volunteers for their relentless efforts in reaching out and supporting the most disadvantaged Eastern Europeans. I would also like to thank funders who provided resources and other support that allowed us to operate and grow. We give special thanks to our supporters for their donations that contributed to our Ukraine Appeal.

Policy, representation and good practice development

Our frontline work feeds into social policy influencing that aims to make changes to British policies thus improving complex systems and enhance users' independence in taking own action. We continued consistent engagement with the policy makers, and among them Home Office, the EU Delegation, and the Greater London Authority where we are a voluntary sector representative for the London Strategic Migration Partnership. Our focus had been firmly placed on influencing positive change in EU Settled Status product and application process as well as in supporting decision-makers in overcoming barriers applicants faced in accessing essential consular services, document evidence of stay and so forth.

We took the lead in feeding to the government and regional policies relating the Ukraine war evacuees, and among others we worked with the Department for Levelling Up, Housing and Communities (in charge of the route architecture) and Department for Work and Pensions, where we contributed to product tests so that users from this cohort face reduced barriers in accessing benefits. In order to improve the sector's and local authority response, we led a number of London cross-sectoral meetings that brought together practitioners and funders, and we founded Ukraine Advice network for frontline advisers across the voluntary sector. We also worked with other decision-makers relevant to the welfare and wellbeing of Eastern Europeans, among them the National Health Service, the police services and the justice system.

A big step in building our influencing capacity and progressing migrant worker agenda had been a secondment of our deputy CEO, Esther McConnell in the Greater London Authority, where she had been leading the work on steering the interest of the regulators, advice providers and funders towards the availability of legal and support services for migrant workers, or lack thereof. Through this engagement, we reinvigorated relationships with labour market decision-makers, such as the Office of the Independent Anti-Slavery Commissioner, Gangmasters' and Labour Abuse Authority and the Greater London Authority (in respect to the EU and Ukrainian workers' rights.) We also engaged significantly in networks and groups that aim to influence policies around supporting migrant DV victims as well as migrant victims of hate crime.

We worked with many academic and research projects as well. Most importantly, we significantly contributed to the research commissioned by the Money and Pensions Service on psychological impact of poverty among migrant populations; the GLA on cost of living crisis; a research project that informed work of the Modern Slavery and Human Trafficking Unit at the National Crime Agency; the good practice research project by the Solicitors Regulatory Authority on access to immigration legal advice; the London Funders good practice research on legal advice workforce development; and European cross-border research on access to social welfare and European mobility. Last but not least, we joined an advisory panel for the EU migrants' research by the Migration Observatory at Oxford University.

Organisational development and sustainability

The reporting period was a period of stability and growth for our charity. Our frontline delivery retained a hybrid character. It was dictated by lingering covid risks but above all, the cost-of-living crisis that translated

to financial stress for users who needed to commute across London to access our services. This has been supported by continuous involvement of our community members via digital channels, predominantly social media.

The focus of user-facing work remained the same: Eastern European migrants who are disadvantaged, excluded and exploited. In this reporting period, we extended our services of evacuees from war-torn Ukraine thus extending reach beyond the EEA cohorts that had been the focus in years since the 2004 EU enlargement.

In terms of sustainability, we enjoyed the return to stability of funding. In this reporting period we enjoyed our regular, long-term funding agreements and long-standing arrangements built over the last three years. We also raised modest donations that contributed to our emergency appeals, for which we are deeply grateful.

Taking everything into consideration – the immigration change, lingering effects of Covid-19, the cost-of-living crisis, and the impact of war in Ukraine – the year was a success that contributes to ongoing quality and consistency of our work.

On Behalf of the Board of Trustees

Gera Drymer, EERC Chair

29 November 2023

A handwritten signature in dark ink, appearing to read 'Gera Drymer', is positioned to the right of the text identifying the signatory.

About Us

EERC Purpose

The **purpose** of East European Resource Centre is to relieve poverty among East Europeans and advance education, employment and awareness of rights and responsibilities.

EERC Mission

Our **mission** is to provide voice and resources to Eastern European migrants who experience poverty, exploitation and social exclusion in order to enable them to make choices about their lives and realize their potential as equal members of communities.

Through our mission we want to achieve a threefold **impact for Eastern Europeans**:

1. independent and healthy living
2. safe migration, housing and work
3. fair access to statutory public and policing services

Our Approach

Our mission, vision, planned impact, aims and objectives are enshrined in a strategy that is underpinned by workload-based evidence, research and consultation with users and stakeholders. These three elements are major contributors to our service delivery and future planning. We recognize that the external environment is in constant flux. To remain relevant, we strive to be a learning, adaptive organization not only responding to needs, but foreseeing them and planning to mitigate some adverse impacts of changes on our target users, as well as broader communities they are part of.

Summary of our aims and objectives

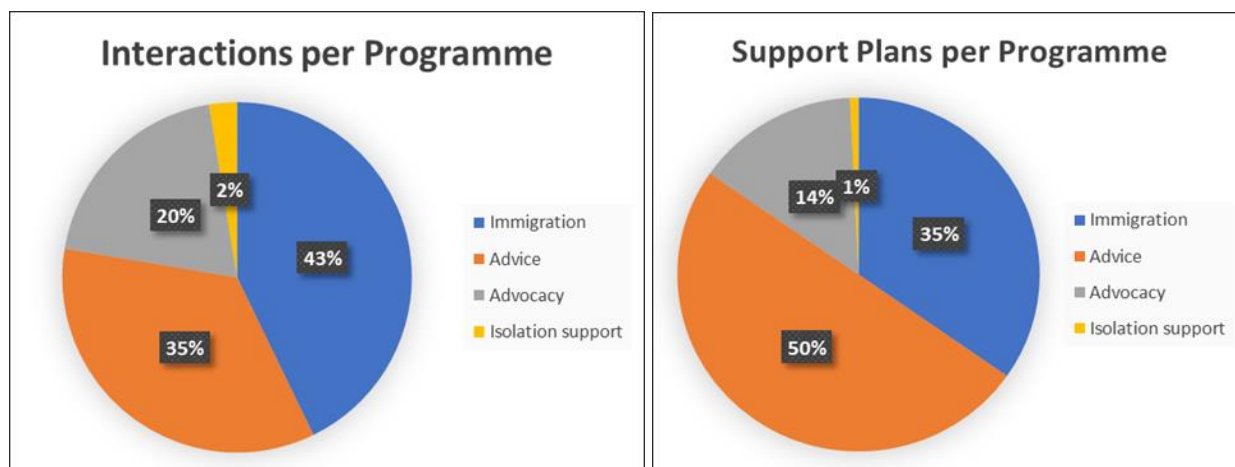
Our Aims:

1. Eastern European Londoners to have improved chances in life and better quality of life through increased knowledge, skills and resilience;
2. Eastern European Londoners to have improved voice and to be integrated in the British society, with opportunities to participate in and influence their local communities;
3. Public agencies, service providers and the general public to have increased understanding of needs of Eastern European Londoners and are more accessible to all.

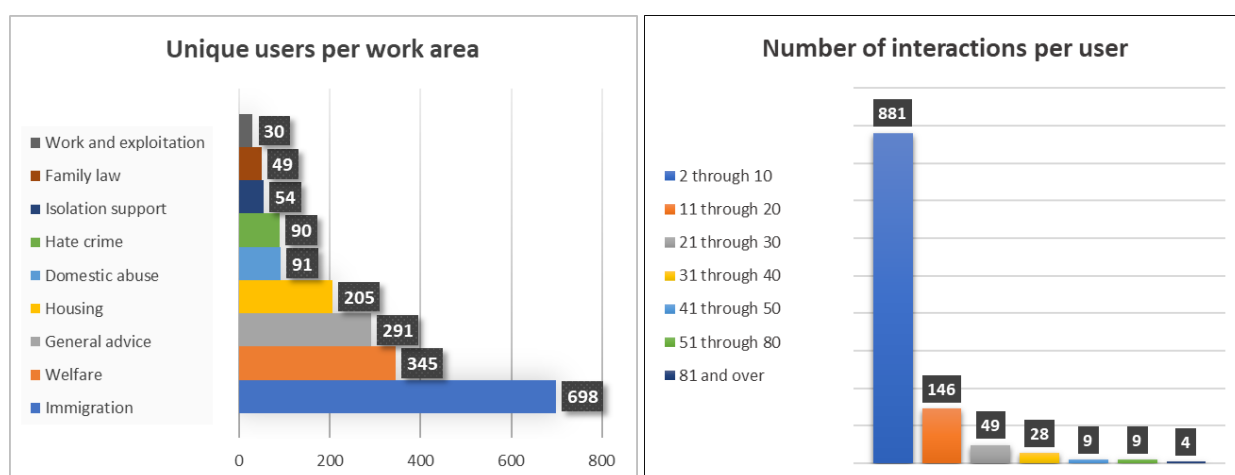
We achieve our aims through the following **Objectives**:

- Provision of advice, advocacy and community support for disadvantaged Eastern European migrants in London;
- Delivery of outreach and information campaigns for benefit of the target group as well as the general public in the UK;
- Development of good practice guidance founded on the evidence of needs of Eastern Europeans in the UK and carrying out research into aspects of life, work and public policies that may affect welfare, wellbeing and integration of the target group into the British society;
- Policy change influencing to enable effective integration of Eastern Europeans in the UK and improvement of their choices over personal and professional lives leading to better chances in life.

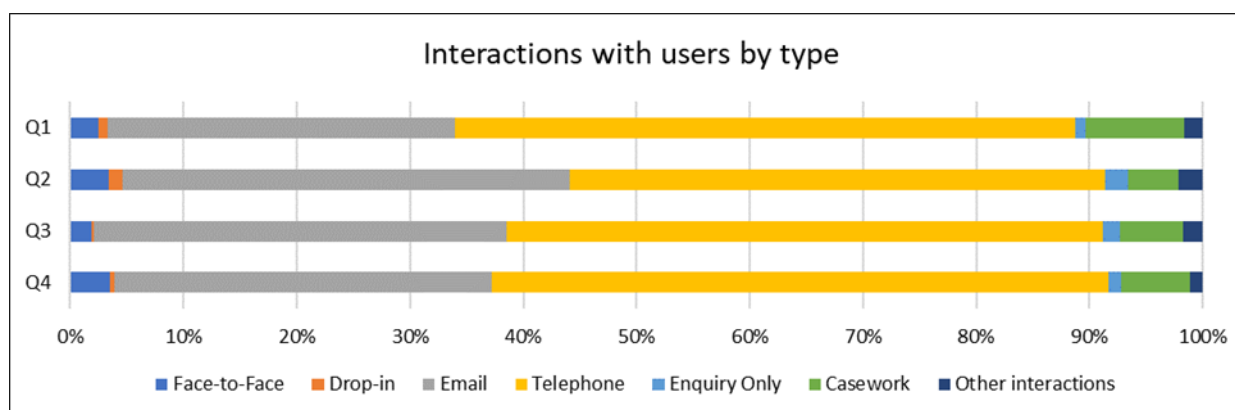
Below graphs present statistical data on interactions and support plans (cases) per Programme. Programmes are: Advice – welfare, housing, general, debt; Immigration – EUSS, Ukraine; Advocacy – domestic abuse, hate crime, labour exploitation; and Isolation Support that is embedded in Community and Engagement project.



Below graphs present statistical data on access to work areas per unique user and the average number of interactions per user across the organisation. The latter includes only sustained interactions (cases) and excludes one-off interactions, such as signposts and enquiries outside the scope of the organisation.



Below graph presents statistical spread of types of interactions by which users accessed and benefitted from services across the organization, and quarterly dynamics of change. Figures include interactions that took place without a user, such as intermediating with councils, DWP or Home Office.



Our key activities over the year included:

➤ Advice Programme

The programme supported disadvantaged, marginalized and excluded members of Eastern European community who were affected by the cost of living crisis, evacuees from the war in Ukraine, and those who required support by the virtue of ongoing ill-health, disability and frailty.

The primary areas of advice and assistance in the reported period were: welfare benefits, housing and homelessness, debt, accessing health, food and fuel poverty, and obtaining new ID/passports.

Overall 731 support plans were opened in this reporting period. This number comprised of 3,403 interactions.

➤ Advocacy Programme

The programme provides victim support and advocacy for Eastern European community members whose welfare, wellbeing and life is at risk. In this reporting period we delivered three victim support activities: independent domestic violence advocacy, independent modern slavery advocacy (ended in this reporting period) and independent hate crime advocacy.

Overall 213 support plans were opened in this reporting period and these comprised of 1,935 interactions.

➤ Immigration Programme

In the reporting period we maintained provision of individual advice, casework and assistance in applying for the EU Settled Status, provision of 'aftercare' to users who have applied previously but were unable to access or use their online status to evidence rights, and continuation of outreach information campaign through digital channels. In addition, we extended services to the members of the Ukraine evacuee population, with many cases relating humanitarian visa applications, extensions of existing visas, and regularisation of stay of overstayers caught in the UK by the war.

Overall 508 support plans were opened in this reporting period and these comprised of 4,187 interactions.

This reporting period was a challenge to us as a fee-charging immigration provider due to very limited capacity of staff.

➤ Isolation and community support

In this reporting period, we closed our covid check-in project that supported the most isolated and home-bound users with regular telephone check-ins. Overall 9 isolated and home-bound users were supported through a grand total of 235 interactions.

