

ROOM TO HEAL

England & Wales · Charity number 1128857

Details

Other names ROOM 2 HEAL, ROOM2HEAL

Status Registered

Legal form Charitable company

Company number [06744055](#)

Registered 2009-03-27

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

Contact

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Website www.roomtoheal.org

Activities

Objects: 1) TO PROMOTE HUMAN RIGHTS (AS SET OUT IN THE UNIVERSAL DECLARATION OF HUMAN RIGHTS AND SUBSEQUENT UNITED NATIONS CONVENTIONS AND DECLARATIONS) THROUGHOUT THE WORLD BY ALL OR ANY OF THE FOLLOWING MEANS: (A) RELIEVING NEED AMONG THE VICTIMS OF HUMAN RIGHTS ABUSE; (B) OBTAINING REDRESS FOR THE VICTIMS OF HUMAN RIGHTS ABUSE; (C) RESEARCH INTO HUMAN RIGHTS ISSUES; (D) RAISING AWARENESS OF HUMAN RIGHTS ISSUES; (E) PROMOTING RESPECT FOR HUMAN RIGHTS AMONG INDIVIDUALS AND ORGANISATIONS; (F) PROVIDING TECHNICAL ADVICE TO GOVERNMENT AND OTHERS ON HUMAN RIGHTS MATTERS; (G) CONTRIBUTING TO THE SOUND ADMINISTRATION OF HUMAN RIGHTS LAW; (H) COMMENTING ON PROPOSED HUMAN RIGHTS LEGISLATION; (I) PROMOTING PUBLIC SUPPORT FOR HUMAN RIGHTS; (J) INTERNATIONAL ADVOCACY OF HUMAN RIGHTS; AND (K) ELIMINATING INFRINGEMENTS OF HUMAN RIGHTS. 2) TO PROMOTE SOCIAL INCLUSION FOR THE BENEFIT OF THE PUBLIC BY PREVENTING PEOPLE FROM BECOMING SOCIALLY EXCLUDED, RELIEVING THE NEEDS OF THOSE PEOPLE WHO ARE SOCIALLY EXCLUDED AND ASSISTING THEM TO INTEGRATE INTO SOCIETY.

Activities: Room to Heal is a healing community for asylum seekers and refugees who have suffered torture and gross human rights violations. It provides therapeutic support groups, individual counselling/casework, and a range of creative activities, including a Mindfulness for trauma programme, a community gardening/social project, story-telling workshops, ESOL classes and rural community building retreats.

Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Other Defined Groups

Geography

- **Area of benefit:** THE WORLD
- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£457,875	£492,502	-	-
2023-12-31	£423,709	£431,532	-	-
2022-12-31	£359,066	£343,441	-	-
2021-12-31	£311,889	£358,113	-	-
2020-12-31	£485,106	£286,969	-	-

Trustees

Name	Role	Appointed
Areej Mohamed Yassin Osman		2022-03-23
EMEKA FORBES-HASTINGS-BROWN		2020-09-09
Emily Haisley		2016-06-06
MICHELLE KNORR		
Rim Ibrahim Rahimtulla		2020-07-01
Susannah Fairweather		2018-06-17

ROOM TO HEAL

England & Wales - Charity number 1128857

Accounts

Room to Heal

Trustees' Report and Financial Statements

For the year ended 31 December 2024

Company number: 06744055

Charity number: 1128857

“I just want to say thank you for your hard work and support. Not many places like Room to Heal. You are doing everything you can do. We can feel like we are amongst society.”



Reference and administration information

STATUTORY INFORMATION

The Directors of the charitable company are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees.

Trustees

Emily Haisley	Chair (2020)	Appointed June 2016
Rim Rahimtulla	Treasurer	Appointed July 2020
Areej Osman		Appointed March 2022
Emeka Forbes-Hastings		Appointed September 2020
Michelle Knorr		Appointed November 2009
Susannah Fairweather		Appointed June 2018

Charity Number	1128857
Company Number	06744055
Registered Office	Room to Heal, Mildmay Community Centre, Woodville Road, London, N16 8NA
Bankers	The Co-operative Bank, 62-64 Southampton Row, London, WC1B 4AR Triodos Bank, Deanery Road, Bristol, BS1 5AS
Independent Examiner	Kate Adderley CA, Third Sector Accountancy Limited, Holyoake House, Hanover Street, Manchester, M60 0AS

Status

The company, number 06744055, is limited by guarantee and has charitable status. The charity registration number is 1128857. It has a Memorandum and Articles of Association as its governing document.

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The Trustees present their report and the independently examined financial statements of the charitable company for the year ended 31 December 2024. Included within the trustees' report is the directors' report as required by company law.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Public Benefit

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives of the charity.

Structure, Governance and Management

Room to Heal's trustees meet at least quarterly and regularly review progress against adopted priorities. As part of these discussions, opportunities and risks facing the organisation are also reviewed. The Chair and Co-Directors, as well as the Treasurer and Director, also meet regularly between meetings. Trustees delegate the day-to-day management of the charity to the Co-Directors. In 2024, we transitioned from a sole Director model to a Co-Director model. All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in *note 11* to the accounts.

Trustee Recruitment

Trustee positions are advertised and new trustees are nominated and appointed by the existing trustees. The trustees initially invite prospective new trustees to attend meetings informally to gain an understanding of the role and responsibilities of trustees. Formal training is also provided, as necessary, to gain further understanding of the role and responsibilities of trustees.

Our Staff

Roro Ratih Ambarwati	Group Therapist
Imogen Butler	Finance Manager
Fartun Guled	Group Therapist
Veronica Haag	Caseworker, until April 2024 Fundraising Officer, from January 2024
Mary Hannity	Clinical Admin, until January 2024
Dilara Harvey-Smith	Director, until August 2024
Angelina Jalonen	Clinical Lead, from June 2024 (Maternity Cover)
Zinzi Mangera-Lakew	Community Manager, until August 2024 (Maternity Cover) Acting Co-Director, from August 2024
Jane Matthews	Fundraising Manager, until June 2024 Acting Co-Director, from August 2024
Delaney Murray	Caseworker, from July 2024
Iman Nafi	Group Therapist
Sebastian Short	Caseworker & Clinical Admin
Suzie Grayburn	Group Therapist
Matilda Tonkin Wells	Group Therapist, from March to December 2024
Meggie Warren	Caseworker and Family Caseworker
Emily Palmer-White	Community Manager and Clinical Lead (Maternity Leave)
Bert-Jan Zuiderduin	Group Therapist

Sessional Staff

Loretta Curtin	Fundraising Manager, from July 2024
Mary Raphaely	Clinical Supervisor
Maide Showell	Clinical Supervisor
Patricia Rea-Woodhouse	Clinical Supervisor, until March 2024
Marc Sutton	IT Support
Rachael Despicht	Immigration Legal Advice
Tamara Astor	Playworker
Kirsty Reynolds	Playworker

Clinical and Non-Clinical Supervision

Regular clinical supervision was provided by Mary Raphaely, Maide Showell and Patricia Rae-Wood during 2024. Mary is a group psychotherapist with over 30 years' experience, previously worked at Freedom from Torture. Maide Showell also provided non-clinical supervision to caseworkers, administrative staff and our mothers group therapists during 2024. Maide has worked as a therapist at Freedom from Torture for over 20 years and is also an experienced training clinician and clinical supervisor. Patricia Rea-Woodhouse has over 20 years' experience in social work, primarily with children & families and 15 years' as a psychotherapist with individual adults and groups.

Volunteers and Pro Bono Support

Room to Heal's volunteers and pro bono professional support is vital to the running of the charity and we'd like to record our appreciation for their enormous contribution to our work. During 2024, our staff team was joined by a number of volunteers and professionals working pro bono in a range of capacities including, but not limited to legal support, web development, supporting our members with casework guidance, gardening and cooking delicious, healthy meals for our members. We would like to say a special thank you to Bejal Desai, Casework and Culpeper Volunteer.

Thank You

We'd like to record our great thanks to the trustee board, staff, volunteers, members and supporters for all their hard work and support throughout the year to ensure our community members continued to receive vital support in an increasingly hostile external environment.

A message from our Chair

Room to Heal has continued to provide high quality therapeutic support to migrant survivors of torture, trafficking and other human rights abuses. This was our first year officially running four therapy groups for our members, as well as continuing the high quality casework support and meaningful community activities which are the other anchors of our community.

This year we saw changes in our staff team, most notably we decided to test a Co-Director model in the organisation and were able to internally recruit two staff members to be Acting Co-Directors. Our thanks go to Zinzi Mangera-Lakew and Jane Matthews, our previous Community Manager and Fundraising Manager respectively for taking on this challenge. The Co-Director model has proven to work very effectively for Room to Heal and aligns with our ethos of consensus-driven, participative decision making. After some reflection, the board has decided to adopt the Co-Director model permanently, and we look forward to carrying out a recruitment process for these roles in early 2025.

2024 has been an incredibly challenging year for the community, both internally and in the external environment. Anti-migrant rhetoric in our society is on the rise, tragically resulting in racist riots and attacks in August this year, which escalated fear among our members.

We look forward to bringing more stability to our members in 2025, and remain committed to our mission to support those left behind by inadequate mental health care for those seeking to rebuild their lives in the UK.

*Warm wishes,
Emily Haisley, Chair of the Board of Trustees*

About us

Our mission

To support people who have survived torture and human rights abuse to rebuild their lives in exile through an integrated, community-based programme of therapeutic and casework assistance.