We invested time in providing a wide-range community support to Eastern Europeans in East London, thanks to the generous funding from the London Borough of Barking and Dagenham, and delivered an awareness campaign in relation to the covid vaccination and the general access to public health services.

➤ Policy influencing and good practice

Through CEO and Senior Management Team, we seek to use our expert knowledge and experience of supporting disadvantaged Eastern Europeans and other marginalized members of European family in the UK to influence national and regional policy, and improve practice in our sector and government. We give evidence to working groups, attend events, respond to consultations, take part in a number of sector forums, and work in formal partnerships. Throughout the covid pandemic the first year of the war in Ukraine, and against disruptions caused by it, we maintained unfailing commitment to this crucial systemic work.

In the reporting period we have been active partners in groupings and projects, selection of which is listed below:

- EU Delegation: Monitoring Network - member
- Home Office: EUSS vulnerability working group - member
- London Strategic Migration Partnership – voluntary sector representative
- Greater London Authority: Migrant and Refugee Advisory Panel – lead member
- Greater London Authority: Homeless Migrant Advisory Panel – member
- Gangmaster and Labour Abuse Authority: NGO/Worker Liaison group – member
- Metropolitan Police: Hate crime Diamond Group – member
- Advice UK - member
- Advice Services Alliance – member
- Homelessness National Advice Services – member
- Child Poverty Action Group – member
- National Association of Welfare Rights Advisers – member
- EUSS Alliance (hosted by New Europeans) – member
- Anti-Trafficking Monitoring Group - member
- Labour Exploitation Advisory Panel (hosted by FLEX) – expert contributor
- Refugee Action Good Practice Hub – advisory panel member
- BAME Advice Providers Network – steering group member
- The Migration Observatory – EU research advisory panel member
- Step Up Migrant Women Campaign – member of campaign for migrant women victims of domestic abuse and exploitation
- London Advice Funders – contributor to the skills gap assessment

Financial Review

The year ending 31st March 2023 brought stability to our funding after years of covid disruption. Reliance on temporary, emergency and replacement funding streams was much less pronounced as many regular giving streams were reinstated. Only our Ukraine advice frontline depended on emergency funding. Overall, we succeeded in securing a few sustainable grants that secured robust and continuous delivery to all our four main areas of work.

In this reporting period we achieved almost even split between the statutory (direct and indirect, from central as well as local governments) and independent funding. Among the funders who kindly supported our work in this reporting period are: Home Office, Mayor's Office for Policing and Crime, London Borough of Barking and Dagenham, The National Lottery Community Fund, Justice Together Initiative, Trust for London, City Bridge Trust, London Community Foundation, Tudor Trust, Paul Hamlyn Foundation, AB Charitable Trust and Lloyds Bank Foundation.

The value of unrestricted income from donations reached £ 4,263. As the adverse impact of the pandemic lingered and in the light of essential needs of evacuees from war-torn Ukraine, we decided to ring-fence donations from individual supporters to one-off destitution payments for beneficiaries of our advice and advocacy activities where a small payment was necessary to secure access to food, baby products, house fuel, hospital transport or similar essentials.

Expenditure in the reporting period continued to be focused on frontline delivery, with no asset investment made. Our biggest expenditure represented fixed personnel costs comprising of staff (91%) and all non-personnel direct and indirect costs (9%).

Risk management

There were a number of risks identified in the reporting period. Risks related largely to:

- Financial risk: shortfall in covering operations - this risk was mitigated by securing enough restricted and unrestricted grants. Income was coming from a very diverse base and the risk of reliance on single stream was minimised.
- Financial risk: sustainability of grants - in this reporting period the length of grants, most of which were between one and three years, mitigated the risk acutely felt the years previous.
- Operational risks: growth of operations – in order to mitigate any risks resulting from growth of our operational base, we continued fine-tuning the structure of the organisation. Additionally, staff were provided with a broad range of training that helped us to provide enrichment to roles.
- Operational risks: health risks to staff and users - we mitigated this risk by maintaining remote and hybrid delivery whereby in-person contact among staff members and with users was minimised to only essential appointments.
- Operational risk: mental wellbeing of staff – due to lingering situation of global pandemic and EERC's swift shift to hybrid services, the stress resulting from the war in Ukraine and worry over welfare of our families in the light of the cost of living crisis, we ensured that our staff had support they needed. Rapidly emerging needs and crisis that our users had to deal with risked that colleagues may burn out in the fast-paced, critical service delivery. To mitigate this risk we maintained a comprehensive plan of support that focused on two main assumptions: 1) reinforcing team spirit and the sense of common objective (through morning all-staff zoom meetings and weekly team meetings) and 2) re-designing quality assurance procedures to improve confidence in times of crisis management (user assessment processes, improved file review and supervision procedures). Additionally, staff accessed to employee support programme, clinical supervision and regular mental health reflective sessions.

- Reputational risks: breakdown of services – this risk was mitigated in line with financial and operational risks. Thanks to securing multiple grants and providing equipment and support to staff members, we ensured smooth hybrid delivery.

Plans for the future

Our plans for 2023/24 involve, above all, effective and efficient service delivery and good social return on long-term sustainable funding so that our service continues sustainably and grows in areas that reflect the changing needs of our constituent groups. Financially, the year 2023/24 will be devoted to securing ongoing long-term grants beyond the March 2024 so that services are not at cliff edge. Because of increasing diversity of user cohorts, coupled with progressively increasing complexity of issues they face – no less due to the immigration change that has started on the date of Brexit – we are prepared that our user base will grow and impact of our services on individual Eastern European lives in London will be stronger. Therefore we feel we must strive for peak performance.

We intend to keep sustained focus on policy change and development of good practice in supporting vulnerable Eastern Europeans, together with social advocacy for Eastern Europeans unable to execute their rights as EU nationals residing in the UK, those who arrive after the Brexit date, and evacuees from Ukraine with their unique sets of needs.

To this aim we will be working towards developing mechanisms that allow us to conduct in-depth analysis of existing and emerging needs thus helping us to proactively formulate social policy recommendations. Our expertise in supporting users to access the EU Settled Status will be harnessed to develop new immigration services addressing needs of new arrivals from the EU and their families and above all, broader Eastern European group.

EERC Structure, Governance and Management

Directors and Trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law. The trustees serving and staff employed during the year were as follows:

Senior staff

Barbara Drozdowicz	Chief Executive Officer
Esther McConnell	Deputy CEO
Malgorzata Pakulska	Advice Programme Manager
Florina Tudose	Advocacy Programme Manager
Nazan Ozgur	Immigration/EUSS Programme Manager

Governing Document and legal status

The East European Resource Centre (EERC) is a charitable company limited by guarantee, incorporated on 9 November 2005 and registered as a charity on 6 June 2006. The company was established under the Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association. Articles and Memorandum were changed by special resolution registered at Companies House on the 12th March 2015 as amended by certificate of incorporation on change of name dated the 17th May 2016.

Trustee selection and appointment

The directors of the company are also trustees for the purpose of charity law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the members of the Management Committee are elected to serve a period of one year, and can stand for re-election at the Annual General Meeting. At each Annual General Meeting following the first one, one third of the Directors must retire from office by rotation.

According to the Articles of Association, the Management Committee shall be not less than three, and (unless otherwise determined by ordinary resolution) shall not be subject to any maximum. During the period of this financial statement, the Committee's membership was reduced from eight to five.

The overall objective of selection is to seek trustees who represent views of the East European population in England, but who can also contribute wider knowledge, experience and expertise.

EERC maintains an updated list of skills, knowledge and expertise offered by members of the Management Committee.

Trustee induction and training

These divide into two types: training and refresher courses which focus on the various roles and responsibilities of members of committees, and familiarisation courses covering topics related to EERC's work. Each member has a folder consisting of the organisation's constitution, business plan, latest audited accounts and latest annual report.

New Trustees are asked to spend a period of one or more days at EERC's offices in order to familiarize themselves with the day-to-day activities of the charity. They also have a one-to-one briefing meeting with the Committee Chair in order to gain knowledge of the Committee's responsibilities, and those of its members. New committee members are encouraged to join one of the Management Committee's subgroups.

Committee members also attend briefing sessions run by funding bodies.

Organisational structure

The Management Committee oversees the operation of the charitable company and is responsible for the overall policy and strategic direction. The Management Committee has no line-management function and delegates the entire responsibility for operations to the Chief Executive Officer of the organisation. A Chief Executive Officer is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive Officer has delegated authority within terms of delegation approved by trustees. Delegated operational responsibility includes finance, employment and performance matters. The Chief Executive Officer is supported by the Deputy CEO who is responsible for operations, day-to-day organisational matters, and strategic Human Resources management.

The Management Committee meet on average four to six times a year to receive reports on the activities of the Centre from the Chief Executive Officer, and to decide issues of policy. There are sub-committees covering development, membership, finance and audit. These normally meet bi-annually (depending on evolving internal and external matters that require scrutiny) and make recommendations to the full Management Committee on relevant matters.

Related parties

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee of the charity with a supplier, a consultant or a contractor must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

All other instances of conflict of interest are treated in line with the EERC Conflict of Interest Policy and other relevant policies and procedures.

Reference and administrative details

Charity number: 1114607

Company number: 05617439

Registered Office: Room 18, 238-246 King Street, London W6 0RF

Our advisers

Auditors: Brookfield & Co, 18 Concanon Road, London SW2 5TA

Bankers: Nat West, 22 Kings Mall, London W6 0QD; CAF Bank, 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ

Reserves Policy

The Trustees of the EERC consider that accumulating reserve funds to enable the organisation to cope with specific unforeseen events, contingencies and opportunities is an essential part of carrying out their duties in overall management of the EERC affairs. They have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of the expenditure.

In the reporting period, the lingering impact of Covid-19 and of the cost of living crisis led the charity to maintain the operational reserves policy in the recognition of uncertainty in regular funding. It has been agreed that the charity is striving to accumulate high operational reserves in order to prevent a financial gap leading to breakdown of services. Operating reserves foreseen as necessary to fill the gap created between regular grant-giving and Covid emergency grant-funding in the light of the regular grant-funding disruptions will be retained for use as Trustees see fit, to prevent loss of management and administration capacity, loss of fundraising capacity and to ensure continued high-quality operations.

Due to years of uncertainties resulting from the pandemic, the war and the cost of living crisis, and the recent growth of the organisation, the Management Committee reviewed the dissolution reserves in order to prevent unnecessary ring-fencing of free financial resources while preventing the risk of defaulting on financial responsibilities. The reserves policy from April 2020 prescribes ring-fencing resources necessary for two months expenditure plus statutory redundancy payments for staff eligible. It's envisaged that the value of dissolution reserves in FY 2022-23 should be not less than £130,000 at any given point, and reaching £160,000 in FY 2023-24. Should the charity lose staff or resources (such as offices liable for rent), the reserves will be reviewed downward thus releasing resources back to free operational reserves pot.

Statement of Trustees responsibilities

The trustees are responsible for preparing the financial statements in accordance with applicable law and United Kingdom generally accepted accounting practice for each financial year, which gives a true and fair view of the state of the charity's affairs and of its profit and loss for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards and statements of recommended practice have been followed;
- Prepare the financial statements on a 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 enable them to ensure that financial statements comply with the Companies Act 2006. They are also required for safeguarding the assets of the charitable company and hence to take reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the group's auditor is unaware, and
- The trustees, having made enquiries of fellow directors and the group's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

By order of the Board of Trustees

Elizabeth Vadillo (Treasurer)

29 November 2023

East European Resource Centre
Independent auditors' report
to the Trustees of East European Resource Centre

Opinion

We have audited the accounts of East European Resource Centre for the year ended 31 March 2023 which comprise the Profit and Loss Account, the Balance Sheet and notes to the accounts, 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 FRS 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the 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 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the accounts:

- give a true and fair view of the state of the company's affairs as at 31 March 2023 and of its result for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis of 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 accounts section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out below, 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.

In accordance with the exemption provided by FRC's Ethical Standard - Provisions Available for Audits of Small Entities, we have assisted with the preparation of the accounts.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the accounts is not appropriate; or
- the directors have not disclosed in the accounts any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of

accounting for a period of at least twelve months from the date when the accounts are authorised for issue.

Other information

The other information comprises the information included in the report and accounts, other than the accounts and our auditor's report thereon. The directors are responsible for the other information. Our opinion on the accounts 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 accounts, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the accounts 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 accounts or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the directors' report for the financial year for which the accounts are prepared is consistent with the accounts; and
- the directors' 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' 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 accounts are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to prepare the accounts in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of directors

As explained more fully in the directors' responsibilities statement, the directors are responsible for the preparation of the accounts and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of accounts that are free from material misstatement, whether due to fraud or error.

In preparing the accounts, the directors are responsible for assessing the 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 directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the accounts

Our objectives are to obtain reasonable assurance about whether the accounts 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 accounts.

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

J A Brookfield
(Senior Statutory Auditor)
for and on behalf of
Brookfield & Co
Accountants and Statutory Auditors
29 November 2023

18 Concanon Road
London
SW2 5TA

**East European Resource Centre
Statement of Financial Activities
for the year ended 31 March 2023**

		Restricted Funds	Unrestricted Funds	Total Funds	Total Funds year to 31 March
	Notes	2023 £	2023 £	2023 £	2022 £
Incoming resources					
<i>Incoming resources from generated funds:</i>					
Voluntary Income - Grants and donations	5	1,068,380	46,713	1,115,093	770,557
Other Income		282	2,442	2,724	5,413
Investment income		-	1,141	1,141	7
Total Incoming Resources		1,068,662	50,296	1,118,958	775,977
Resources expended					
Costs of generating funds		30,300	-	30,300	33,959
Charitable activities		813,851	5,520	819,371	726,809
Governance		-	3,513	3,513	3,033
Total resources expended	6	844,151	9,033	853,184	763,801
Net incoming resources expended for the Year		224,511	41,263	265,774	12,176
Transfers between funds		(7,886)	7,886	-	-
Funds brought forward		206,128	274,823	480,951	468,775
Total Funds carried forward		422,753	323,972	746,725	480,951

All of the above results derive from continuing charitable grants and activities and there were no recognised gains or losses other than the above results.

The notes on pages 20 to 23 form part of these accounts.

East European Resource Centre
Balance Sheet
as at 31 March 2023

	Notes	2023 £	2022 £
Current assets			
Debtors	7	64,337	55,732
Cash at bank and in hand		689,038	457,308
		753,375	513,040
Creditors: amounts falling due within one year	8	(6,650)	(32,089)
Net current assets		746,725	480,951
Total assets		746,725	480,951
Funds of the Charity			
Restricted Funds	10	422,753	206,128
General Funds	10	323,972	274,823
Total Funds	10	746,725	480,951

The notes on pages 20 to 23 form part of these accounts.

Elizabeth Vadillo

Treasurer

Approved by the board on 29 November 2023

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2023

1. Basis of accounting and accounting policies

a) Accounting Conventions

The financial statements have been prepared under the historical cost convention and on a going concern basis, which is dependent upon the availability of adequate continued funding. The nature of the charity's funding is inherently uncertain as it is only agreed by the funding bodies every one to three years. Should grant funding be discontinued in future years, the charity would have to find other sources of funding, or significantly curtail its activities. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16/7/14, The Financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Change in basis of accounting

There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

b) Incoming resources

Incoming resources are included in the SOFA when the charity becomes entitled to the resources, the Trustees are virtually certain they will receive the resources and the monetary value can be measured with sufficient certainty. Where incoming resources have related expenditure (as with fundraising for contract income), the incoming resources and related expenditure are stated gross in the SOFA. Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the funds. The value of any volunteer help received is not included in the accounts but is described in the Trustee's annual report. Investment income is included when receivable.

c) Resources Expended

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources. Resources expended include attributable VAT which cannot be recovered. Governance costs include costs on the preparation and examination of statutory accounts, the costs of Trustee meetings and costs of any legal advice to the Trustees on governance or constitutional matters. Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of the resources e.g., Staff costs by the time spent and other costs by their usage.

d) Restricted and Unrestricted Funds

The accounts distinguish between restricted and unrestricted funds. Restricted funds are received from donors and are subject to restrictions on the purposes for which they may be used. Unrestricted funds are those where there are no externally imposed restrictions and are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

e) Debtors

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

f) Cash at bank and in hand

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

g) 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.

h) Legal status of the Trust

The trust is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2023

		2023	2022
2	Net Income for the year is stated after charging:	£	£
	Auditors' Remuneration - Brookfield & Co	3,500	2,866
3	Expenses paid to trustees or persons connected with trustees		
	The aggregate amount of expenses paid to trustees was	13	167
4	Staff Costs and Emoluments	2023	2022
		£	£
	Gross Salaries	713,694	609,877
	Social security costs	64,009	50,154
		777,703	660,031
	Numbers of full time employees or full time equivalents	2023	2022
	None of the Trustees received any remuneration during the year (2022: Nil)	Nos	Nos
	No employees earned more than £60000 pa. (2022: Nil)		
	The average number of employees		
	Engaged on Project Service	22	22
	Engaged on Management and Administration	2	3
		24	25
5	Voluntary Income - Grants and donations		
		2023	2022
		£	£
	Restricted	Unrestricted	
	£	£	
London Community Foundation	103,378	-	103,378
Justice Collaborations	100,000	-	100,000
London Borough of Barking & Dagenham	53,947	-	53,947
The National Lottery Community Fund	171,168	-	171,168
Home Office	126,758	-	126,758
Focus on Labour Exploitation	25,304	-	25,304
POSK	10,000	-	10,000
Galop	22,108	-	22,108
AB Charitable Trust	-	20,000	20,000
Lloyds Bank Foundation	-	21,000	21,000
Trust for London	85,000	-	85,000
Chelsea Square 1994 Trust	-	2,000	2,000
Paul Hamlyn Foundation	63,500	-	63,500
MOPAC	306,667	-	306,667
London Borough of Ealing	-	-	-
Imperial Health	-	-	-
Tudor Trust	-	-	-
Donations and misc. small grants	550	3,713	4,263
	1,068,380	46,713	1,115,093
			770,557

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2023

6	Resources Expended	Restricted	Unrestricted	2023	2023
				£	£
				Total	Total
	Costs of generating funds				
	Fundraising costs	-	-	-	3,659
	Staff Costs	30,300	-	30,300	30,300
	Charitable Expenditure				
	Staff Costs	747,403	-	747,403	629,731
	Professional Fees	17,297	2,590	19,887	15,903
	Volunteer expenses	52	-	52	30
	Travel and meetings	548	-	548	-
	Subscriptions and Publications	6,105	698	6,803	6,240
	Insurance	4,373	-	4,373	4,483
	Telephone and fax	5,675	-	5,675	5,174
	IT expenses	7,227	72	7,299	9,945
	Office and administration costs	7,269	1,860	9,129	5,528
	Premises costs	14,777	-	14,777	25,192
	Project costs	3,125	300	3,425	24,583
	Governance Costs				
	Audit and accountancy	-	3,500	3,500	2,866
	Management Committee expenses	-	13	13	167
		844,151	9,033	853,184	763,801

7	Debtors	2023	2022
		£	£
	Grants receivable	60,794	46,869
	Other debtors and prepayments	3,543	8,863
		64,337	55,732

8	Creditors: amounts falling due within one year	2023	2022
		£	£
	Deferred Income	-	28,939
	Other accruals	6,650	3,150
		6,650	32,089

9	Analysis of net assets between funds	Restricted	Unrestricted	Total
		Funds	Funds	Funds
		£	£	£
	Tangible fixed assets	-	-	-
	Current Assets	422,753	330,622	753,375
	Current Liabilities	-	(6,650)	(6,650)
		422,753	323,972	746,725

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2023

10 Analysis of net assets between funds

	At 1/4/22	Incoming Resources	Outgoing Resources	Transfers	At 31/3/23
Restricted Funds:					
Social Welfare Advice	59,169	281,290	(209,060)	(48,046)	83,353
Domestic Abuse Advocacy	19,966	410,234	(323,827)	2,932	109,305
Labour Exploitation Advocacy	-	15,115	(4,507)	-	10,608
Hate Crime Advocacy	26,362	20,250	(26,113)	-	20,499
Immigration Services	48,155	176,758	(127,434)	(32,403)	65,076
Isolation & Community Support	-	63,947	(51,346)	(1,548)	11,053
General Advice	52,476	-	(20,906)	71,179	102,749
Central Costs	-	101,068	(80,958)	-	20,110
Total Restricted Funds	206,128	1,068,662	(844,151)	(7,886)	422,753
Unrestricted Funds:					
Total Unrestricted Funds	274,823	50,296	(9,033)	7,886	323,972
Total Funds	480,951	1,118,958	(853,184)	-	746,725

Social Welfare Advice – welfare, housing and money advice, community support and outreach to impoverished and marginalised Eastern Europeans in London, including a sizeable number of users recruiting from the evacuees from Ukraine

Domestic Abuse Advocacy – outreach and targeted victim support and advocacy for Eastern European victims of domestic violence and abuse

Labour Exploitation Advocacy - targeted victim support and advocacy for Eastern European victims of labour exploitation and abuse

Hate Crime Advocacy - targeted victim support and advocacy for Eastern European victims of hate crime

Immigration Services - advice and assistance for vulnerable Eastern Europeans to access and apply to the EU Settlement Scheme, Ukrainian humanitarian schemes, and related immigration instruments

Isolation & Community Support – outreach, telephone support and community groups for isolated or home-bound vulnerable Eastern Europeans

General Advice – outreach, helplines and life-in-the-UK advice and assistance for impoverished, marginalised, exploited and socially excluded Eastern Europeans

Central Costs - salaries and on-costs of the Chief Executive and the Deputy CEO

11 Related party transactions and trustees' remuneration

Trustees' Remuneration

Trustees received no remuneration in respect of their services as Trustees (2022: £nil). Travel expenses of £nil were paid in the period (2022: £nil).

Related Party Transactions

No Trustees or other person related to the charity had any personal interest in any contract or transaction entered into by the charity (2022: None).

Accounts



East European Resource Centre

(A company limited by guarantee)

Report of the EERC Trustees for the year ending 31 March 2022

Financial Statement Year ending 31 March 2022

Charity number 1114607

Company number 05617439

East European Resource Centre

Company Information

Status

East European Resource Centre has charitable status and is a company limited by guarantee and not having a share capital.

Directors

Gera Drymer	(Chair)
Vez Pawluczyk	(Vice-chair)
Brian Reed	(Secretary)
Elizabeth Vadillo	(Treasurer)
Krystyna Bell	

Senior staff

Aleksandra Kowalska	Legal Counsel
Barbara Drozdowicz	Chief Executive Officer
Esther McConnell	Deputy CEO
Florina Tudose	Advocacy Programme Manager
Malgorzata Pakulska	Advice Programme Manager
Nazan Ozgur	Immigration/EUSS Programme Manager
Urszula Skiba	Community & Engagement Project Manager

Principal address

Room 18
238-246 King Street
London W6 0RF

Bankers

NatWest	CAF Bank
22 Kings Mall	25 Kings Hill Avenue
Hammersmith	West Malling
London	Kent
W6 0QD	ME19 4JQ

Auditors

Brookfield & Co
18 Concanon Road
London
SW2 5TA

Registered number

05617439

Charity Registration Number

1114607

OISC No.

F201500954

Directors' Report

Foreword

The EERC Trustees are pleased to present their Annual Directors' Report for the year ending 31 March 2022. The report is presented together with the financial statement and balance sheet of the charity which was prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statement and balance sheet complies with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 2015).

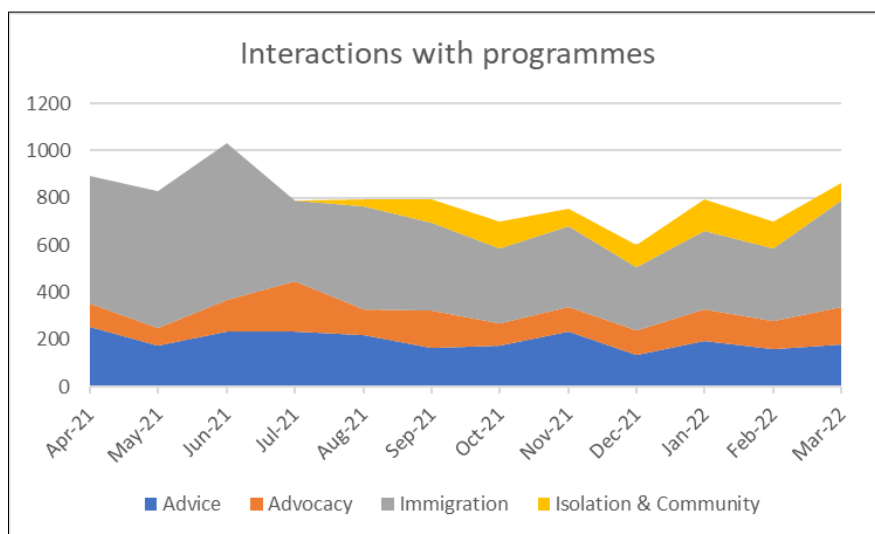
Chair's Report

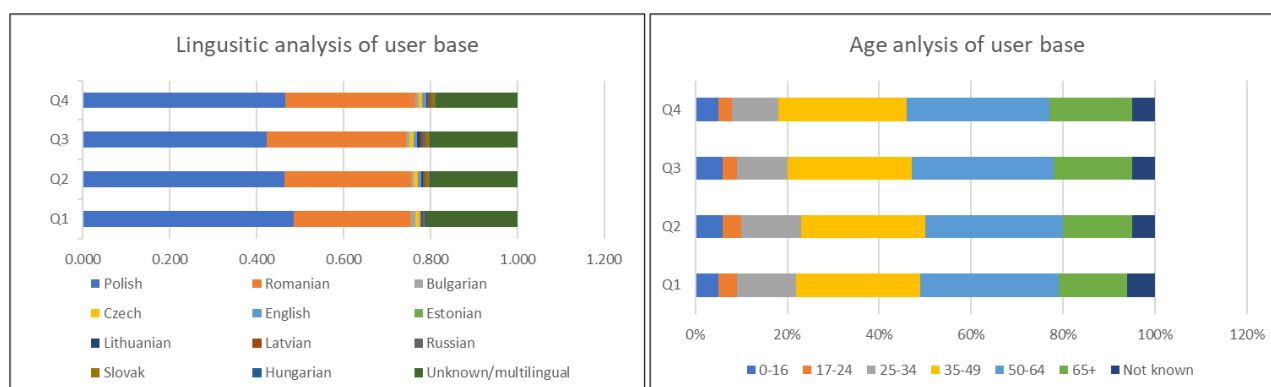
The year ending 31 March 2022 was the second year of Covid-19, the EU Settlement Scheme deadline, and a start of the war in Ukraine. Our work has been therefore, as many times before, focused on those most disadvantaged who were at risk of losing their homes, wellbeing and rights to decent life. I am proud that we didn't fail in this undertaking and our organisation grew and developed to provide a wide range of services as required by our most disadvantaged beneficiaries, and that foundations laid in the years previous proved to be stable to build on in years ahead of us.