Our strategic aims 2020-25

- 1. To enable people to heal from their traumatic experiences and restore meaning to their lives**
- 2. To assist people in dealing with material challenges, navigating the asylum process and integrating into the UK**
- 3. To enable local communities, policy makers, service providers and the general public to respond more appropriately to the needs of refugees and people seeking asylum**
- 4. To ensure meaningful community engagement for, and decision making by, members within Room to Heal**
- 5. To develop partnerships across London, the UK and internationally to increase access to group and community support to people seeking asylum and refugees**

Charitable Objects

1) To promote human rights (as set out in the Universal Declaration of Human Rights and subsequent United Nations Conventions and Declarations) throughout the world by all or any of the following means:

- (a) Relieving need among the victims of human rights abuse;
- (b) Obtaining redress for the victims of human rights abuse;
- (c) Research into human rights issues;
- (d) Raising awareness of human rights issues;
- (e) Promoting respect for human rights among individuals and organisations;
- (f) Providing technical advice to government and others on human rights matters;
- (g) Contributing to the sound administration of human rights law;
- (h) Commenting on proposed human rights legislation;
- (i) Promoting public support for human rights;
- (j) International advocacy of human rights; and
- (k) Eliminating infringements of human rights.

2) To promote social inclusion for the benefit of the public by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

Our work

Room to Heal is a frontline, grassroots community charity. Our purpose is to support migrants in the UK who have experienced forced migration and who have survived torture, trafficking and other gross human rights abuse to rebuild their lives in exile. In the years since its foundation, Room to Heal has developed a high level of expertise in supporting torture survivors. Our experience and findings demonstrate the transformative potential of relational group therapy for survivors. There is nowhere in London, or nationally, that provides the same kind of support that Room to Heal does - our model of long-term relational group therapy, intertwined with casework support set within a community is unique.

“Room to Heal stand with me like a family. In my difficulties and isolated life, I always found support from Room to Heal.”

The people we work with

We refer to survivors in the Room to Heal community as 'members', conferring a sense of agency and belonging.

Typically, the people we support have lost their homes, their families and their place of belonging in the world. The common legacy of these experiences includes depression and suicidality, extreme isolation and loneliness, traumatic symptoms including flashbacks and sleeplessness, feelings of shame, a lack of trust and self worth, and a range of other enduring physical and mental health problems.

Our members are excluded from living a normal life in the UK while they regularise their immigration status, and are expected to live in long-term isolation in a hostile environment, often not able to work or support themselves. In this context any positive results of time-limited individual psychological support are short-lived as people are retraumatised through the protracted UK asylum system that they are forced to endure, often for years. Many of our members have symptoms of complex PTSD which requires longer term, relational approaches to treatment.

External Environment

In the first half of 2024 we saw increasingly 'hostile environment' policies from our government, which systematically marginalised people seeking asylum and caused distress to our members. This included the Rwanda Act 2024, which followed on from previous inhumane Acts (Nationality & Borders Act 2022, Illegal Migration Act 2023), which obstructed torture survivors' right to non-refoulement and rehabilitation (under Articles 3 & 14 of the UNCAT).

In response staff kept up-to-date with these legislative changes and regularly briefed members to ensure they understood their rights, particularly in relation to potential deportation to Rwanda.

“It affected me a lot. I was very scared to go out. If I went out, I covered up my brown skin.”

Alongside this context, the UK government and media increasingly communicated an incorrect and damaging narrative about 'illegal migrants' and a 'migrant crisis' this year, fueling the UK summer far-right riots and much heightened risk of attack on our members. In response we provided an extra Community Forum (in-person and online) for members to share feelings about the riots and to suggest what extra support RTH could provide. Correspondingly, we offered new online support sessions; extra one-to-one support phone calls; and extra staff at our in-person community activities. This increased the regularity and security of our support.

“It was really scary, it makes you feel unwelcome. You find shelter from a horrible life. Very scary. Not nice to feel unwelcome. Counselling [at Rth] is helping and other events.”

Our members are experiencing further pressures exacerbated by the economic governance of the UK, e.g. a struggling National Health Service including mental health services, rising cost of living leading to increased levels of destitution. For torture survivors experiencing serious mental health difficulties, the ability to navigate this diminishing support in multiple areas is hugely challenging.

Room to Heal will continue to adapt our services to ensure we meet the needs of our community members and new beneficiaries in this increasingly challenging external environment.

What we do

We believe that offering a collective resilience model of group therapy, casework and community is a powerful, long-term and dignified response to our members' ongoing experiences and trauma. Group and community-based therapeutic support reduces survivors' isolation, provides a positive experience of belonging to an alternative family, fosters bonds of friendship and solidarity, and instils renewed meaning in life. People realise they are not alone: a powerful part of the recovery process.

Re-connection with the natural environment is also an important part of the healing process at Room to Heal: we enable this through weekly gatherings in the gardens, use of the garden space in our therapy sessions, social and gardening activities and rural retreats.

Survivors' participation helps to create trust, commitment, a sense of belonging and empowerment. Members are able to give as well as receive support, which enables feelings of self worth to emerge and a realisation that a more positive future is possible. Our approach takes into account nuanced and subjective individual needs. We take a holistic, person-centred approach that recognises the external context in which each person is living and does not react to each problem separately; there is an interplay between the psychological, practical and community aspect of each individual's situation. There's also a recognition that sometimes there is no 'solution', but that having a community of people who understand, support and empathise, with the authenticity of lived experience, can often be enough for the individual to get through it and build strength through collective resilience.

Therapeutic Support

Currently, when someone joins the Room to Heal community, they initially participate in individual therapy leading to joining one of our weekly relational therapeutic groups. Community members can also attend therapeutic retreats.

Community Activities

Room to Heal members can also attend social activities like yoga and day trips, and many join other community members for a freshly cooked meal and social connection every Friday afternoon at a local community garden. This year we also ran some member-led art classes in the summer, a series of poetry workshops, 4 creative writing and reading workshops and a photography workshop.

Casework Support

We recognise that it is futile to offer therapeutic support to a person who has no food, no money, and no place to sleep at night. Our casework team therefore works closely with a range of partners to help members resolve their practical challenges, for example in accessing quality legal representation, housing, medical care and welfare support. The casework team also supports members to develop their potential and prepare for employment through education and training.

Our Impact in 2024

In 2024 we grew our therapeutic offering to 4 groups, after the success of the 6 month pilot for our mothers group. Since July 2024, 8 mothers meet weekly with two group therapists for psychosocial support. Every two weeks their children join them for social sessions with our playworker facilitating music, art and craft activities for the families.

Snapshot in Numbers

- 153 members supported
- Our members come from over 40 different countries, all of whom have survived torture or other human rights abuses.
- 51% Female, 49% Male
- Carried out 191 one-to-one therapy sessions for 71 members, and 64 assessments to join our groups
- 160 mixed gender therapeutic groups across the year
- 2,049 casework actions to prevent food poverty, destitution, homelessness, improve access to education and training, and help for our members to navigate the asylum process and find good quality legal advice
- 53 therapeutic/community gardening and social integration sessions
- 2 residential retreats and 4 community forums

Outcomes

In January 2025 we carried out an anonymous member survey about our services over the previous 12 months. Hear what our community members have to say about the support provided at Room to Heal in 2024 (as percentage of respondents):

- 91% of respondents felt their quality of life had improved
- 97% felt their mental health has improved as a result of being part of Room to Heal
- 94% felt less lonely as a result of being a member of the community
- 91% of respondents felt more able to maintain relationships with others
- 94% felt more able to deal with the effects of trauma including depression and anxiety
- 100% felt our casework support was helpful
- 92% of respondents who had an urgent crisis or challenge in 2024 said Room to Heal was able to support with this
- 100% felt our weekly community gatherings and biannual retreats were helpful
- 81% felt they were given the opportunity to participate in decision making at Room to Heal via things like our member interview panels and our community forums

Case Study

Kaku (anonymised) was an organiser within a women's rights organisation in her country, campaigning against rape and violence towards women. She was arrested and imprisoned three times for her activism, and subjected to rape and torture.

When she was referred to Room to Heal, she had been in the UK for 5 years, and was suffering from PTSD. Soon after joining our therapy group, Kaku was granted refugee status. Kaku was supported by the group through this difficult transition period, particularly when she was threatened with homelessness. Kaku described how important it was to attend the group, and be able to share experiences with others who understand.

Kaku accessed intensive casework support at Room to Heal. Kaku's accommodation was incredibly unsuitable, and had led to a severe deterioration in her mental health. Our caseworker supported her to access housing support from the local authority through engaging legal advice. This resulted in a successful suitability challenge: Kaku was granted self-contained accommodation near her college. Our casework team also supported Kaku to apply for benefits, including Universal Credit, UC50, and PIP and connected her with partner services who support her with maintaining her tenancy.

Kaku regularly attends community gatherings, including our weekly gardening and cooking sessions at Culpeper Gardens, as well as joining community day trips. We have seen her confidence blossom in the community since joining Room to Heal.

Our team will now support her to access long-term housing, as her current accommodation is temporary. We are also preparing to support her access to courses in beauty therapy, working towards her goal of starting her own business and furthering education and employment opportunities.

Therapeutic Programme

The overarching aim of our therapeutic work is to enable survivors of torture to heal from their traumatic experiences and help restore meaning to their lives. Our therapeutic expertise is in relational group therapy - where the primary focus is on relationships within the group, rather than between the therapist and the individual - in a community setting that promotes group resilience and long term, peer-led healing.