Service delivery and user frontline

Similarly to previous year, our work focused on two main areas: preventing loss of livelihood and lives to Covid-19, and supporting community members to obtain EU Settled Status before and after the EU Settlement Scheme deadline that fell on the 31st of June 2021. Sadly, in February another crisis befell Eastern European community – a war in Ukraine that commenced on the 24th of February 2022 which propelled our strategy of opening up services to broader Eastern European cohorts including those who come from non-EEA states, among them Ukraine, Belarus and Russia.

Our work was build around four programmes: Advice, Advocacy, Immigration, and Isolation Support. This financial year we supported **1,090 new unique users**, aside thousands of users who turned to us in previous years. Overall, we provided **9,550 individual advice sessions**. We reached **480k community members via social media**.





To address essential needs of our most destitute users, this year we continued distributing small financial aid from our Covid-19 crisis fund that has been fed by donations from individual donors. The fund has been an additional resource specifically designed to support users in absolutely critical situation, in destitution and homelessness. With the slimming of funds available, we were able to support 10 families who received one-off payments to see them through until they receive benefits, jobs or other statutory support.

I would like to thank our frontline staff and volunteers for their relentless efforts in reaching out and supporting the most disadvantaged Eastern Europeans. I would also like to thank funders who provided resources and other support that allowed us to operate and grow. We give special thanks to our supporters for their donations that contributed to our Covid crisis fund and Ukraine Appeal.

Policy, representation and good practice development

Our frontline work feeds into social policy influencing that aims to make changes to British policies thus improving complex systems and enhance users' independence in taking own action. We continued consistent engagement with the policy makers, and among them Home Office, the EU Delegation, and the Greater London Authority where we are a voluntary sector representative for the London Strategic Migration Partnership. Our focus had been firmly placed on influencing positive change in EU Settled Status product and application process as well as in supporting decision-makers in overcoming barriers applicants faced in accessing essential consular services, document evidence of stay and so forth. We also worked with other decision-makers relevant to the welfare and wellbeing of Eastern Europeans, among them the Department for Work and Pensions, National Health Service, the police services and the justice system.

Because the pandemic affected work of the low-income Eastern Europeans badly and the last quarter of this financial year saw the end of the freedom of movement with-in the EU, we maintained relationship with labour market decision-makers, such as the Office of the Independent Anti-Slavery Commissioner, Gangmasters' and Labour Abuse Authority and the Greater London Authority (in respect to the EU workers' rights campaigns.) We also engaged significantly in networks and groups that aim to influence policies around supporting migrant DV victims as well as migrant victims of hate crime.

We worked with many academic and research projects as well. Most importantly, we significantly contributed to the research commissioned by Crisis on homelessness among EEA migrants. We also worked with other research teams looking at take-up of rights and best practices in supporting vulnerable Eastern Europeans to effective and meaningful support systems.

Organisational development and sustainability

The reporting period marked the return of some stability for our charity. Regardless of pressures on our welfare and EUSS advice, and new quality assurance systems introduced in response to risks inherent in our independent DV, modern slavery and hate crime advocacies, we secured continued high-quality service to users and enjoyed relative stability of funding.

Our frontline delivery retained a hybrid character. We learnt from experiences in the first year of Covid pandemic and applied careful health risk management methods to ensure safe and consistent hybrid

delivery that comprises of in-person and remote delivery. This has been supported by continuous involvement of our community members via digital channels, predominantly social media.

The focus of user-facing work remained the same: Eastern European migrants who are disadvantaged, excluded and exploited. In the final month of this reporting period we prepared for the extension of our services of evacuees from war-torn Ukraine thus extending reach beyond the EEA cohorts that had been the focus in years since 2004 EU enlargement.

In terms of sustainability, we enjoyed the return to some stability of funding. In this reporting period we entered into regular, long-term funding agreements and renewed some long-standing arrangements built over the last three years. We also raised modest donations that contributed to our emergency appeals, for which we are deeply grateful.

Taking everything into consideration – the immigration change, lingering effects of Covid-19 and the impact of war in Ukraine – the year was a success that contributes to ongoing quality and consistency of our work.

On Behalf of the Board of Trustees

Gera Drymer, EERC Chair

6 October 2022

About Us

EERC Purpose

The **purpose** of East European Resource Centre is to relieve poverty among East Europeans and advance education, employment and awareness of rights and responsibilities.

EERC Vision

Our **vision** is of London being home to Eastern Europeans where they can make choices about their families, work and homes, and live fulfilled lives as respected members of local communities.

EERC Mission

Our **mission** is to provide voice and resources to Eastern European migrants who experience poverty, exploitation and social exclusion in order to enable them to make choices about their lives and realize their potential as equal members of communities.

Through our mission we want to achieve a twofold **impact**:

1. Eastern European migrants in London to have improved quality of life and realize their potential as valued members of local communities.
2. Public agencies, service providers and the general public to recognise Eastern Europeans in London as equal partners and valued members of the community.

Our Approach

Our mission, vision, planned impact, aims and objectives are enshrined in a strategy that is underpinned by workload-based evidence, research and consultation with users and stakeholders. These three elements are major contributors to our service delivery and future planning. We recognize that the external environment is in constant flux. To remain relevant, we strive to be a learning, adaptive organization not only responding to needs, but foreseeing them and planning to mitigate some adverse impacts of changes on our target users, as well as broader communities they are part of.

Summary of our aims and objectives

Our Aims:

1. Eastern European Londoners to have improved chances in life and better quality of life through increased knowledge, skills and resilience;
2. Eastern European Londoners to have improved voice and to be integrated in British society, with opportunities to participate in and influence their local communities;
3. Public agencies, service providers and the general public to have increased understanding of needs of Eastern European Londoners and are more accessible to all.

We achieve our aims through the following **Objectives**:

- Provision of advice, advocacy and community support for disadvantaged Eastern European migrants in London;
- Delivery of outreach and information campaigns for benefit of the target group as well as the general public in the UK;
- Development of good practice guidance founded on the evidence of needs of Eastern Europeans in the UK and carrying out research into aspects of life, work and public policies that may affect welfare, wellbeing and integration of the target group into the British society;

- Policy change influencing to enable effective integration of Eastern Europeans in the UK and improvement of their choices over personal and professional lives leading to better chances in life.

Our key activities over the year included:

➤ Advice Programme

The programme supported disadvantaged, marginalized and excluded members of Eastern European community who were affected by the Covid-19 pandemic, but also those who required support by the virtue of ongoing ill-health, disability and frailty.

The primary areas of advice and assistance in the reported period were: welfare benefits, housing and homelessness, debt, accessing health, food and fuel poverty, and obtaining new ID/passports.

Overall 588 support plans were opened in this reporting period. This number comprised of 2,357 interactions.

➤ Advocacy Programme

The programme provides victim support and advocacy for Eastern European community members whose welfare, wellbeing and life is at risk. In this reporting period we delivered three victim support activities: independent domestic violence advocacy, independent modern slavery advocacy and independent hate crime advocacy.

Overall 220 support plans were opened in this reporting period and these comprised of 1,510 interactions.

➤ Immigration Programme

Eastern European EUSS Centre has been our ongoing activity since 2019, thanks to the funding from the Home Office which enabled us to provide a wide-ranging portfolio of services to all vulnerable and disadvantaged Eastern Europeans in London. In the reporting period we maintained provision of individual advice, casework and assistance in applying for the EU Settled Status, provision of 'aftercare' to users who have applied previously but were unable to access or use their online status to evidence rights, and continuation of outreach information campaign through digital channels.

Overall 583 support plans were opened in this reporting period and these comprised of 4,945 interactions.

This reporting period was a challenge to us as a fee-charging immigration provider due to difficulty in providing in-person services. However, we managed to keep very limited delivery and provided advice and support in 27 non-EUSS immigration enquiries.

➤ Isolation and community support

Since the first lockdown in Spring 2020, we have been supporting our most isolated and home-bound users with regular telephone check-ins. In this reporting period and thanks to support from the Polish Social and Cultural Association (POSK) among others, we started a regular volunteer-led programme that focused on telephone isolation support as well as community groups for lonely users to attend and re-build social networks.

Overall 47 isolated and home-bound users were supported through a grand total of 735 interactions.

➤ Policy influencing and good practice

Through CEO and Senior Management Team, we seek to use our expert knowledge and experience of supporting disadvantaged Eastern Europeans and other marginalized members of European family in the UK to influence national and regional policy, and improve practice in our sector and government. We give evidence to working groups, attend events, respond to consultations, take part in a number of sector

forums, and work in formal partnerships. Throughout the Covid pandemic, and against disruptions caused by it, we maintained unfailing commitment to this crucial systemic work.

In the reporting period we have been active partners in groupings and projects, selection of which is listed below:

- EU Delegation – member of the Monitoring Network
- Home Office: EUSS vulnerability working group
- Home Office: EUSS civil society engagement group
- London Strategic Migration Partnership – voluntary sector representative
- Greater London Authority: Migrant and Refugee Advisory Panel – lead member
- Greater London Authority: Homeless Migrant Advisory Panel – member
- EUSS Alliance (hosted by New Europeans) – member
- Gangmaster and Labour Abuse Authority: NGO/Worker Liaison group – member
- Metropolitan Police: Hate crime Diamond Group – member
- London Working Group – Modern Slavery (with Human Trafficking Foundation) - member
- Anti-Trafficking Monitoring Group - member
- Labour Exploitation Advisory Panel (hosted by FLEX) – expert contributor to reports around exploitation and Covid-19
- Step Up Migrant Women Campaign – member of campaign seeking to enable safe exit and improved support for migrant women victims of domestic abuse and exploitation
- Homelessness National Advice Services – member
- Child Poverty Action Group – member
- National Association of Welfare Rights Advisers – member
- Advice UK - member
- Advice Services Alliance – member

Financial Review

The year ending 31st March 2022 brought a level of stability to our funding after a year of covid disruption. While in this reporting period we had to rely on short-term emergency and replacement grants, this reliance was much less pronounced as many regular giving streams were reinstated. Even though the funding model in the UK was temporarily changed by covid, we succeeded in securing a number of sustainable grants that secured sustainable and continuous delivery to all our four main areas of work.

In this reporting period we achieved almost even split between the statutory (direct and indirect, from central as well as local governments) and independent funding. Among the funders who kindly supported our work in this reporting period are: Home Office, Mayor's Office for Policing and Crime, Ministry of Justice, London Borough of Ealing, The National Lottery Community Fund, Trust for London, City Bridge Trust, London Community Foundation, Tudor Trust, Paul Hamlyn Foundation, and Lloyds Bank Foundation.

The value of unrestricted income from donations reached £5,673. As the adverse impact of the pandemic lingered and in the light of essential needs of evacuees from war-torn Ukraine, we decided to ring-fence donations from individual supporters to one-off destitution payments for beneficiaries of our advice and advocacy activities where a small payment was necessary to secure access to food, baby products, house fuel, hospital transport or similar essentials.

Expenditure in the reporting period continued to be focused on frontline delivery, with no asset investment made. Our biggest expenditure represented fixed personnel costs comprising of staff (85%) and all non-personnel direct and indirect costs (15%).

Risk management

There were a number of risks identified in the reporting period. Risks related largely to:

- Financial risk: shortfall in covering operations - this risk was mitigated by securing a sufficient amount of restricted and unrestricted grants. Income was coming from a very diverse base and the risk of reliance on single stream was minimised.
- Financial risk: sustainability of grants - in this reporting period the length of grants, most of which were between one and three years, mitigated the risk acutely felt the year previous.
- Operational risks: growth of operations – in order to mitigate any risks resulting from growth of our operational base, we continued fine-tuning the structure of the organisation. Additionally, staff were provided with a broad range of training that helped us to provide enrichment to roles and allowed us to rotate colleagues between various frontline functions to reinforce team spirit.
- Operational risks: health risks to staff and users - we mitigated this risk by focusing on remote and hybrid delivery whereby in-person contact among staff members and with users was minimised to only essential appointments, with the majority of appointments shifted to mobile phones, social media communicators and outreach events broadcast via social media, most notably Facebook Lives.
- Operational risk: mental wellbeing of staff – due to lingering situation of global pandemic and EERC's swift shift to remote services as well as stress resulting from the war in Ukraine and worry over safety of our families in neighbouring countries, we ensured that our current and potential users had access to full portfolio of our services. Rapidly emerging needs and crisis that our users had to deal with risked that colleagues may burn out in the fast-paced, critical service delivery. To mitigate this risk we introduced a comprehensive plan of support that focused on two main assumptions: 1) reinforcing team spirit and the sense of common objective (through morning all-staff zoom meetings and weekly team meetings) and 2) re-designing quality assurance procedures to improve confidence in times of crisis management (user assessment processes, improved file

review and supervision procedures). Additionally, staff accessed to employee support programme, clinical supervision and regular mental health reflective sessions.

- Reputational risks: breakdown of services – this risk was mitigated in line with financial and operational risks. Thanks to securing multiple grants and providing equipment and support to staff members, we ensured smooth hybrid delivery.

Plans for the future

Our plans for 2022/23 involve, above all, efforts to return to long-term sustainable funding in order to ensure service continuity, sustainability and growth in areas that reflect the changing needs of our constituent groups. We intend to keep sustained focus on policy change and development of good practice in supporting vulnerable Eastern Europeans, together with social advocacy for Eastern Europeans unable to execute their rights as EU nationals residing in the UK, those who arrive in 2021 and later, and evacuees from Ukraine with their unique sets of needs. To this aim we will be working towards developing a dedicated research and engagement mechanisms that would allow us to conduct in-depth analysis of existing and emerging needs thus helping us to proactively formulate social policy recommendations. Our expertise in supporting users to access the EU Settled Status will be harnessed to develop new immigration services addressing needs of new arrivals from the EU and their families and above all, broader Eastern European group.

EEAC Structure, Governance and Management

Directors and Trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law. The trustees serving and staff employed during the year were as follows:

Senior staff

Barbara Drozdowicz	Chief Executive Officer
Esther McConnell	Deputy CEO
Malgorzata Pakulska	Advice Programme Manager
Florina Tudose	Advocacy Programme Manager
Nazan Ozgur	Immigration/EUSS Programme Manager

Governing Document and legal status

The East European Resource Centre (EERC) is a charitable company limited by guarantee, incorporated on 9 November 2005 and registered as a charity on 6 June 2006. The company was established under the Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association. Articles and Memorandum were changed by special resolution registered at Companies House on the 12th March 2015 as amended by certificate of incorporation on change of name dated the 17th May 2016.

Trustee selection and appointment

The directors of the company are also trustees for the purpose of charity law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the members of the Management Committee are elected to serve a period of one year, and can stand for re-election at the Annual General Meeting. At each Annual General Meeting following the first one, one third of the Directors must retire from office by rotation.

According to the Articles of Association, the Management Committee shall be not less than three, and (unless otherwise determined by ordinary resolution) shall not be subject to any maximum. During the period of this financial statement, the Committee's membership was reduced from eight to five.

The overall objective of selection is to seek trustees who represent views of the East European population in England, but who can also contribute wider knowledge, experience and expertise.

EERC maintains an updated list of skills, knowledge and expertise offered by members of the Management Committee.

Trustee induction and training

These divide into two types: training and refresher courses which focus on the various roles and responsibilities of members of committees, and familiarisation courses covering topics related to EERC's work. Each member has a folder consisting of the organisation's constitution, business plan, latest audited accounts and latest annual report.

New Trustees are asked to spend a period of one or more days at EERC's offices in order to familiarize themselves with the day-to-day activities of the charity. They also have a one-to-one briefing meeting with the Committee Chair in order to gain knowledge of the Committee's responsibilities, and those of its members. New committee members are encouraged to join one of the Management Committee's subgroups.

Committee members also attend briefing sessions run by funding bodies.

Organisational structure

The Management Committee oversees the operation of the charitable company and is responsible for the overall policy and strategic direction. The Management Committee has no line-management function and delegates the entire responsibility for operations to the Chief Executive Officer of the organisation. A Chief Executive Officer is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive Officer has delegated authority within terms of delegation approved by trustees. Delegated operational responsibility includes finance, employment and performance matters. The Chief Executive Officer is supported by the Deputy CEO who is responsible for operations, day-to-day organisational matters, and strategic Human Resources management.

The Management Committee meet on average four to six times a year to receive reports on the activities of the Centre from the Chief Executive Officer, and to decide issues of policy. There are sub-committees covering development, membership, finance and audit. These normally meet bi-annually (depending on evolving internal and external matters that require scrutiny), and make recommendations to the full Management Committee on relevant matters.

Related parties

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee of the charity with a supplier, a consultant or a contractor must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

All other instances of conflict of interest are treated in line with the EERC Conflict of Interest Policy and other relevant policies and procedures.

Reference and administrative details

Charity number: 1114607

Company number: 05617439

Registered Office: Room 18, 238-246 King Street, London W6 0RF

Our advisers

Auditors: Brookfield & Co, 18 Concanon Road, London SW2 5TA

Bankers: Nat West, 22 Kings Mall, London W6 0QD; CAF Bank, 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ

Reserves Policy

The Trustees of the EERC consider that accumulating reserve funds to enable the organisation to cope with specific unforeseen events, contingencies and opportunities is an essential part of carrying out their duties in overall management of the EERC affairs. They have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of the expenditure.

In the reporting period, the impact of Covid-19 and related risks led the charity to change of the operational reserves policy in the recognition of uncertainty in regular funding. It has been agreed that the charity is striving to accumulate high operational reserves in order to prevent a financial gap leading to breakdown of services. Operating reserves foreseen as necessary to fill the gap created between regular grant-giving and Covid emergency grant-funding in the light of the regular grant-funding disruptions will be retained for use as Trustees see fit, to prevent loss of management and administration capacity, loss of fundraising capacity and to ensure continued high-quality operations.

Due to Covid-related uncertainties and the recent growth of the organisation, the Management Committee reviewed the dissolution reserves in order to prevent unnecessary ring-fencing of free financial resources while preventing the risk of defaulting on financial responsibilities. The reserves policy from April 2020 prescribes ring-fencing resources necessary for two months expenditure plus statutory redundancy payments for staff eligible. It's envisaged that the value of dissolution reserves in FY 2021-22 and 2022-23 should be £190,000 and not less than £160,000 at any given point. Should the charity lose staff or resources (such as offices liable for rent), the reserves will be reviewed downward thus releasing resources back to free operational reserves pot.

Statement of Trustees responsibilities

The trustees are responsible for preparing the financial statements in accordance with applicable law and United Kingdom generally accepted accounting practice for each financial year, which gives a true and fair view of the state of the charity's affairs and of its profit and loss for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards and statements of recommended practice have been followed;
- Prepare the financial statements on a 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 enable them to ensure that financial statements comply with the Companies Act 2006. They are also required for safeguarding the assets of the charitable company and hence to take reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the group's auditor is unaware, and
- The trustees, having made enquiries of fellow directors and the group's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

By order of the Board of Trustees

Brian Phillip Reed (Secretary)

13 October 2022

**East European Resource Centre
Independent auditors' report
to the Trustees of East European Resource Centre**

Opinion

We have audited the accounts of East European Resource Centre for the year ended 31 March 2021 which comprise the Profit and Loss Account, the Balance Sheet and notes to the accounts, 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 FRS 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the 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 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the accounts:

- give a true and fair view of the state of the company's affairs as at 31 March 2021 and of its result for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis of 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 accounts section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out below, 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.

In accordance with the exemption provided by FRC's Ethical Standard - Provisions Available for Audits of Small Entities, we have assisted with the preparation of the accounts.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the accounts is not appropriate; or
- the directors have not disclosed in the accounts any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the accounts are authorised for issue.

Other information

The other information comprises the information included in the report and accounts, other than the accounts and our auditor's report thereon. The directors are responsible for the other information. Our opinion on the accounts 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 accounts, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the accounts 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 accounts or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the directors' report for the financial year for which the accounts are prepared is consistent with the accounts; and
- the directors' 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' 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 accounts are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to prepare the accounts in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of directors

As explained more fully in the directors' responsibilities statement, the directors are responsible for the preparation of the accounts and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of accounts that are free from material misstatement, whether due to fraud or error.

In preparing the accounts, the directors are responsible for assessing the 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 directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the accounts

Our objectives are to obtain reasonable assurance about whether the accounts 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 accounts.

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

J A Brookfield
(Senior Statutory Auditor)
for and on behalf of
Brookfield & Co
Accountants and Statutory Auditors
6 December 2022

18 Concanon Road
London
SW2 5TA

**East European Resource Centre
Statement of Financial Activities
for the year ended 31 March 2022**

		Restricted Funds	Unrestricted Funds	Total Funds	Total Funds year to 31 March 2021
	Notes	2022 £	2022 £	2022 £	2021 £
Incoming resources					
<i>Incoming resources from generated funds:</i>					
Voluntary Income - Grants and donations	5	739,980	30,577	770,557	813,167
Other Income		3,657	1,756	5,413	6,479
Investment income		-	7	7	51
Total Incoming Resources		743,637	32,340	775,977	819,697
Resources expended					
Costs of generating funds		33,959	-	33,959	40,879
Charitable activities		722,045	4,764	726,809	597,750
Governance		2,970	63	3,033	3,012
Total resources expended	6	758,974	4,827	763,801	641,641
Net incoming resources expended for the Year		(15,337)	27,513	12,176	178,056
Transfers between funds		-	-	-	-
Funds brought forward		221,465	247,310	468,775	290,719
Total Funds carried forward		206,128	274,823	480,951	468,775

All of the above results derive from continuing charitable grants and activities and there were no recognised gains or losses other than the above results.

The notes on pages 19 to 23 form part of these accounts.

**East European Resource Centre
Balance Sheet
as at 31 March 2022**

	Notes	2022 £	2021 £
Current assets			
Debtors	7	55,732	118,359
Cash at bank and in hand		412,251	249,878
		513,040	530,610
Creditors: amounts falling due within one year	8	(32,089)	(61,835)
Net current assets		480,951	468,775
Total assets		480,951	468,775
Funds of the Charity			
Restricted Funds	10	206,128	221,465
General Funds	10	274,823	247,310
Total Funds	10	480,951	468,775

The notes on pages 19 to 23 form part of these accounts.

Brian Phillip Reed

Secretary

Approved by the board on 13 October 2022

1. Basis of accounting and accounting policies

a) Accounting Conventions

The financial statements have been prepared under the historical cost convention and on a going concern basis, which is dependent upon the availability of adequate continued funding. The nature of the charity's funding is inherently uncertain as it is only agreed by the funding bodies every one to three years. Should grant funding be discontinued in future years, the charity would have to find other sources of funding, or significantly curtail its activities. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16/7/14, The Financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Change in basis of accounting

There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

b) Incoming resources

Incoming resources are included in the SOFA when the charity becomes entitled to the resources, the Trustees are virtually certain they will receive the resources and the monetary value can be measured with sufficient certainty. Where incoming resources have related expenditure (as with fundraising for contract income), the incoming resources and related expenditure are stated gross in the SOFA. Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the funds. The value of any volunteer help received is not included in the accounts but is described in the Trustee's annual report. Investment income is included when receivable.

c) Resources Expended

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources. Resources expended include attributable VAT which cannot be recovered. Governance costs include costs on the preparation and examination of statutory accounts, the costs of Trustee meetings and costs of any legal advice to the Trustees on governance or constitutional matters. Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of the resources e.g., Staff costs by the time spent and other costs by their usage.

d) Restricted and Unrestricted Funds

The accounts distinguish between restricted and unrestricted funds. Restricted funds are received from donors and are subject to restrictions on the purposes for which they may be used. Unrestricted funds are those where there are no externally imposed restrictions and are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

e) Debtors

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

f) Cash at bank and in hand

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

g) 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.

h) Legal status of the Trust

The trust is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2021

	2022	2021
	£	£
2 Net Income for the year is stated after charging:		
Auditors' Remuneration - Brookfield & Co	2,866	3,012

3 Expenses paid to trustees or persons connected with trustees		
The aggregate amount of expenses paid to trustees was	167	0

	2022	2021
	£	£
4 Staff Costs and Emoluments		
Gross Salaries	609,877	526,615
Social security costs	50,154	44,648
	660,031	571,263

Numbers of full time employees or full time equivalents	2022	2021
None of the Trustees received any remuneration during the year (2021: Nil)	Nos	Nos
No employees earned more than £60000 pa or more. (2021: Nil)		

The average number of employees		
Engaged on Project Service	22	20
Engaged on Management and Administration	3	3
	25	23

5 Voluntary Income - Grants and donations

	Restricted	Unrestricted	2022	2021
	£	£	£	£
London Community Foundation	123,515	-	123,515	36,959
Barrow Cadbury Trust	-	-	-	49,850
Trust for London	49,154	-	49,154	73,500
Paul Hamlyn Foundation	60,000	-	60,000	100,000
London Borough of Ealing	14,663	-	14,663	-
Big Lottery Fund	141,198	-	141,198	99,929
Imperial Health	137,969	-	137,969	-
Home Office	124,485	-	124,485	136,758
POSK	10,000	-	10,000	-
Tudor Trust	25,000	-	25,000	2,000
Lloyds Bank Foundation	-	25,000	25,000	6,250
Age UK Ealing	-	100	100	150
Galop	13,514	-	13,514	2,486
MOPAC modern slavery	39,985	-	39,985	-
City Bridge	-	-	-	93,702
EUSS	-	-	-	116,342
AB charitable trust	-	-	-	10,000
Trust for London (Workers)	-	-	-	17,250
Other COVID one off grants	-	-	-	11,000
Prevent	-	-	-	38,890
Donations and misc small grants	497	5,477	5,974	5,401
LB Redbridge	-	-	-	12,850
	739,980	30,577	770,557	813,317