Our group resilience model is respectful of different cultural approaches to mental health. Our model challenges the patient-expert model, putting survivors at the heart of decision-making. We believe that long-term recovery doesn't just come from a clinical professional's intervention - it comes from within the person themselves when they are ready and able to begin this process in a safe place.

“Group therapy support is a relief, doing the group we are exposed to different points of views and have opportunity to learn from others to receive feedback and support. It helps to reduce feelings of isolation.”

Referrals and Assessment

We continue to have a good network of referral agencies, including the NHS, specialist solicitors and many NGOs in this sector. We also receive a number of self referrals by people who have heard of us by word of mouth.

- In 2024, Room to Heal received 41 referrals
- We carried out 64 assessments with 31 people with a therapist
- We saw members for 62 individual pre group sessions

1-1 Therapy

We provide individual therapy in preparation to join group therapy. We also provide individual sessions to members who are currently in groups, via our therapeutic reviews. Members experiencing a safeguarding situation or mental health crisis, whether they are in a group or have left groups but remain in the community.

- In 2024 we provided 129 individual therapy sessions

Group Therapy

Our weekly therapy groups lie at the heart of the community, and are run by two therapists per group. In 2024, we ran three weekly mixed-gender groups. Two of these are slow open, open ended groups and the other is a 1 year fixed term group. In July 2024 we also started running a psychosocial support group for mothers.

- In 2024 we ran 133 mixed-gender therapeutic group sessions
- We also ran 27 psychosocial support group sessions for mothers

Our Therapeutic Impact in 2024

Members' views on therapeutic support have been overwhelmingly positive on all aspects of our work. The respondents to our 2024 annual survey said:

- 94% felt more able to deal with the effects of trauma including depression and anxiety
- 91% felt the Room to Heal community has helped them maintain relationships with others
- 91% felt life is more meaningful
- 100% who participated in group therapy found it to be helpful or very helpful
- 100% of respondents who participated in individual therapy in 2024 said it was helpful or very helpful

“As an asylum seeker, knowing that you have a shoulder to lean on, and people to speak to and be listened to without being judged or ignored because of your race or color is highly therapeutic and this has been a big healing for me and my sore emotional wounds.”

Spotlight on the Mothers Project

We started this group in response to hearing how excluded expecting mothers in our groups felt when they had to stop accessing therapeutic support because of child care and breastfeeding needs. After a successful pilot in 2023, in 2024 we secured funding to run the group for three years.

Between April-June 2024, we initiated member assessment and preparation. Following this, each mother accessed between 3 and 6 1-1 therapy sessions to prepare them for joining the group. To date, 8 mothers and 12 children have been supported by both the online psychosocial support sessions and family social events under this project.

“I can feel a good change in myself...they give you good energy which I haven’t had for many years...it really helps me alot.”

In our first evaluation of the Project in October 2024 the mothers reported:

75% feeling more able to cope with the stresses of motherhood

100% feel more confident in themselves as a mother

63% feel more confident to talk to people when struggling

100% feel their child is happier since joining the group

Community Activities

Participating in community activities and sharing skills and knowledge – through cooking, gardening and creative activities – provides a foundational experience of belonging and new beginnings at Room to Heal. We offer a safe and supportive space for members to explore different skills and interests and connect with others outside of the group.

We give our members a space where they are not labelled as a homogenous group of passive ‘asylum seekers’ who have little agency in their lives. Members decide on who is cooking and what dishes to make for our communal meals and go to the shops and buy the ingredients themselves, and they help decide what plants to grow in our community garden, sharing knowledge on growing techniques from around the world. These activities all contribute to our holistic approach to improving mental health.

Weekly Community Meal

The cornerstone of our community is our weekly meal at a local community garden. Here, a different member takes it in turns to cook each week, sharing their culture and customs with other community members. Members sit and chat in the sun or by the fire in the winter, or tend to our allotment plot, and we make a special effort to celebrate birthdays and milestones such as securing leave to remain!

- In 2024 we held 53 weekly meal and gardening sessions
- 80 members attended our meals across the year

Trips and Retreats

We went on trips to Kew Gardens, Brighton Beach, Clissold Park, to the Young Vic and to visit the Compass Project at Birkbeck University to name a few. We were also able to take members on two residential retreats, one in Devon and one in South Wales. On each retreat members cook together, go on walks, relax in the sauna, visit the sea and local towns and tell stories or play games by the fire.

- 13 day trips attended by 52 members
- 2 retreats attended by 20 members. One of these retreats was a therapeutic retreat where members join a therapeutic group for three days.

Other Activities

Towards the end of 2024, we were able to start offering the female members of our community yoga classes in one of our therapy rooms with our partner organisation, The Movement Charity. We also were able to run our garden project across two sites; in our own garden at our office and on our plot in the local community garden. Tomatoes, chilli, beet, sweet potato slips, spring onions- you name it, we grew it. Another community highlight was our summer party, co-organised with two members: there were speeches, poetry, incredible live Congolese music and a fashion show where members showed off their national dress!

- 4 yoga sessions ran from November 2024
- 13 member lunches for those in our therapy groups
- 10 family socials (including trips to Spitalfields City Farm and the Young V&A)

Our Community Impact in 2024

In our 2024 annual survey the respondents said:

- 94% felt less isolated and lonely
- 94% felt supported
- 94% felt listened to
- 91% felt improved confidence
- 94% felt more positive about the future

Retreat Feedback

“[Retreat] was a session of healing, the joy we shared, the food we ate, and the tears we shed was part of a healing process we needed.”

	Spring 2024, Devon	Autumn 2024, Wales
Enjoyed the retreat	100%	100%
Felt emotionally better at the end of retreat	100%	83%
Felt physically better at the	88%	92%

end of retreat		
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Poetry Anthology and Launch

In 2024, we partnered with academics from King’s College London, Doctors of the World and Maokwo to create a Poetry Anthology responding to the far-right riots in August 2024. After a series of workshops, our 6 poets and artists performed their poems at a launch event attended by over 100 people at King’s College London in December.

The Anthology: “Do you hear me?” is available to view on our website. It features pictures of our poets' original drafts, their performance ready poems and even paintings by one community member. This anthology is testament to the power of art in responding to trauma.

“Thank you, I really enjoyed the workshops, especially the chance to explore themes of identity, culture and the recent riots. Sharing my poem, ‘I Am a Muganda Man’, was a highlight, as it allowed me to celebrate my heritage.”

Casework Support

“I often need advice. And I know that in this organisation I will always be given the right advice and help.”

The practical support we offered to our members continued to be a vital part of our holistic programme, preventing destitution and homelessness and ensuring our members were able to access the crucial welfare and support services they are entitled to. Every member in our therapeutic groups is assigned an individual caseworker who can support them on a broad range of issues depending on their needs. Once a member leaves a group, a member of our team is always able to provide signposting support if issues arise in a members life further down the line.

In 2024 we supported:

- 116 members with casework support
- 2,049 individual casework sessions and actions
- 89% of respondents to our annual survey felt that because of Room to Heal casework support they felt more able to access advice, information and support on a range of areas.

Housing and Homelessness

Room to Heal caseworkers supported our members to advocate for more appropriate accommodation and on a number of occasions, where it was not safe to stay where they had been placed or where they became homeless, we provided funds to accommodate them on an emergency / temporary basis until the issues were resolved. We also worked very closely with a number of hosting organisations (Housing Justice, Positive Action in Housing, Refugees at Home and Jesuit Refugee Service), regularly liaising to find housing hosts for a significant number of our members.

In 2024:

- 40 members helped to access suitable and safe accommodation
- 5 members helped to secure housing/prevent homelessness

Destitution

Many of our members are destitute, with no recourse to public funds (NRPF), or have been surviving on c. £49/week asylum support or c. £8.89/week if housed in a hotel. In response we secured funding to provide members with ongoing food vouchers, food deliveries, clothing, phone top-ups, taxis to health appointments and emergency accommodation. We also secured white goods and other furniture for members who were moving from temporary asylum accommodation to more long-term, secure housing, and grants for moving costs.

In 2024:

- 23 members were supported with emergency / basic needs
- We secured 18 destitution/education grants for 15 members totaling £1,685, plus 1 grant for £4,200
- We secured 37 cost of living grants totalling £925

(We worked with a range of organisations to provide financial support, including: Southall Black Sisters, The London Catalyst Samaritan Fund, Ruth Hayman Trust, Fund for Human Need, Positive Action in Housing, The Heinz, Anna and Carol Kroch Foundation and the Society of Friends of Foreigners in Distress, as well as Local Authorities Household Support Funds for help towards housing essentials.)

Immigration and Legal Protection

The long-term external context of legal aid cuts, limited good quality legal representation and a long and flawed asylum process makes it very difficult for our members to rebuild their lives. Our caseworkers support members to navigate this system, and advocate on their behalf to access their rights. This involved assistance in accessing appropriate and high-quality legal support, providing expert medico-legal evidence, and facilitating communication with solicitors. Where relevant, we also signposted members to legal advice centres and drop-ins or attended asylum interviews or hearings with members.

In 2024:

- We supported 48 members through the asylum process
- 8 members were successful in their immigration and asylum claims in 2024

Welfare, Benefits and Healthcare

For members with refugee status or leave to remain, we have supported them to access welfare services for long-term sustainable support, by helping members apply for mainstream benefits. These include Universal Credit, PIP, Housing Benefit, Child Benefit

etc. We also supported members to access GP services and dental services, apply for free prescriptions and advocate for medical support from the NHS. In September and October we hosted two workshops for members with National Energy Action on energy efficiency and saving tips in the home.

In 2024:

- 31 members were helped to access welfare/benefits
- 45 members were helped to access healthcare

Employment and Education

Our casework team also supported members in shaping educational and employment opportunities, ensuring they can integrate meaningfully once they are successful in securing leave to remain in the UK. This includes support with applying for and accessing higher education and scholarships/education grants. We also work closely with a number of mentoring programmes, where members have successfully accessed 1-to-1 guidance and support in areas of personal and professional development.

In 2024:

- 25 members were supported to access education and training.

E-Visas

In 2024 the Home Office discontinued the Biometric Residence Permit, and transitioned all migrants with immigration leave over to E-Visas. We observed that digital illiteracy and exclusion had a large part to play in how challenging members found this process. To assist our members in the transition, our caseworkers held 3 drop in afternoons to guide members through the process of making the switch or trouble shooting for those whose digital record was set up incorrectly by the Home Office.

- 17 members attended our e-visa drop in sessions

Our Casework Impact in 2024

Overall in response to our 2024 annual anonymous members' survey:

- 91% of respondents felt more able to get financial support (benefits, Universal Credit, destitution, education grants)
- 79% of respondents felt more able to get support with housing matters
- 92% of respondents felt more able to get immigration advice or support
- 89% of respondents felt more able to get healthcare support (GPs, NHS, Doctors of the World drop-in clinics)
- 95% of respondents felt more able to get education, training or employment (inc. voluntary work)

Karim's Story

Karim is a young man who studied economics at university in his home country. Due to his political beliefs, he was abducted, subject to arbitrary detention and beaten, assaulted and threatened by the army. He subsequently fled to the UK.

Karim joined our therapy group in 2022. Since then his Caseworker has supported him particularly surrounding immigration, welfare, and destitution support. After his asylum claim was refused in 2023, his solicitor dropped his case at appeal stage. We supported him to access immigration advice from a local law centre, to secure a barrister and to gather crucial evidence, including a country-expert report and medico-legal report, both on a pro-bono basis.

Our therapists also provided three supporting letters from Room to Heal, giving updates to the Home Office about the treatment he receives here. Our therapist was able to accompany him to the hearing to provide emotional support.

Beyond his appeal, we have applied for destitution grants every 6 months on behalf of this member, given that he does not receive any income or subsistence payments. We also signposted him to local clothing providers, applied for a free library card for him at a London university and referred him to a university scheme which offers several pathways into education for asylum seekers and refugees.

Karim secured Refugee Status earlier this year and is now making plans to rebuild his life.

Member Participation

We involve community members in decision making within the organisation using a range of approaches:

- 81% of respondents to our annual survey said they were given the opportunity to participate in decision making at Room to Heal

Internally this included:

- Attending our 4 community forums in 2024 to influence day-to-day & strategic activities at Room to Heal
- Both of our retreats this year were planned with members, including picking the location, the activities, the food we ate etc.
- Two members planned our summer party alongside our Community Manager
- Members are encouraged to come to us with their workshop ideas: this year a member ran a series of watercolour workshops for other members of the community.

Partner Work

Referral partners

We continued to have good two-way referrals processes with many NGOs that support torture survivors, such as Waterloo Community Counselling, Praxis, JRS, Migrants Organise, Freedom from Torture, Positive Action in Housing and Refugees at Home. We also regularly received referrals from solicitors, London-wide GPs and NHS mental health teams who recognise the value of our work. We worked with c.100 different organisations to ensure our members get the specialist support they need.

Direct service delivery partners for our members

We worked with a number of partners this year to support our community activities including: the Movement Charity for our weekly yoga class for women.

Monitoring and Evaluation

We continue to carry out an annual anonymous survey accessible to all members of the community. This enables us to get feedback on all aspects of our work. Overall, the annual survey showed a significant improvement in the majority of respondents' mental health. The results of the 2024 survey are included in this annual report and the overriding positive responses are testament to the success of the interconnectedness of our casework, therapy and community activities and the relational group and community approach underpinning our work.

In our groups, we continue to use the International Trauma Questionnaire to evaluate our clinical work. We also use an internally designed questionnaire for our Mothers Group to assess their well-being in relation to being in the group. We also use our electronic database to track all activities and actions, and document attendance at our services.

Staff- Wellbeing

We are acutely aware of the many pressures that our staff face at work, from the very real risk of vicarious trauma, to heavy workloads leading to burn out. We believe that a culture of open communication and practical support can help mitigate and catch early signs of this developing in the team.

We also recognise that staff being impacted by the work that we do is unavoidable, and that we have a pastoral duty to each other to respond with care when we become aware of our colleagues needing to step away from their work to rest.

Our holistic approach to staff well-being:

- Clinical and non-clinical supervision for all frontline staff and managers who work with our members and their stories
- Monthly supervision for all staff with their line manager
- Monthly whole team 'Feelings Meeting' where staff are able to share what is affecting them at work, in their personal lives or in the wider world in a confidential space
- Quarterly facilitated half-day discussion space focusing on intersectional experiences and identities of our staff and members, with a focus on race, gender, and sexual orientation and the intersectionalities of these and other identities
- Annual staff well-being day, where we reflect on our own self-care practices and the team culture of care
- Flexible working culture, for childcare, caring and medical conditions/appointments
- Hybrid working when not doing direct service provision

Well-being week 2024

In Autumn 2024 it became clear that all staff were feeling at the edge of their capacity due to increased demands on staff time over the summer. We decided to take an emergency organisational pause, stopping our service delivery for 1 week and focusing instead on well-being.

We held two 3-hour reflective spaces over the week, where staff could share about the things that were impacting them and discuss possible organisational actions we could take. We also made time for bonding and relaxation, including a walk in a local park and a team treasure hunt in central London kindly gifted to us by Hidden City London. The rest of the week was self-led relaxation.

"I think allowing space for people to decide what they wanted to do with part of that week themselves was great. Slowing down, and also having a bit more space to connect/talk about things also felt v important."

Financial Review

The majority of income raised in 2024 was from Trusts and Foundations (c. 95%), as in previous years. We also raised income from individual supporters and report writing (c.4%).

Our total income for 2024 was £457,875 and expenditure was £492,502, which compares with an income in 2023 of £423,709 and expenditure of £431,532. We received a number of restricted grants in 2024 for projects that continued into 2025, so £57,751 of restricted reserves were carried over into 2025.

The United Nations Voluntary Fund for Victims of Torture (UNVFVT) grant for direct assistance (Project P-829-DA-24) has been spent in the period examined in these accounts (1st January 2024 - 31st December 2024) and in accordance with the terms of the offer letter. The grant was spent as follows: therapeutic staff salaries £39,127, member travel fares £3,395,

contribution to rent costs £4,952 and contribution to Independent examiner's fees £472.

Thank You

We would like to say a huge thank you to every supporter who donated to Room to Heal in 2024 and made our work possible.

We'd like to thank the following funders for their generous unrestricted grants and donations:

- The A B Charitable Trust
- The Blue Moon Trust
- The Bromley Trust
- Linbury Trust
- Lloyds Bank Foundation
- The Rimini Foundation
- The Roddick Foundation
- The Swire Charitable Trust
- Tudor Trust

We'd also like to thank all of the funders who generously provided restricted grants, who are listed in the Financial Statements on page 38.

Thank you also to each and every one of our individual supporters, who have contributed monthly and/or who have provided ad hoc donations. Thank you too to all of our donors who wish to remain anonymous. We hugely appreciate every contribution to our work and would like to thank all of our supporters for standing by our community members during the year.

Fundraising Practices Statement

The trustees reviewed the Charity Commission guidance Charity fundraising: a guide to trustee duties (CC20) and are confident that obligations are being met.

Room to Heal is registered with the Fundraising Regulator and abides by their Codes of Fundraising Practice and Fundraising Promise.

In 2024 we had a part-time salaried Fundraiser until early June who carried out our fundraising with Trusts and Foundations and individual supporters. From late July 2024 we had a freelance Fundraiser who continued this work. We also had a new-part-time Fundraising Officer from January 2024, who supported our Fundraiser throughout the year.

We did not use third party fundraisers or commercial participators during the year.

We have a fundraising complaints process, which the trustees reviewed and agreed, and which is published on our website. We didn't receive any fundraising complaints in 2024.

We are aware of our responsibilities to protect vulnerable people and other members of the public from undue pressure in relation to fundraising. Steps taken include full understanding of, and compliance with, the Fundraising Regulator's Fundraising Promise and Codes of Fundraising Practice. We also have a Vulnerable Supporter Policy approved by trustees, which staff/trustees involved in fundraising adhere to, and which is reviewed annually. During the year, we are not aware of any occasions when we had reason to believe that a donor lacked capacity to make an informed decision in relation to fundraising.

Financial oversight of income generation and expenditure is provided by the Co-Directors and Finance Manager, who report to the trustees at quarterly Board meetings and at interim Finance Sub-Committee meetings.

Reports are filed in accordance with the regulations set out by Companies House and the Charity Commission.

Reserves Policy

The trustees reviewed the reserves policy and have concluded to continue holding free reserves equivalent to between three and six months of the current working budget where free reserves are the unrestricted reserves less fixed assets and designated funds. This is currently between £110,400 and £220,800 for the 2025 working budget. This will allow the charity to continue normal activities in the event of a significant drop in funding or increased overheads and run efficiently to meet the needs of its members and staff. In addition, the reserves may also be used for innovation and development opportunities that are in line with the charity's objects. The reserves level continues to be reviewed on a quarterly basis by the board of trustees. The unrestricted funds (and also the free reserves) available to the charity as at 31 December 2024 were £164,777.