East European Resource Centre

Notes to the Accounts for the year ended 31 March 2022

6 Resources Expended

	2022	2021
	£	£
	Total	Total
Costs of generating funds		
Fundraising costs	3,659	10,579
Staff Costs	30,300	30,300
Charitable Expenditure		
Staff Costs	629,731	540,963
Professional Fees	15,903	5,377
Volunteer expenses	30	(34)
Travel and meetings	-	53
Subscriptions and Publications	6,240	2,493
Insurance	4,483	2,110
Telephone and fax	5,174	4,257
IT expenses	9,945	7,422
Office and administration costs	5,528	12,659
Premises costs	25,192	20,308
Costs of project partners	24,583	2,142
Governance Costs		
Audit and accountancy	2,866	3,012
Management Committee expenses	167	-

763,801	641,641
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7 Debtors

	2022	2021
	£	£
Grants receivable	46,869	118,359
Other debtors and prepayments	8,863	-

55,732	118,359
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8 Creditors: amounts falling due within one year

	2022	2021
	£	£
Deferred Income	28,939	58,735
Other accruals	3,150	3,100

32,089	61,835
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9 Analysis of net assets between funds

	Restricted Funds	Unrestricted Funds	Total Funds
	£	£	£
Tangible fixed assets	-	-	-
Current Assets	235,067	277,973	513,040
Current Liabilities	(28,939)	(3,150)	(32,089)
	206,128	274,823	480,951

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2022

10 Analysis of net assets between funds

	At 1/4/20	Incoming Resources	Outgoing Resources	Transfers	At 31/3/21
Restricted Funds:					
The National Lottery Community Fund	-	141,198	(94,839)	-	46,359
Central Costs RF	3,912	85,000	(61,412)	(27,500)	-
Total Covid-19 Response	105,725	64,691	(117,939)	-	52,477
EUSS Centre	26,865	235,932	(236,862)	-	25,935
Hate Crime	31,776	28,263	(33,173)	(504)	26,362
Isolation & Community Support	-	36,522	(36,120)	(402)	-
Modern Slavery	-	10,189	(24,790)	14,601	-
MoJ DV Fund	-	43,391	(57,196)	13,805	-
MOPAC Modern Slavery	-	71,037	(55,210)	-	15,827
MOPAC VAWG Grassroots Fund	-	27,414	(23,275)	-	4,139
TFL Workers	40,377	-	(18,157)	-	22,220
City Bridge Trust	12,810	-	-	-	12,810
Total Restricted Funds	221,465	743,637	(758,973)	-	206,129
Unrestricted Funds:					
Total Unrestricted Funds	247,310	32,340	(4,827)	-	274,823
Total Funds	468,775	775,977	(763,800)	-	480,952

The National Lottery Community Fund – welfare advice, community support and outreach to impoverished and marginalised Eastern Europeans in London

Central Costs RF - salaries and on-costs of the Chief Executive and the Deputy CEO

Covid-19 Response - advice, advocacy and practical support for Eastern Europeans affected by Covid-19 pandemics

EUSS Centre - advice and assistance for vulnerable Eastern Europeans to access and apply to the EU Settlement Scheme

Hate Crime - information campaign, outreach and support for Eastern Europeans affected by hate crime and radicalisation

Isolation & Community Support – telephone support and community groups for isolated or home-bound vulnerable Eastern Europeans

Modern Slavery - targeted outreach to Eastern European victims of labour exploitation, trafficking and modern slavery

MoJ DV Fund - targeted victim support and advocacy for Eastern European victims of domestic violence and abuse

MOPAC Modern Slavery - targeted victim support and advocacy for Eastern European victims of trafficking and modern slavery

MOPAC VAWG Grassroot Fund - targeted victim support and advocacy for Eastern European victims of domestic violence and abuse

TFL Workers - outreach and targeted advocacy for Eastern Europeans in labour exploitation

City Bridge Trust – covid-19 fund to provide advice to victims of domestic violence

11 Related party transactions and trustees' remuneration

Trustees' Remuneration

Trustees received no remuneration in respect of their services as Trustees (2021: £nil). Travel expenses of £nil were paid in the period (2021: £nil).

Related Party Transactions

No Trustees or other person related to the charity had any personal interest in any contract or transaction entered into by the charity (2021: None).

Accounts



East European Resource Centre

(A company limited by guarantee)

Report of the EERC Trustees for the year ending 31 March 2021

Financial Statement Year ending 31 March 2021

Charity number 1114607

Company number 05617439

East European Resource Centre

Company Information

Status

East European Resource Centre has charitable status and is a company limited by guarantee and not having a share capital.

Directors

Gera Drymer	(Chair)
Vez Pawluczyk	(Vice-chair)
Brian Reed	(Secretary)
Elizabeth Vadillo	(Treasurer)
Krystyna Bell	

Staff

Aleksandra Chabrowska	Gateway Assistant
Aleksandra Kowalska	Legal Counsel
Ana Ganta	Gateway Assistant
Anca Dimofte	Independent Domestic Violence Advocate
Anita Barylska	Independent Modern Slavery Advocate
Barbara Drozdowicz	Chief Executive Officer
Beata Samonek	Independent Domestic Violence Advocate
Dana Jozefkowicz	Senior Welfare and Immigration Adviser
Daniela Neculescu	Welfare Adviser
Diana Klosowska	EUSS Adviser
Elena Visilean	EUSS Adviser
Esther McConnell	Deputy CEO
Elzbieta Wilczynska	EUSS Adviser
Ewa Fajkowska	EUSS Adviser
Florina Tudose	Advocacy Programme Manager
Irina Alina Petaca	EUSS Adviser
Iulia Cristina Sacalas	EUSS Adviser
Joanna Karwecka	Immigration Adviser
Katarzyna Mroczkowska	Community Giving Coordinator
Lukasz Jasniak	EUSS Adviser
Magdalena Wisniewska	EUSS Adviser
Malgorzata Pakulska	Advice Programme Manager
Marta Radelli	EUSS Adviser
Paula Geanau	Outreach & Communications Manager
Urszula Skiba	EUSS Project Manager

Principal address

Room 18
238-246 King Street
London W6 0RF

Bankers

NatWest	CAF Bank
22 Kings Mall	25 Kings Hill Avenue
Hammersmith	West Malling
London	Kent
W6 0QD	ME19 4JQ

Auditors

Brookfield & Co
18 Concanon Road
London
SW2 5TA

Registered number

05617439

Charity Registration Number

1114607

OISC No.

F201500954

Directors' Report

Foreword

The EERC Trustees are pleased to present their Annual Directors' Report for the year ending 31 March 2021. The report is presented together with the financial statement and balance sheet of the charity which was prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statement and balance sheet complies with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 2015).

Chair's Report

The year ending 31 March 2021 was the year of Covid-19. Following the leaving of the United Kingdom from the European Union on the 31st January 2020 and end of the Transition Period on the 31st December 2020, the global Covid-19 proved to be yet another historic event of profound impact on our community and the charity, the one that brought unparalleled disruption, anxiety and personal sacrifices, which many of Eastern Europeans experienced and lived through.

Covid-19 and Brexit frontline

This year brought high levels of disruption and unprecedented stress and harm to our users resulting from the global pandemic. Covid-19 lockdown and sheer health impact of this viral disease impacted on our users' ability to work, maintain tenancies, socialise and integrate to their local communities and, last but not the least, the ability to maintain live connection with homeland and families therein. The effect has been the impoverishment, loss of job opportunities in sectors where our target users find occupation and breakdown of all sectors altogether, rapidly deepening social isolation, mental health issues and in many families also isolation-induced abuse and exploitation.

Additionally to global pandemic woes, Eastern Europeans, as the whole European family in the UK, had no other option but to face the challenge of meeting the deadline of application to EU Settlement Scheme falling on the 31st of June 2021. The EUSS deadline fell six months after the end of the Transition Period which meant that our fellow migrants arriving from the 1st January 2021 onwards haven't been enjoying the protection of the Withdrawal Agreement, thus have been falling into the new Point-based Immigration System (PBIS) and require appropriate leave to enter the UK. For us, it meant not only ensuring that the immigration advice capacity is in place for the run-up to the 31st June deadline (period between end of Transition and the deadline being called the Grace Period) but also that we have capacity to cater for the needs of community members fearing the end of Transition Period thus wanting to submit EUSS applications in 2020. The pandemic and many-month suspension of public services, including consular passport services, delivered not only a double but treble whammy for our community members, caught between needing to apply to EUSS to secure rights to reside in their British home and an inability to obtain necessary IDs and other documentation that would allow them to do so.

Our work focused therefore on two main areas: preventing loss of livelihood and lives to Covid-19, and on supporting community members to obtain EU Settled Status. As such, we maintained alignment to our vision and mission, and prevented loss of core services, by securing emergency and replacement funding lost due to Covid-19 disruption; in addition to core services, we developed new areas of work and methods of delivery to address unique circumstances of the pandemic. Moreover, thanks to our long-standing culture of service flexibility and agility, responsiveness to user needs, and with gratitude to our staff who

exhibited a great deal of resistance, initiative and exceptionally high understanding to the needs of both the community and colleagues, we managed to not only maintain our usual high standard of work, but grow the charity and its reach beyond any expectations given the circumstances.

This financial year we supported **1,790 new unique users**, aside thousands of users who turned to us in previous years. Overall, we provided **9,680 individual advice sessions**. We reached **1.3M community members via social media**, of which 52,000 people directly engaged with our content (live sessions and infographics). The latter statistics alone shows the scale and depth of disruption to our delivery model, but we learnt from the disruption and turned it into success.

To address essential needs of our most destitute users, this year we set up a Covid-19 crisis fund raised from individual donations from our supporters. The fund has been an additional resource specifically designed to support users in absolutely critical situation, in destitution and homelessness, in particular single parents with children and vulnerable adults, who are receiving welfare, housing and employability advice, domestic violence and modern slavery advocacy. Even though the funds are slim, 23 families received one-off payments to see them through until they receive benefits, jobs or other statutory support.

For this I would like to thank our frontline staff and volunteers for their relentless efforts in reaching out and supporting the most disadvantaged Eastern Europeans. I would also like to thank funders who provided resources and other support that allowed us to operate and grow. We give special thanks to our supporters for their donations that allowed us to create the crisis fund.

Policy, representation and good practice development

Frontline was not the only work we were engaged in. We continued consistent engagement with the policy makers, and among them Home Office and the Greater London Authority where we are a community and voluntary representative for the London Strategic Migration Partnership. Our focus had been firmly placed on influencing positive change in EU Settled Status product and application process as well as in supporting decision-makers in overcoming barriers applicants faced in accessing essential consular services, document evidence of stay and so forth.

Because the pandemic affected work of the low-income Eastern Europeans badly and the last quarter of this financial year saw the end of the freedom of movement with-in the EU, we maintained relationship with labour market decision-makers, such as the Office of the Independent Anti-Slavery Commissioner, Gangmasters' and Labour Abuse Authority and the Greater London Authority (in respect to the EU workers' rights campaigns.)

We also engaged in Covid-specific good practice activities. Most notably, we supported NHS/PHE to ensure that health messaging reaches all Eastern Europeans above barriers they ordinarily face in accessing public services and information. We also took active part in migrant sector groupings devoted to crisis management, and engaged positively with a wide range of funders to bring to their attention the immediate and disastrous impact of the pandemic on user needs and organisational capabilities across the migrant advice sector.

Organisational development and sustainability

The reporting period was very challenging for our charity. To add to pressures linked to overhaul of immigration rules, the EU Settlement Scheme milestones, and welfare and housing eligibility effected by Brexit, Covid-19 led the organisation to radically review operations in the light on public health risks.

On 18 March 2020 we went into lockdown thus stopping all in-person services and shifting delivery to telephone, email and social media channels. To replace popular events, we engaged in extensive programme of Facebook live events, as well as produced a number of YouTube videos independently and under the umbrella of the Greater London Authority suite of self-help materials. Only in August 2020 we were able to return to limited in-person advice and advocacy solely for the most vulnerable users.

The focus of user-facing work remained the same: Eastern European migrants who are disadvantaged, excluded and exploited. In this reporting period Covid-19 expanded our reach beyond London, due to the shift to distance delivery methods, but our core constituency remains the Greater London and Home Counties areas.

In terms of sustainability, the reporting period created its own unique, unprecedented challenges for charities of our size and scope. Covid presented disruption to our usual funding streams, with many regular grants being suspended or cancelled. In their place funders offered short-term emergency or replacement grants that gave us much needed cashflow injection, but also flexibility in delivery. We were also able to access specialist funding that helped us to respond to significant emergencies, such as a spike in domestic abuse in isolated families. Overall, regardless of disruptions, we managed to secure finances for our ever expanding portfolio of services and invest in areas of work that are otherwise difficult to fund, such as digital-only services and individual giving.

Taking everything into consideration – Brexit, looming immigration system overhaul, global pandemic – we believe the year has been a great success for our charity. And a year that contributed to our future-proofing and continued sustainability.

On Behalf of the Board of Trustees

Gera Drymer, EERC Chair

6 December 2021

About Us

EERC Purpose

The **purpose** of East European Resource Centre is to relieve poverty among East Europeans and advance education, employment and awareness of rights and responsibilities.

EERC Vision

Our **vision** is of London being home to Eastern Europeans where they can make choices about their families, work and homes, and live fulfilled lives as respected members of local communities.

EERC Mission

Our **mission** is to provide voice and resources to Eastern European migrants who experience poverty, exploitation and social exclusion in order to enable them to make choices about their lives and realize their potential as equal members of communities.