Risk Management

Room to Heal trustees regularly review the major strategic, business and operational risks faced by the charity and systems have been developed to mitigate the significant risks. Our Risk Register analyses these risks in terms of probability, potential impact and actions necessary to mitigate these risks.

Trustees' Responsibilities

The trustees (who are also directors of Room to Heal for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing 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 UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

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.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

This report was approved by the trustees on 11 / 07 / 2025 and signed on their behalf by:



Emily Haisely, Chair of the Board



Rim Rahimtulla, Treasurer

Independent Examiner's Report to the trustees of Room to Heal

I report on the accounts of the charity for the year ended 31 December 2023 set out on pages 26 to 42.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants of Scotland.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



11 / 07 / 2025

Kate Adderley CA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

Room To Heal
Statement of Financial Activities
(including Income and Expenditure account)
for the year ended 31 December 2024

	Note	Unrestricted funds £	Restricted funds £	Total funds 2024 £	<i>Unrestricted funds</i> <i>£</i>	<i>Restricted funds</i> <i>£</i>	<i>Total funds</i> <i>2023</i> <i>£</i>
Income from:							
Donations and legacies	3	204,668	247,887	452,555	213,327	199,852	413,179
Charitable activities	4	1,296	-	1,296	8,417	-	8,417
Investment income	5	4,024	-	4,024	2,113	-	2,113
Total income		209,988	247,887	457,875	223,857	199,852	423,709
Expenditure on:							
Raising funds	6	39,650	-	39,650	44,776	-	44,776
Charitable activities	7	202,869	249,983	452,852	180,298	206,458	386,756
Total expenditure		242,519	249,983	492,502	225,074	206,458	431,532
Net income/(expenditure) for the year	9	(32,531)	(2,096)	(34,627)	(1,217)	(6,606)	(7,823)
Transfer between funds		-	-	-	-	-	-
Net movement in funds for the year		(32,531)	(2,096)	(34,627)	(1,217)	(6,606)	(7,823)
Reconciliation of funds							
Total funds brought forward		197,308	59,847	257,155	198,525	66,453	264,978
Total funds carried forward		164,777	57,751	222,528	197,308	59,847	257,155

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

Room To Heal
Company number 6744055

Balance sheet as at 31 December 2024

	Note	2024		2023	
		£	£	£	£
Fixed assets					
Tangible assets	14		-		-
			<hr/>		<hr/>
Total fixed assets			-		-
Current assets					
Debtors	15	46,327		4,485	
Cash at bank and in hand		194,750		272,540	
		<hr/>		<hr/>	
Total current assets		241,077		277,025	
Liabilities					
Creditors: amounts falling due in less than one year	16	(18,549)		(19,870)	
		<hr/>		<hr/>	
Net current assets			222,528		257,155
			<hr/>		<hr/>
Total assets less current liabilities			222,528		257,155
			<hr/>		<hr/>
Net assets			222,528		257,155
			<hr/> <hr/>		<hr/> <hr/>
The funds of the charity:					
Restricted income funds	17		57,751		59,847
Unrestricted income funds	18		164,777		197,308
			<hr/>		<hr/>
Total charity funds			222,528		257,155
			<hr/> <hr/>		<hr/> <hr/>

For the year in question, the company was entitled to exemption from an audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 28 to 42 form part of these accounts.

Approved by the trustees and signed on their behalf on 11 / 07 / 2025 by:

Emily Haisley

Emily Haisley (Chair)

Rim Rahimtulla

Rim Rahimtulla (Treasurer)

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

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 applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 - (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Room To Heal meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

b Judgments and estimates

The trustees have made no key judgments which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

c Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

d Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

Notes to the accounts for the year ended 31 December 2024 (continued)

e Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

f Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

g Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

h Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on cost of raising funds includes the costs of fundraising wages and associated costs and support costs
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. The bases on which support costs have been allocated are set out in note 8.

Notes to the accounts for the year ended 31 December 2024 (continued)

j Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Leasehold improvements	3 years
Equipment	3 years

k Debtors

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

l Cash at bank and in hand

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

m 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.

n Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

o Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 10. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 8.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

Room To Heal

Notes to the accounts for the year ended 31 December 2024 (continued)

3 Income from donations and legacies

	Unrestricted £	Restricted £	Total 2024 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2023</i> £
Grants and donations	180,370	247,887	428,257	211,607	199,852	411,459
Donated services	24,298	-	24,298	1,720	-	1,720
Total	204,668	247,887	452,555	213,327	199,852	413,179

4 Income from charitable activities

	Unrestricted £	Restricted £	Total 2024 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2023</i> £
Outreach and model sharing	-	-	-	2,725	-	2,725
Invoiced services	1,296	-	1,296	5,692	-	5,692
	1,296	-	1,296	8,417	-	8,417

Room To Heal

Notes to the accounts for the year ended 31 December 2024 (continued)

5 Investment income

	Unrestricted £	Restricted £	Total 2024 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2023</i> £
Income from bank deposits	4,024	-	4,024	2,113	-	2,113
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	4,024	-	4,024	2,113	-	2,113
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

6 Cost of raising funds

	Unrestricted £	Restricted £	2024 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>2023</i> £
Staff costs	19,586	-	19,586	36,581	-	36,581
Fundraising expenses	2,596	-	2,596	2,540	-	2,540
Freelance fundraiser costs	13,920	-	13,920	-	-	-
Support costs (see note 8)	2,991	-	2,991	4,978	-	4,978
Governance costs (see note 8)	557	-	557	677	-	677
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	39,650	-	39,650	44,776	-	44,776
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Room To Heal

Notes to the accounts for the year ended 31 December 2024 (continued)

7 Analysis of expenditure on charitable activities

	Total 2024	Total 2023
	£	£
Staff costs	290,695	260,066
Supervision, training and other staff costs	16,252	14,371
Recruitment and CRB checks	1,655	2,304
Other project costs	1,985	1,922
Events	1,471	1,887
Consultancy	3,616	940
Member travel	14,287	12,711
Community meal expenses	5,540	5,124
Project equipment (gardening materials etc)	1,189	3,989
Therapeutic retreats and trips	8,030	6,138
Psychiatric report costs	-	778
Access and emergency costs for members	3,681	6,466
Database	2,280	3,030
Professional membership	885	841
Depreciation	-	448
Therapy rooms and office rent	28,728	25,538
Legal costs - donated services	19,893	-
Support costs (see note 8)	44,398	35,392
Governance costs (see note 8)	8,267	4,811
	<u>452,852</u>	<u>386,756</u>
Restricted expenditure	249,983	206,458
Unrestricted expenditure	202,869	180,298
	<u>452,852</u>	<u>386,756</u>

Room To Heal

Notes to the accounts for the year ended 31 December 2024 (continued)

8 Analysis of governance and support costs

	Support £	Governance £	Total 2024 £	Support £	Governance £	Total 2023 £
Staff costs	38,763	6,375	45,138	32,855	3,480	36,335
Insurance (ELI)	2,895	-	2,895	2,060	-	2,060
IT consumables and IT support	2,249	-	2,249	2,403	-	2,403
Telephone and internet	1,427	-	1,427	1,332	-	1,332
Office admin and expenses	2,056	-	2,056	1,720	-	1,720
Governance admin and expenses	-	150	150	-	268	268
Independent examiner's fees	-	2,298	2,298	-	1,740	1,740
	<u>47,390</u>	<u>8,823</u>	<u>56,213</u>	<u>40,370</u>	<u>5,488</u>	<u>45,858</u>
Allocated as follows:						
Cost of raising funds	2,991	557	3,548	4,978	677	5,655
Charitable activities	44,398	8,267	52,665	35,392	4,811	40,203
	<u>47,389</u>	<u>8,824</u>	<u>56,213</u>	<u>40,370</u>	<u>5,488</u>	<u>45,858</u>

Support and governance costs are allocated in proportion to staff costs.

Notes to the accounts for the year ended 31 December 2024 (continued)

9 Net income/(expenditure) for the year

This is stated after charging/(crediting):	2024 £	2023 £
Depreciation	-	448
Licence agreement:		
Property	26,728	25,537
Independent examiner's fee	2,298	1,740
	<u> </u>	<u> </u>

10 Staff costs

Staff costs during the year were as follows:

	2024 £	2023 £
Wages and salaries	323,420	300,693
Social security costs	21,147	20,857
Pension costs	10,852	11,433
	<u> </u>	<u> </u>
	355,419	332,983
	<u> </u>	<u> </u>

Allocated as follows:

Cost of raising funds	19,586	36,582
Charitable activities	290,695	260,066
Support costs	38,763	32,855
Governance costs	6,375	3,480
	<u> </u>	<u> </u>
	355,419	332,983
	<u> </u>	<u> </u>

No employees has employee benefits in excess of £60,000 (2023: Nil).

The average number of staff employed during the period was 15 (2023: 13).

The average full time equivalent number of staff employed during the period was 9 (2023: 8).

A payment of £16,725 was paid to an employee in relation to their departure during the year.

The key management personnel of the charity comprise the trustees and the Directors. The total employee benefits of the key management personnel of the charity were £62,072 (2023: £70,457).

Notes to the accounts for the year ended 31 December 2024 (continued)

11 Trustee remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration during the year. No expenses were reimbursed during the year (2023: £19).

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year.