Through our mission we want to achieve a twofold **impact**:

1. Eastern European migrants in London to have improved quality of life and realize their potential as valued members of local communities.
2. Public agencies, service providers and the general public to recognise Eastern Europeans in London as equal partners and valued members of the community.

Our Approach

Our mission, vision, planned impact, aims and objectives are enshrined in a strategy that is underpinned by workload-based evidence, research and consultation with users and stakeholders. These three elements are major contributors to our service delivery and future planning. We recognize that the external environment is in constant flux. To remain relevant, we strive to be a learning, adaptive organization not only responding to needs, but foreseeing them and planning to mitigate some adverse impacts of changes on our target users, as well as broader communities they are part of.

Summary of our aims and objectives

Our Aims:

1. Eastern European Londoners to have improved chances in life and better quality of life through increased knowledge, skills and resilience;
2. Eastern European Londoners to have improved voice and to be integrated in British society, with opportunities to participate in and influence their local communities;
3. Public agencies, service providers and the general public to have increased understanding of needs of Eastern European Londoners and are more accessible to all.

We achieve our aims through the following **Objectives**:

- Provision of advice, advocacy and skills guidance for disadvantaged Eastern European migrants in England;
- Delivery of outreach and information campaigns for benefit of the target group as well as the general public in the UK;
- Development of good practice guidance founded on the evidence of needs of Eastern Europeans in the UK and carrying out research into aspects of life, work and public policies that may affect welfare, wellbeing and integration of the target group into the British society;

- Policy change influencing to enable effective integration of Eastern Europeans in the UK and improvement of their choices over personal and professional lives leading to better chances in life.

Our key activities over the year included:

➤ Covid-19 poverty and housing

The project supported disadvantaged, marginalized and excluded members of Eastern European community who were affected by the Covid-19 pandemic, but also those who required support by the virtue of ongoing ill-health, disability and frailty. This activity was focused on emergency and crisis advice and assistance: 1) individual advice, casework and assistance; 2) outreach: digital materials, live Facebook events and YouTube videos.

The primary areas of advice and assistance in this group are: welfare benefits, housing, debt, accessing health, applying for National Insurance Number, food and fuel poverty, unfair worker treatment, job seeking, and obtaining new ID/passports. While none of these issues were new for our frontline service, Covid circumstances rendered them much more acute and their resolution was often critical to users' ability to live in the UK.

Overall 930 support plans were opened in this reporting period. This number comprised of 3,129 interactions.

➤ Domestic abuse advocacy

In this reporting period we obtained targeted funds to provide Independent Domestic Violence Advocacy for female victims of domestic abuse. This activity, however not new to our work, benefited from training and professional development of the service thanks to which we were able to set up fully professional, accredited IDVA service.

Overall 119 support plans were opened in this reporting period and these comprised of 300 interactions.

➤ Modern Slavery Advocates

This activity is a continuation of our previous Eastern European Slavery Survivors project. Targeting specifically Polish and Romanian victims, the project focused on pre-detection, detection and post-detection information and advice, and offered support to victims of modern slavery/human trafficking that were interested in accessing the government's support scheme (National Referral Mechanism).

It is worth noting that victims of labour exploitation, modern slavery and trafficking accessing our activity characterised with significant levels of multiple vulnerabilities, majority of whom having suffered deep trauma, physical and mental health issues. It is reflected in markedly higher number of interactions in each support plan.

Overall 116 support plans were opened in this reporting period and these comprised of 640 interactions.

➤ Eastern European EUSS Centre and other immigration services

Eastern European EUSS Centre has been our ongoing activity since 2019, thanks to the generous funding from the Home Office which enabled us to provide a wide-ranging portfolio of services to all vulnerable and disadvantaged Eastern Europeans in London and Home Counties. In the reporting period we maintained provision of individual advice, casework and assistance in applying for the EU Settled Status, provision of 'aftercare' to users who have applied previously but were unable to access or use their online status to evidence rights, and continuation of outreach information campaign through digital channels, among them our very popular Facebook lives.

Our focus remained on primary applicants, i.e. individuals applying themselves or for their children living in the UK. We expect that in the following years focus will shift more to joining family members and late applicants, i.e. those who don't meet the EUSS deadline that fell on the 30th June 2021.

Overall 934 support plans were opened in this reporting period and these comprised of 4,918 interactions.

Other Immigration Services

This reporting period was a challenge to us as a fee-charging immigration provider due to difficulty in providing in-person services. However, we managed to keep delivery. We provided advice and support in 65 British citizenship enquiries and further 310 other immigration enquiries.

We expect that interest to apply for naturalization will be growing steadily. We are building capacity to provide broad immigration advice and services relating new point-based immigration system specifically to enable access to low-cost immigration services to those who are covered by immigration controls, i.e. EU nationals arriving after the 1st January 2021.

➤ Policy influencing and good practice

Through CEO and Senior Management Team, we seek to use our expert knowledge and experience of supporting disadvantaged Eastern Europeans and other marginalized members of European family in the UK to influence national and regional policy, and improve practice in our sector and government. We give evidence to working groups, attend events, respond to consultations, take part in a number of sector forums, and work in formal partnerships. Throughout the Covid pandemic, and against disruptions caused by it, we maintained unfailing commitment to this crucial systemic work.

In the reporting period we have been active partners in groupings and projects, selection of which is listed below:

- House of Commons' select committee on Exiting the EU – oral evidence (July 2020)
- EU Delegation – member of the Monitoring Network
- Home Office: EUSS vulnerability working group
- Home Office: EUSS civil society engagement group
- London Strategic Migration Partnership – voluntary sector representative
- Greater London Authority: Migrant and Refugee Advisory Panel – lead member
- Greater London Authority: Homeless Migrant Advisory Panel – lead member
- London Assembly Brexit Working Group – oral evidence contributor
- EUSS Alliance (hosted by New Europeans) – member
- Gangmaster and Labour Abuse Authority: NGO/Worker Liaison group – member
- Metropolitan Police: Hate crime Diamond Group – member
- London Working Group – Modern Slavery (with Human Trafficking Foundation) - member
- Anti-Trafficking Monitoring Group - member
- Labour Exploitation Advisory Panel (hosted by FLEX) – expert contributor to reports around exploitation and Covid-19
- Step Up Migrant Women Campaign – member of campaign seeking to enable safe exit and improved support for migrant women victims of domestic abuse and exploitation
- Lloyds Bank – expert contributor to work on financial inclusion for vulnerable people
- Homelessness National Advice Services – member
- Child Poverty Action Group – member
- National Association of Welfare Rights Advisers – member
- Advice UK - member
- Advice Services Alliance – member

Financial Review

The year ending 31st March 2021 was a year of disruption in our funding. While the core of our income consists mainly of multi-year grants and grants for innovation, in this reporting period we had to rely on short-term emergency and replacement grants, as many regular giving streams were suspended due to unprecedented uncertainty related to the Covid pandemic. Even though the funding model in the UK was temporarily changed, we succeeded in securing enough Covid grants to ensure smooth services for users, develop new portfolio of work, and strengthen our cross-programme functions, among them digital outreach and individual giving.

Among the funders who kindly supported our work in this reporting period are: Home Office, The National Lottery Community Fund, Trust for London, City Bridge Trust, London Community Foundation, Tudor Trust, Paul Hamlyn Foundation, AB Charitable Trust, Barrow Cadbury Trust, LB Ealing, LB Hounslow, and a number of other small grants.

The value of unrestricted income from donations reached £5,251. As the adverse impact of the pandemic had become very clear for us, we decided to ring-fence donations from individual supporters to one-off destitution payments for beneficiaries of our advice and advocacy activities where a small payment was necessary to secure access to food, baby products, house fuel, hospital transport or similar essentials.

Expenditure in the reporting period continued to be focused on frontline delivery, with no asset investment made. Our biggest expenditure represented fixed personnel costs comprising of staff (89%) and all non-personnel direct and indirect costs (11%).

Risk management

There were a number of risks identified in the reporting period. Risks related largely to:

- Financial risk: shortfall in covering operations - this risk was mitigated by securing a sufficient amount of restricted and unrestricted grants. Income was coming from a very diverse base and the risk of reliance on single stream was minimised.
- Financial risk: sustainability of grants - in this reporting period the length of grants, most of which were between three and nine months, heightened our sustainability risk. This risk was mitigated by increased resources put to use to obtain multiple grants, which strategy proved to be successful.
- Operational risks: growth of operations – in order to mitigate any risks resulting from growth of our operational base, we continued fine-tuning the structure of the organisation. Additionally, staff were provided with a broad range of training that helped us to provide enrichment to roles and allowed us to rotate colleagues between various frontline functions to reinforce team spirit.
- Operational risks: health risks to staff and users - we mitigated this risk by focusing on remote and hybrid delivery whereby in-person contact among staff members and with users was minimised to only essential appointments, with the majority of appointments shifted to mobile phones, social media communicators and outreach events broadcast via social media, most notably Facebook Lives.
- Operational risk: mental wellbeing of staff – due to unprecedented situation of global pandemic and EERC's swift shift to remote services, we ensured that our current and potential users had access to full portfolio of our services. Rapidly emerging needs and crisis that our users had to deal with risk that colleagues may burn out in the fast-paced, critical service delivery. To mitigate this risk we introduced a comprehensive plan of support that focus on two main assumptions: 1) reinforcing team spirit and the sense of common objective (through daily morning all-staff zoom meetings and rotation of tasks on the frontline to avoid isolating particular roles) and 2) re-designing quality assurance procedures to improve confidence in times of crisis management (user assessment processes, improved file review and supervision procedures). Additionally, staff gained

access to employee support programme, clinical supervision and regular mental health reflective sessions.

- Reputational risks: breakdown of services – this risk was mitigated in line with financial and operational risks. Thanks to securing multiple grants and providing equipment and support to staff members, we ensured smooth remote and then hybrid delivery
- Covid-19 risk: governance – our risk assessment followed the government public health advice and included: suspension of all in-person work during the lockdown, moving all staff to work-from-home arrangements together with providing suitable ICT technology followed by tightly assessed hybrid arrangements, and developing online services that replace in-person outreach activities (e.g. workshops for live-streamed social media events) thus allowing us to protect continuity of our services and the mission. The Management Committee had been updated weekly on risk assessment and measures to protect staff and users, and steps of altering these measures in line with the government public health advice. Due to high level of uncertainty, there is no deadline when Covid emergency delivery measures will expire, and risk assessment is made on an on-going basis.

Plans for the future

Our plans for 2021/22 involve, above all, efforts to return to long-term sustainable funding in order to ensure service continuity, sustainability and growth in areas that reflect the changing needs of our constituent groups. We intend to keep sustained focus on policy change and development of good practice in supporting vulnerable Eastern Europeans, together with specialist advocacy for Eastern Europeans unable to execute their rights as EU nationals residing in the UK and those who arrive in 2021 and later. Our expertise in supporting users to access the EU Settled Status will be harnessed to develop new immigration services addressing needs of new arrivals from the EU and their families. We also plan to return to our objectives around hate crime victim support and hostilities mitigation.

EEAC Structure, Governance and Management

Directors and Trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law. The trustees serving and staff employed during the year were as follows:

Senior staff

Barbara Drozdowicz	Chief Executive Officer
Esther McConnell	Deputy CEO
Malgorzata Pakulska	Advice Programme Manager
Florina Tudose	Advocacy Programme Manager

Governing Document and legal status

The East European Resource Centre (EERC) is a charitable company limited by guarantee, incorporated on 9 November 2005 and registered as a charity on 6 June 2006. The company was established under the Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association. Articles and Memorandum were changed by special resolution registered at Companies House on the 12th March 2015 as amended by certificate of incorporation on change of name dated the 17th May 2016.

Trustee selection and appointment

The directors of the company are also trustees for the purpose of charity law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the members of the Management Committee are elected to serve a period of one year, and can stand for re-election at the Annual General Meeting. At each Annual General Meeting following the first one, one third of the Directors must retire from office by rotation.

According to the Articles of Association, the Management Committee shall be not less than three, and (unless otherwise determined by ordinary resolution) shall not be subject to any maximum. During the period of this financial statement, the Committee's membership was reduced from eight to five.

The overall objective of selection is to seek trustees who represent views of the East European population in England, but who can also contribute wider knowledge, experience and expertise.

EERC maintains an updated list of skills, knowledge and expertise offered by members of the Management Committee.

Trustee induction and training

These divide into two types: training and refresher courses which focus on the various roles and responsibilities of members of committees, and familiarisation courses covering topics related to EERC's work. Each member has a folder consisting of the organisation's constitution, business plan, latest audited accounts and latest annual report.

New Trustees are asked to spend a period of one or more days at EERC's offices in order to familiarize themselves with the day-to-day activities of the charity. They also have a one-to-one briefing meeting with the Committee Chair in order to gain knowledge of the Committee's responsibilities, and those of its members. New committee members are encouraged to join one of the Management Committee's subgroups.

Committee members also attend briefing sessions run by funding bodies.

Organisational structure

The Management Committee oversees the operation of the charitable company and is responsible for the overall policy and strategic direction. The Management Committee has no line-management function and delegates the entire responsibility for operations to the Chief Executive Officer of the organisation. A Chief Executive Officer is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive Officer has delegated authority within terms of delegation approved by trustees. Delegated operational responsibility includes finance, employment and performance matters. The Chief Executive Officer is supported by the Deputy CEO who is responsible for operations, day-to-day organisational matters, and strategic Human Resources management.