There are no donations from related parties which are outside the normal course of business. Aggregate unrestricted donations were £1,080 (2023: £1,080)

12 Government grants

Room to Heal does not receive any direct government funding. The funder in this category is the United Nations Voluntary Fund for Victims of Torture, managed by the UN's Office of the High Commissioner for Human Rights and funded by voluntary contributions mostly from UN member states.

The government grants recognised in the accounts were as follows:

	2024	2023
	£	£
UNVFVT Direct Assistance Programme	47,946	50,715
	<hr/>	<hr/>
	47,946	50,715
	<hr/> <hr/>	<hr/> <hr/>

There were no unfulfilled conditions at the end of the accounting period.

13 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Notes to the accounts for the year ended 31 December 2024 (continued)

14 Fixed assets: tangible assets

	Leasehold improvements £	Equipment £	Total £
Cost			
At 1 January 2024	6,800	1,698	8,498
	<hr/>	<hr/>	<hr/>
At 31 December 2024	6,800	1,698	8,498
	<hr/>	<hr/>	<hr/>
Depreciation			
At 1 January 2024	6,800	1,698	8,498
Charge for the year	-	-	-
	<hr/>	<hr/>	<hr/>
At 31 December 2024	6,800	1,698	8,498
	<hr/>	<hr/>	<hr/>
Net book value			
At 31 December 2024	-	-	-
	<hr/>	<hr/>	<hr/>
<i>At 31 December 2023</i>	-	-	-
	<hr/>	<hr/>	<hr/>

15 Debtors

	2024 £	2023 £
Trade debtors	-	778
Accrued income	43,862	612
Prepayments	2,465	3,095
	<hr/>	<hr/>
	46,327	4,485
	<hr/>	<hr/>

16 Creditors: amounts falling due within one year

	2024 £	2023 £
Accruals and deferred income	13,385	13,566
Other creditors	221	500
Taxation and social security costs	4,943	5,804
	<hr/>	<hr/>
	18,549	19,870
	<hr/>	<hr/>

Room To Heal

Notes to the accounts for the year ended 31 December 2024 (continued)

17 Analysis of movements in restricted funds

	Balance at 1 January 2024 £	Income £	Expenditure £	Transfers £	Balance at 31 December 2024 £
2024 Mothers & Child Psychosocial Project	1,892	1,849	(3,741)	-	-
Catholic Clothing Guild	-	1,100	(820)	-	280
City Bridge Trust	6,179	37,850	(41,712)	-	2,317
CMS Law	-	500	(500)	-	-
Fishmongers' Company's Charitable Trust	15,022	-	(15,022)	-	-
Grocers	-	5,000	(5,000)	-	-
The Henry Smith Charity	26,375	64,200	(70,486)	-	20,089
Matrix Causes Fund	750	-	(750)	-	-
Monica Rabagliati Charitable Trust	3,000	-	(3,000)	-	-
Mount Trust	-	4,000	(4,000)	-	-
National Lottery Awards for All	-	19,775	(4,334)	-	15,441
Souter Charitable Trust	-	2,000	(2,000)	-	-
London Churches Refugee Fund	900	1,750	(2,150)	-	500
UNVFVT Direct Assistance Programme	-	47,946	(47,946)	-	-
Ford Britain Trust	250	-	(118)	-	132
London Catalyst	1,385	1,500	(1,475)	-	1,410
The Roddick Foundation	-	1,000	-	-	1,000
Stanley Thomas Johnson Foundation	-	59,417	(43,653)	-	15,764
Sutasoma Trust	22	-	(3)	-	19
Tudor Trust	1,572	-	(773)	-	799
Sir Jules Thorn Charitable Trust	2,500	-	(2,500)	-	-
Total	59,847	247,887	(249,983)	-	57,751

Notes to the accounts for the year ended 31 December 2024 (continued)

Comparative period

	<i>Balance at 1 January 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers £</i>	<i>Balance at 31 December 2023 £</i>
2023 Mental Health Fund	11,537	1,480	(13,017)	-	-
2024 Mothers & Child	-	1,892	-	-	1,892
Black Heritage Fund	-	6,400	(6,400)	-	-
City Bridge Trust	1,938	37,350	(33,109)	-	6,179
Evan Cornish Foundation	-	7,500	(7,500)	-	-
Fishmongers' Company's Charitable Trust	7,522	15,000	(7,500)	-	15,022
The Henry Smith Charity	9,775	35,000	(18,400)	-	26,375
Lapid Trust	-	10,000	(10,000)	-	-
Matrix Causes Fund	2,625	-	(1,875)	-	750
Monica Rabagliati Charitable Trust	-	3,000	-	-	3,000
Morris Charitable Trust	3,000	-	(3,000)	-	-
Mrs Smith & Mount Trust	5,000	-	(5,000)	-	-
National Garden Scheme	-	2,459	(2,459)	-	-
Nationwide Community Grants	4,291	-	(4,291)	-	-
People's Postcode Lottery	19,915	-	(19,915)	-	-
Souter Charitable Trust	-	3,000	(3,000)	-	-
London Churches Refugee Fund	850	1,900	(1,850)	-	900
London Community Foundation	-	10,000	(10,000)	-	-
UNVFVT Direct Assistance Programme	-	50,715	(50,715)	-	-
Bank of America	-	3,986	(3,986)	-	-
CMS Law	-	500	(500)	-	-
Ford Britain Trust	-	250	-	-	250
London Catalyst	-	1,500	(115)	-	1,385
Skipton Building Society Charitable Foundation	-	2,000	(2,000)	-	-
Sutasoma Trust	-	420	(398)	-	22
The Mbili Charitable Trust	-	1,000	(1,000)	-	-
Tudor Trust	-	2,000	(428)	-	1,572
Sir Jules Thorn Charitable Trust	-	2,500	-	-	2,500
Total	66,453	199,852	(206,458)	-	59,847

Room To Heal

Notes to the accounts for the year ended 31 December 2024 (continued)

Name of restricted fund	Description, nature and purposes of the fund
2023 Mental Health	Individual donations towards 2023 Therapeutic Programme.
2024 Mothers & Child Psychosocial Project	Individual supporter donations towards the mothers & child psychosocial project.
Black Heritage Fund	This grant funded two therapeutic retreats.
Catholic Clothing Guild	This grant supported members with clothing.
City Bridge Trust	This grant covers the salary of a caseworker and contributes to the salary of a therapist as well as associated running costs.
CMS Law	This grant contributed towards our casework programme.
Evan Cornish Foundation	This grant contributed to holistic support, including therapy, casework and operations staff costs as well as office costs.
Fishmongers' Company's Charitable Trust	This grant helped fund a new 1-year therapy group.
Grocers' Charity	This grant contributed to our casework programme.
The Henry Smith Charity	This grant contributed to the salary costs of the director, with a contribution to overheads.
Lapid Trust	This grant contributed to the mothers' group pilot project.
Matrix Causes Fund	This grant funded staff training to ensure RTH is anti-racist & culturally appropriate.
Monica Rabagliati Charitable Trust	This grant is to contribute to the mothers' group project.
Mrs Smith & Mount Trust	This Mount Fund grant contributed towards salary costs for Caseworker and Clinical Administrator to support members with housing, healthcare, welfare and accessing legal
National Lottery Awards for All	This grant contributed to our casework and community activities.
Souter Charitable Trust	This grant contributed to the mothers' group pilot project.
London Churches Refugee Fund	This grant contributed to community member travel costs.
UNVFVT Direct Assistance Programme	(Project P-829-DA-24) This grant has been spent in the period examined in these accounts (1 January 2024 - 31 December 2024) and in accordance with the terms of the offer letter. The grant was spent as follows: therapeutic staff salaries £39,127, member travel fares £3,395, contribution to rent costs £4,952 and contribution to Independent examiner's fees £472.
CMS Law	This grant contributed towards our casework programme.
Ford Britain Trust	This grant is to contribute to children's toys and activities for the mothers' group.
London Catalyst	This Samaritan Grant contributed towards emergency and hardship costs for community members in need.
The Roddick Foundation	This grant is for use towards staff wellbeing.
Stanley Thomas Johnson Foundation	This grant contributed to delivery costs for our Mother and Child Psychosocial Project, including therapy, casework and family socials.
Sutasoma Trust	This grant contributed to travel costs for the mothers' group.
Tudor Trust	This grant is for use towards staff, volunteer and trustee wellbeing.
Sir Jules Thorn Charitable Trust	This Ann Rylands Small Donations grant is to contribute to casework and therapy salary costs.

Notes to the accounts for the year ended 31 December 2024 (continued)

18 Analysis of movement in unrestricted funds

	Balance at 1 January 2024 £	Income £	Expenditure £	Transfers £	As at 31 December 2024 £
General fund	182,008	209,988	(227,219)	-	164,777
Designated fund	15,300	-	(15,300)	-	-
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	197,308	209,988	(242,519)	-	164,777
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Comparative period					
	Balance at 1 January 2023 £	Income £	Expenditure £	Transfers £	As at 31 December 2023 £
General fund	173,525	223,857	(225,074)	9,700	182,008
Designated fund	25,000	-	-	(9,700)	15,300
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	173,525	223,857	(225,074)	(9,700)	197,308
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

**Name of
unrestricted fund****Description, nature and purposes of the fund**

General fund

The free reserves after allowing for all designated funds

Designated fund

Planned expenditure to help ensure organisational resilience in 2024 focused on strategic objectives including communications, income diversification and structural sustainability.

Notes to the accounts for the year ended 31 December 2024 (continued)

19 Analysis of net assets between funds

	General fund £	Designated funds £	Restricted funds £	Total 2024 £
Tangible fixed assets	-	-	-	-
Net current assets/(liabilities)	164,777	-	57,751	222,528
Total	164,777	-	57,751	222,528
<i>Comparative period</i>				
	<i>General fund £</i>	<i>Designated funds £</i>	<i>Restricted funds £</i>	<i>Total 2023 £</i>
<i>Tangible fixed assets</i>	-	-	-	-
<i>Net current assets/(liabilities)</i>	<i>182,008</i>	<i>15,300</i>	<i>59,847</i>	<i>257,155</i>
Total	182,008	25,000	59,847	257,155

ROOM TO HEAL

England & Wales - Charity number 1128857

Accounts

Company number: 06744055

Charity number: 1128857



Room to Heal

Trustees' Report and Financial Statements

For the year ended 31 December 2023

Room to Heal
Reference and administration information

STATUTORY INFORMATION

The Directors of the charitable company are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees.

Trustees

Emily Haisley - Chair
Rim Rahimtulla - Treasurer
Susannah Fairweather
Michelle Knorr
Emeka Forbes-Hastings
Areej Osman
Rosanna Thomasoo, until November 2023

Registered Office

Mildmay Community Centre, Woodville Road, London N16 8NA

Company Number

06744055

Charity Number

1128857

Bankers

The Co-operative Bank, 62-64 Southampton Row, London WC1B 4AR
Triodos Bank, Deanery Road, Bristol BS1 5AS

Independent Examiner

Kate Adderley CA, Third Sector Accountancy Limited, Holyoake House, Hanover Street, Manchester M60 0AS

Status

The company, number 06744055, is limited by guarantee and has charitable status. The charity registration number is 1128857. It has a Memorandum and Articles of Association as its governing document.

Room to Heal

Trustees' annual report for the year ended 31 December 2023

The Trustees present their report and the independently examined financial statements of the charitable company for the year ended 31 December 2023. Included within the trustees' report is the directors' report as required by company law.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

The statutory information is shown on page 1.

Charitable Objects

The objects for which the Charity is established are:

1) To promote human rights (as set out in the Universal Declaration of Human Rights and subsequent United Nations Conventions and Declarations) throughout the world by all or any of the following means:

- (a) Relieving need among the victims of human rights abuse;
- (b) Obtaining redress for the victims of human rights abuse;
- (c) Research into human rights issues;
- (d) Raising awareness of human rights issues;
- (e) Promoting respect for human rights among individuals and organisations;
- (f) Providing technical advice to government and others on human rights matters;
- (g) Contributing to the sound administration of human rights law;
- (h) Commenting on proposed human rights legislation;
- (i) Promoting public support for human rights;
- (j) International advocacy of human rights; and
- (k) Eliminating infringements of human rights.

2) To promote social inclusion for the benefit of the public by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

Public Benefit

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives of the charity.

Room to Heal

Trustees' annual report for the year ended 31 December 2023

Structure, Governance and Management

Room to Heal's trustees meet at least quarterly and regularly review progress against adopted priorities. As part of these discussions, opportunities and risks facing the organisation are also reviewed. The Chair and Director, as well as the Treasurer and Director, also meet regularly between meetings. Trustees delegate the day-to-day management of the charity to the Director.

Trustee positions are advertised and new trustees are nominated and appointed by the existing trustees. The trustees would invite prospective new trustees to attend meetings informally to gain an understanding of the role and responsibilities of trustees. Formal training would also be provided, as necessary, to gain further understanding of the role and responsibilities of trustees.

Staff

Elli Free, Director, until August 2023
Dilara Harvey-Smith, Director from May 2023
Roro Ratih Ambarwati, Group Therapist
Imogen Butler, Finance Manager
Suzie Grayburn, Group Counsellor
Fartun Guled, Group Counsellor
Veronica Haag, Caseworker, on maternity leave in 2023
Mary Hannity, Clinical Administrator
Jane Matthews, Fundraising Manager
Emily White, Community Manager
Bert-Jan Zuiderduin, Group Therapist
Cat Baker, Caseworker, until October 2023
Sebastian Short, Caseworker, from November 2023
Iman Nafi, Group Therapist, from October 2023

Sessional Staff

Mary Raphaely, Clinical Supervisor
Maide Showell, Clinical Supervisor
Patricia Rea-Woodhouse, Clinical Supervisor, from June 2023
Marc Sutton, IT Support

Clinical and Non-Clinical Supervision

Regular clinical supervision was provided by Mary Raphaely, Maide Showell and Patricia Rae-Wood during 2023. Mary is a group psychotherapist with over 30 years' experience, previously worked at Freedom from Torture. Maide Showell also provided non-clinical supervision to caseworkers during 2023. Maide has worked as a therapist at Freedom from Torture for over 20 years and is also an experienced training clinician and clinical supervisor. Patricia Rea-Woodhouse has over 20 years' experience in social work, primarily with children & families and 15 years as a psychotherapist with individual adults and groups.

Room to Heal

Trustees' annual report for the year ended 31 December 2023

Volunteers and Pro Bono Support

Room to Heal's volunteers and pro bono professional support is vital to the running of the charity and we'd like to record our appreciation for their enormous contribution to our work. During 2023, our staff team was joined by a number of volunteers and professionals working pro bono in a range of capacities including, but not limited to, website design and management, supporting our members with casework guidance, and gardening and cooking delicious, healthy meals for our members. We would like to say a special thank you to Kathy Barber our Website Consultant and Bejal Desai, Culpeper Volunteer.

Thank You

We'd like to record our great thanks to the trustee board, staff, volunteers, members and supporters for all their hard work and support throughout the year to ensure our community members continued to receive vital support in an increasingly hostile external environment.

About us

Our mission

To support people who have survived torture and human rights abuse to rebuild their lives in exile through an integrated, community-based programme of therapeutic and casework assistance.

Our work

Room to Heal is a small, frontline human rights charity. Our purpose is to support refugees and people seeking asylum who have survived torture, trafficking and other gross human rights abuse to rebuild their lives in exile. In the 15 years since its foundation, Room to Heal has developed a high level of expertise in supporting torture survivors. Our experience and findings demonstrate the transformative potential of relational group therapy for survivors. There is nowhere in London, or nationally, that provides the same kind of support that Room to Heal does - our model of long-term relational group therapy, intertwined with casework support set within a community is unique.

Torture survivors who are seeking asylum are excluded from living a normal life in the UK and are expected to live in long-term isolation in a hostile environment, not able to work or support themselves. Feelings of loneliness and shame, a lack of trust and self worth, and suicidal ideation are common. In this context any positive results of time-limited individual psychological support are short-lived as people are retraumatised through the protracted UK asylum system that they are forced to endure, often for years. Many of our members have symptoms of complex PTSD which requires longer term, relational approaches to treatment and yet we see organisations shifting ever more towards psychological shorter-term interventions.

Our experience and academic research shows long-term group and community work is an effective way to address this trauma. Our group resilience model promotes anti-racist behaviours, challenges the patient-expert model and is respectful of different cultural approaches to mental health.

The framework within which we work

It is clear from feedback from community members that Room to Heal provides a rare holistic service where people are truly facilitated to build trusting and meaningful relationships, becoming agents for change within their own therapeutic journey through belonging to a mutually supportive community of fellow survivors. In our recent, anonymous annual survey, members described what Room to Heal means to them:

“Room to Heal has helped me to be who I am today. I had lost hope and trust. Isolated, depressed and extremely lost the confidence to be who is me as a person. Was just smelling death. I found them and they found me at the right time.”

Room to Heal

Trustees' annual report for the year ended 31 December 2023

“Room to Heal is very helpful. People like us that do not have a voice, they always stand for us. I have nothing bad to say about Room to Heal. All I can say, I cannot say they need to change. All they are doing, they are doing the best. If Room to Heal is no more, we would not be able to live. We would be dead.”

Torture devastates lives, and survivors are left with a shattered sense of self, a deep distrust of relationships and an active expectancy of being harmed and humiliated. We work at depth, ensuring therapy and casework are interconnected, which enables us to respond to each individual on their particular journey. The path to recovery can be long and nonlinear.

Room to Heal’s holistic assistance model, integrating psychotherapy (initially 1-1 leading to group therapy), casework and community support for survivors is unique. When combined, these three elements create a powerful, person-centred environment for survivors.

Re-connection with the natural environment is also an important part of the healing process at Room to Heal: we enable this through weekly gatherings in the gardens, use of the garden space in our therapy sessions, gardening activities and rural retreats. Coming together as a community on a weekly basis, our members come to trust us and each other, to share their fears and hopes, and gradually they feel less isolated, become more confident and gain new meaning in their lives.

Our model of long-term relational group therapy, intertwined with casework support set within a community is unique. We see larger therapeutic organisations (statutory and NGOs) shifting ever more towards individual, short-term psychological treatment to help people recover from trauma. We are at the vanguard of ensuring torture survivors receive the support they need in London. Currently there are no other organisations that provide these crucial services in London.

External environment

In terms of the external political environment we’re working in, you will be aware of the increasingly hostile government policies and practices, including the Nationality and Borders Act 2022 and the Illegal Migration Act 2023, plus related hostile media narrative. Despite the recent Supreme Court ruling that it would be unlawful for refugees to be removed to Rwanda, the government continues to press ahead with its plans, creating ongoing uncertainty for our members who increasingly fear for a safe future here.