The Management Committee meet on average four to six times a year to receive reports on the activities of the Centre from the Chief Executive Officer, and to decide issues of policy. There are sub-committees covering development, membership, finance and audit. These normally meet bi-annually (depending on evolving internal and external matters that require scrutiny), and make recommendations to the full Management Committee on relevant matters.

Related parties

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee of the charity with a supplier, a consultant or a contractor must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

All other instances of conflict of interest are treated in line with the EERC Conflict of Interest Policy and other relevant policies and procedures.

Reference and administrative details

Charity number: 1114607

Company number: 05617439

Registered Office: Room 18, 238-246 King Street, London W6 0RF

Our advisers

Auditors: Brookfield & Co, 18 Concanon Road, London SW2 5TA

Bankers: Natwest, 22 Kings Mall, London W6 0QD; CAF Bank, 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ

Reserves Policy

The Trustees of the EERC consider that accumulating reserve funds to enable the organisation to cope with specific unforeseen events, contingencies and opportunities is an essential part of carrying out their duties in overall management of the EERC affairs. They have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of the expenditure.

In the reporting period, the impact of Covid-19 and related risks led the charity to change of the operational reserves policy in the recognition of uncertainty in regular funding. It has been agreed that the charity is striving to accumulate high operational reserves in order to prevent a financial gap leading to breakdown of services. Operating reserves foreseen as necessary to fill the gap created between regular grant-giving and Covid emergency grant-funding in the light of the regular grant-funding disruptions will be retained for use as Trustees see fit, to prevent loss of management and administration capacity, loss of fundraising capacity and to ensure continued high-quality operations.

Due to Covid-related uncertainties and the recent growth of the organisation, the Management Committee reviewed the dissolution reserves in order to prevent unnecessary ring-fencing of free financial resources while preventing the risk of defaulting on financial responsibilities. The reserves policy from April 2020 prescribes ring-fencing resources necessary for two months expenditure plus statutory redundancy payments for staff eligible. It's envisaged that the value of dissolution reserves should be not less than £95,000 at any given point, and aiming for £130,000. Should the charity lose staff or resources (such as offices liable for rent), the reserves will be reviewed downward thus releasing resources back to free operational reserves pot.

Statement of Trustees responsibilities

The trustees are responsible for preparing the financial statements in accordance with applicable law and United Kingdom generally accepted accounting practice for each financial year, which gives a true and fair view of the state of the charity's affairs and of its profit and loss for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards and statements of recommended practice have been followed;
- Prepare the financial statements on a 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 enable them to ensure that financial statements comply with the Companies Act 2006. They are also required for safeguarding the assets of the charitable company and hence to take reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the group's auditor is unaware, and
- The trustees, having made enquiries of fellow directors and the group's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

By order of the Board of Trustees

Brian Phillip Reed (Secretary)

6 December 2021

**East European Resource Centre
Independent auditors' report
to the Trustees of East European Resource Centre**

Opinion

We have audited the accounts of East European Resource Centre for the year ended 31 March 2021 which comprise the Profit and Loss Account, the Balance Sheet and notes to the accounts, 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 FRS 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the 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 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the accounts:

- give a true and fair view of the state of the company's affairs as at 31 March 2021 and of its result for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis of 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 accounts section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out below, 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.

In accordance with the exemption provided by FRC's Ethical Standard - Provisions Available for Audits of Small Entities, we have assisted with the preparation of the accounts.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the accounts is not appropriate; or
- the directors have not disclosed in the accounts any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the accounts are authorised for issue.

Other information

The other information comprises the information included in the report and accounts, other than the accounts and our auditor's report thereon. The directors are responsible for the other information. Our opinion on the accounts 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 accounts, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the accounts 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 accounts or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the directors' report for the financial year for which the accounts are prepared is consistent with the accounts; and
- the directors' 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' 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 accounts are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to prepare the accounts in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of directors

As explained more fully in the directors' responsibilities statement, the directors are responsible for the preparation of the accounts and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of accounts that are free from material misstatement, whether due to fraud or error.

In preparing the accounts, the directors are responsible for assessing the 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 directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the accounts

Our objectives are to obtain reasonable assurance about whether the accounts 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 accounts.

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

J A Brookfield
(Senior Statutory Auditor)
for and on behalf of
Brookfield & Co
Accountants and Statutory Auditors
6 December 2021

18 Concanon Road
London
SW2 5TA

**East European Resource Centre
Statement of Financial Activities
for the year ended 31 March 2021**

		Restricted Funds	Unrestricted Funds	Total Funds	Total Funds year to 31 March 2020
	Notes	2021 £	2021 £	2021 £	2020 £
Incoming resources					
<i>Incoming resources from generated funds:</i>					
Voluntary Income - Grants and donations	5	778,666	34,501	813,167	675,774
Other Income		-	6,479	6,479	4,600
Investment income		-	51	51	88
Total Incoming Resources		778,666	41,031	819,697	680,462
Resources expended					
Costs of generating funds		14,774	26,105	40,879	6,020
Charitable activities		612,318	(14,568)	597,750	527,576
Governance		2,262	750	3,012	2,246
Total resources expended	6	629,354	12,287	641,641	535,842
Net incoming resources expended for the Year		149,312	28,744	178,056	144,620
Transfers between funds		2,760	(2,760)	-	-
Funds brought forward		69,393	221,326	290,719	146,099
Total Funds carried forward		221,465	247,310	468,775	290,719

All of the above results derive from continuing charitable grants and activities and there were no recognised gains or losses other than the above results.

The notes on pages 20 to 23 form part of these accounts.

**East European Resource Centre
Balance Sheet
as at 31 March 2021**

	Notes	2021 £	2020 £
Current assets			
Debtors	7	118,359	82,391
Cash at bank and in hand		412,251	249,878
		530,610	332,269
Creditors: amounts falling due within one year	8	(61,835)	(41,550)
Net current assets		468,775	290,719
Total assets		468,775	290,719
Funds of the Charity			
Restricted Funds	10	221,465	69,393
General Funds	10	247,310	221,326
Total Funds	10	468,775	290,719

The notes on pages 20 to 23 form part of these accounts.

Brian Phillip Reed

Secretary

Approved by the board on 6 December 2021

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2021

1. Basis of accounting and accounting policies

a) Accounting Conventions

The financial statements have been prepared under the historical cost convention and on a going concern basis, which is dependent upon the availability of adequate continued funding. The nature of the charity's funding is inherently uncertain as it is only agreed by the funding bodies every one to three years. Should grant funding be discontinued in future years, the charity would have to find other sources of funding, or significantly curtail its activities. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16/7/14, The Financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Change in basis of accounting

There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

b) Incoming resources

Incoming resources are included in the SOFA when the charity becomes entitled to the resources, the Trustees are virtually certain they will receive the resources and the monetary value can be measured with sufficient certainty. Where incoming resources have related expenditure (as with fundraising for contract income), the incoming resources and related expenditure are stated gross in the SOFA. Grants and donations are only included in the SOFA when the charity has unconditional entitlement to the funds. The value of any volunteer help received is not included in the accounts but is described in the Trustee's annual report. Investment income is included when receivable.

c) Resources Expended

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources. Resources expended include attributable VAT which cannot be recovered. Governance costs include costs on the preparation and examination of statutory accounts, the costs of Trustee meetings and costs of any legal advice to the Trustees on governance or constitutional matters. Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of the resources e.g., Staff costs by the time spent and other costs by their usage.

d) Restricted and Unrestricted Funds

The accounts distinguish between restricted and unrestricted funds. Restricted funds are received from donors and are subject to restrictions on the purposes for which they may be used. Unrestricted funds are those where there are no externally imposed restrictions and are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

e) Debtors

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

f) Cash at bank and in hand

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

g) 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.

h) Legal status of the Trust

The trust is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2021

	2021	2020
	£	£
2 Net Income for the year is stated after charging:		
Auditors' Remuneration - Brookfield & Co	3,012	2,225

3 Expenses paid to trustees or persons connected with trustees		
The aggregate amount of expenses paid to trustees was	0	21

	2021	2020
	£	£
4 Staff Costs and Emoluments		
Gross Salaries	526,615	331,621
Social security costs	44,648	30,163
	571,263	361,784

Numbers of full time employees or full time equivalents	2021	2020
None of the Trustees received any remuneration during the year (2019: Nil)	Nos	Nos
No employees earned more than £60000 pa or more. (2019: Nil)		

The average number of employees		
Engaged on Project Service	20	9
Engaged on Management and Administration	3	3
	23	12

5 Voluntary Income - Grants and donations

	Restricted	Unrestricted	2021	2020
	£	£	£	£
City Bridge trust	93,702	-	93,702	36,800
London Community Foundation	36,959	-	36,959	-
Tudor Trust	2,000	-	2,000	25,000
Big Lottery Fund	99,929	-	99,929	45,733
EUSS	116,342	-	116,342	301,529
Trust for London (covid-19)	73,500	-	73,500	59,878
Greater London Authority	-	-	-	6,977
LB of Barking Dagenham	-	-	-	82,000
Home Office	136,758	-	136,758	71,626
Miscellaneous other grants and donations	-	150	150	6,231
Lloyds Bank Foundation	-	6,250	6,250	-
AB Charitable Trust	-	10,000	10,000	-
LB Redbridge	-	12,850	12,850	-
Trust for London (workers)	17,250	-	17,250	-
Barrow Cadbury Trust	49,850	-	49,850	-
Other Covid one-off grants	11,000	-	11,000	-
Prevent	38,890	-	38,890	-
Galop (sla)	2,486	-	2,486	-
Donations	-	5,251	5,251	-
	778,666	34,501	813,167	675,774

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2021

6 Resources Expended

	2021	2020
	£	£
	Total	Total
Costs of generating funds		
Fundraising costs	10,579	6,020
Staff Costs	30,300	-
Charitable Expenditure		
Staff Costs	540,963	361,784
Professional Fees	5,377	5,795
Volunteer expenses	(34)	437
Travel and meetings	53	2,593
Subscriptions and Publications	2,493	869
Insurance	2,110	2,132
Telephone and fax	4,257	4,239
IT expenses	7,422	6,168
Office and administration costs	12,659	9,358
Premises costs	20,308	22,612
Grants outwards to partner organisations	2,142	111,589
Governance Costs		
Audit and accountancy	3,012	2,225
Management Committee expenses	-	21

641,641	535,842
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7 Debtors

	2021	2020
	£	£
Grants receivable	109,496	82,391
Other debtors and prepayments	8,863	-

118,359	82,391
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8 Creditors: amounts falling due within one year

	2021	2020
	£	£
Deferred Income	58,735	37,250
Other accruals	3,100	4,300

61,835	41,550
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9 Analysis of net assets between funds

	Restricted Funds	Unrestricted Funds	Total Funds
	£	£	£
Tangible fixed assets	-	-	-
Current Assets	280,200	250,410	530,610
Current Liabilities	(58,735)	(3,100)	(61,835)
	221,465	247,310	468,775

East European Resource Centre
Notes to the Accounts
for the year ended 31 March 2021

10 Analysis of net assets between funds

	At 1/4/20	Incoming Resources	Outgoing Resources	Transfers	At 31/3/21
Restricted Funds:					
City Bridge Trust	12,657	37,400	(37,247)	-	12,810
Central Costs RF	-	80,000	(76,088)	-	3,912
Total Covid-19 Response	32,296	326,041	(252,612)	-	105,725
EUSS Centre	21,677	253,099	(247,911)	-	26,865
GLA Brexit outreach	2,763	-	(2,763)	-	-
Hate Crime	-	41,376	(9,600)	-	31,776
Modern Slavery	-	-	(2,760)	2,760	-
Trust for London (Workers)	-	40,750	(373)	-	40,377
Total Restricted Funds	69,393	778,666	(629,354)	2,760	221,465
Unrestricted Funds:					
Total Unrestricted Funds	221,326	41,031	(12,287)	(2,760)	247,310
Total Funds	290,719	819,697	(641,641)	-	468,775

CBT Poverty - advice and outreach to Eastern Europeans affected by poverty and destitution

Central Costs RF - salaries and on-costs of the Chief Executive and the Deputy CEO

Covid-19 Response - advice, advocacy and practical support for Eastern Europeans affected by Covid-19 pandemics

EUSS Centre - advice and assistance for vulnerable Eastern Europeans to access and apply to the EU Settlement Scheme

GLA Brexit Outreach - information campaign and outreach advice for Eastern Europeans in accessing the EU Settled Status

Hate Crime - information campaign, outreach and support for Eastern Europeans affected by hate crime and radicalisation

Modern Slavery - Eastern European Slavery Survivors: targeted victim support and advocacy for Eastern European victims of trafficking and modern slavery

MOPAC Modern Slavery - targeted victim support and advocacy for Eastern European victims of trafficking and modern slavery

TFL Workers - outreach and targeted advocacy for Eastern Europeans in labour exploitation

11 Related party transactions and trustees' remuneration

Trustees' Remuneration

Trustees received no remuneration in respect of their services as Trustees (2020: £nil). Travel expenses of £nil were paid in the period (2020: £nil).

Related Party Transactions

No Trustees or other person related to the charity had any personal interest in any contract or transaction entered into by the charity (2020: None).