Finding suitable housing for our members in London continues to be long-term, challenging and intensive work, due to the shortage of available single-room accommodation, so our caseworkers often support the same people, multiple times, to overcome long-term housing challenges. This was exacerbated by the Home Office’s recent policy to serve eviction notices a mere 7 days after a person receives their status, giving people virtually no time to apply for welfare benefits and housing. This change saw homelessness among recently recognised refugees triple (Big Issue, Nov 2023) and was widely criticised by charities supporting homeless people and charities supporting refugees. Fortunately the Home Office has now reversed this decision and has returned to giving people 28

Room to Heal

Trustees' annual report for the year ended 31 December 2023

days notice for their 'move on' period from asylum accommodation, but this is still insufficient time for people to find new housing and welfare support, and continues to be a period of significant distress for those granted leave to remain.

The cost-of-living crisis has increased levels of destitution for members and we are spending more time supporting members through this crisis, helping them access financial/welfare support. Alongside this, members continue to be impacted by long waiting periods for Home Office and tribunal decisions, and a struggling National Health Service including mental health services. For torture survivors experiencing serious mental health difficulties, the ability to navigate this diminishing support in multiple areas is hugely challenging.

“Healing has helped me emotionally, physically and to have peace of mind.”



Photo: Culpeper in August 2023

Room to Heal

Trustees' annual report for the year ended 31 December 2023

Our strategic aims for 2020-2024

Our overall goal is to support people who have survived torture and human rights abuse to rebuild their lives in exile through an integrated, community-based programme of therapeutic and casework assistance.

Aims	Activities	Outcomes
<p>1. To enable people to heal from their traumatic experiences and restore meaning to their lives</p>	<ul style="list-style-type: none"> • Assessments and time-limited individual therapies • Therapeutic groups and intensive therapeutic retreats • Nature therapies and social gardening sessions • Creative activities • Member forums and increased opportunity to engage in debates around the treatment and care of refugees and people seeking asylum and raising public awareness 	<ul style="list-style-type: none"> • Reduced anxiety, depression and related post-traumatic symptoms • Increased ability to articulate traumatic history and withstand the challenges of the asylum process • Reduced isolation and marginalisation • Increased sense of belonging and integration • Increased sense of wellbeing/ meaning/ purpose in life
<p>2. To assist people in dealing with material challenges, navigating the asylum process and integrating into the UK</p>	<ul style="list-style-type: none"> • Casework sessions to address health, legal, education, housing and welfare issues • Interventions in support of asylum (e.g. therapeutic input to Medico Legal Reports) and material needs • Support to help people into education, training and employment 	<p>Our members will have:</p> <ul style="list-style-type: none"> • a better quality and standard of life and will integrate into society due to having greater ability to navigate asylum processes and: • secured one or more of the following - better access to advisory services (legal, welfare, health), legal representation, improved housing, improved medical care and or welfare and grants

Room to Heal

Trustees' annual report for the year ended 31 December 2023

		<ul style="list-style-type: none"> • accessed education, voluntary work and / or employment-related training
<p>3. To enable local communities, policy makers, service providers and the general public to respond more appropriately to the needs of refugees and people seeking asylum</p>	<p>This will be delivered through training (see Aim 5 below), communications and policy work in collaboration with other organisations. Activities will include:</p> <ul style="list-style-type: none"> • Articles, media materials and best practice guidelines • Training sessions • Public events and exhibitions • Policy meetings and workshops <p>Our policy focus is premised on working in partnership with other organisations and currently has 3 aims:</p> <ul style="list-style-type: none"> • Ending immigration detention • Challenging hostile environment government policies • Giving people seeking asylum the right to work 	<ul style="list-style-type: none"> • Local communities, policy makers, mainstream service providers and the general public demonstrate greater understanding of the needs of survivors of torture and organised violence • Policy and practice are better suited to meeting the needs of survivors of torture and organised violence
<p>4. To ensure meaningful community engagement for, and decision making by, members within Room to Heal</p>	<ul style="list-style-type: none"> • Regular community forums involve members in planning Room to Heal activities, community and strategic development • Members co-lead on community activities • Members participate in recruitment of staff • Members participate in Aim 3 on policy and campaigns work • Having people with lived experience on the board of trustees and the staff team 	<ul style="list-style-type: none"> • Room to Heal provides a service that is appropriate and sensitive to members and meets with the challenges they are facing • Room to Heal and its members prioritise the most damaging government policies, and campaign against these to limit the negative impact on our members and more generally for all people seeking asylum and refugees in the UK • Members are empowered to advocate on issues that are important to them

Room to Heal

Trustees' annual report for the year ended 31 December 2023

		<ul style="list-style-type: none"> • People with lived experience are part of the board of trustees and the staff team
<p>5. To develop partnerships across London, the UK and internationally to increase access to group and community support to people seeking asylum and refugees</p>	<ul style="list-style-type: none"> • Increase the number of relational therapy groups in community settings • Train partner refugee organisations in relational group therapy and community work 	<ul style="list-style-type: none"> • Knowledge is shared and there is a greater understanding of the benefits of relational group therapy in community settings • Services for people seeking asylum and refugees are improved collaboratively

Our Year in Figures

Over the last year we supported **173** people, of which **67** were new referrals. We ran two long-term groups, one time-limited group and piloted a new psychosocial project - Mother's Group. We had a rich community programme, ranging from residential retreats to day trips, which 75 members got involved in.

Therapy

- 67 people were referred to Room to Heal and 48 people had assessments with a therapist
- 79 people provided with 258 one-to-one therapy sessions
- 34 people regularly participated in 144 weekly group therapy sessions, across 4 therapy groups
- 5 mothers participated in 22 weekly online sessions as part of the new Mother's Group pilot project
- 16 people participated in two therapeutic residential retreats (one held in spring in Devon, one in autumn in Kent).

Casework

- 136 people were supported with casework and referral matters
- 15 people supported with food, clothing and essentials
- 39 people helped to access suitable and safe accommodation: 9 members helped to secure housing/prevent homelessness 11 times and an additional 30 members advised on housing issues
- 76 people were helped to access healthcare
- 38 people were helped to access welfare/benefits
- 35 people were helped to access education, training or employment
- 44 people were helped to navigate the asylum process (e.g. secure legal representation) of which 9 people secured refugee status or other form of leave.

Community

- 75 people were involved in social and community activities across the year
- 54 people attended the weekly community meals at Culpeper, with some participants working our garden allotment at Culpeper
- 7 people participated in 24 gardening sessions at our Mildmay garden
- 43 people attended 13 day trips and outings (inc. a seaside trip, park and gardens trips (Kew, Organiclea), cinema and theatre trips
- 11 social gatherings for 5 mothers & 7 children in our pilot social gatherings running fortnightly July to December
- 37 members attended 3 community forums for members to participate in decision making on strategic direction and day-to-day activities at Room to Heal
- 10 members participated in staff and volunteer interview panels

Programme of Work

Therapeutic Programme

At the core of our work lies the belief that trauma survivors hold immense strength within themselves to heal and rediscover purpose in life. We create a safe space for this journey through group therapy, where fostering connections within the group takes centre stage. This approach cultivates a supportive community that empowers survivors to build long-term resilience and embark on a self-directed healing path.

We celebrate and respect the diverse cultural backgrounds of our members, recognising that healing can look different for everyone. Our model departs from the traditional therapist-as-expert dynamic, placing the decision-making power firmly in the hands of the survivors. We believe that true, long-lasting healing is an internal process that unfolds at the survivor's own pace. Our role is to provide a safe and supportive environment where this transformation can blossom.

"I feel my life is very important, when Room to Heal around me. I feel more confidence, when Room to Heal with me. I don't feel lonely."

Assessment process

We decide the appropriateness of a referral on the severity of emotional and psychological trauma symptoms, human rights abuse history, immigration status and ability to speak English (our therapeutic group work relies on a common language). If someone fits our criteria, a therapist carries out 1-to-1 comprehensive assessments which build a more nuanced picture of an individual's traumatic history and experience of torture.

Torture survivors may initially be unable to share their experiences. To verify if someone is a torture survivor, if they have medico-legal documents, this will outline their experience. We also use clinical judgement to assess their narrative history and manifestation of trauma and whether these are congruent, e.g. there are strong links between the type of torture suffered and how trauma symptoms (e.g. flashbacks/nightmares) come into play; e.g. narrative of sexual torture may be followed by sensations of people's hand on their bodies, the recall of particular smells and/or re-experiencing scenes of abuse.

Monitoring and evaluation

Our database captures all our activities and outcomes and enables collection and analysis of quantitative outputs of our work. The anonymous Annual Members' Survey is the basis for our annual evaluation for all community members. The questions cover all aspects of our work and

Room to Heal

Trustees' annual report for the year ended 31 December 2023

enable us to measure impact and outcomes related to our outputs, targets and aims, and are used to report back to funders and supporters too.

We also use three psychological questionnaires (a bespoke well-being questionnaire, International Trauma Questionnaire and Post-Migration Difficulties) to assess outcomes of members who participate in group therapy. These are completed before someone joins the group, then at six-monthly intervals and a final time when they leave the group. The therapists also carry out six-monthly therapeutic and caseworker reviews for group members, which involve two 1-to-1 meetings with the member, one with a therapist and one with a caseworker. The team uses these findings to form the basis for programme development.

Overall in response to our annual anonymous members' survey:

- **100% of respondents felt that being part of Room to Heal had improved their mental health**
- **100% of respondents felt more able to deal with the effects of trauma including depression and anxiety**
- **80% of respondents felt more able to manage flashbacks, sleeplessness, panic attacks**
- **85% of respondents felt life is more meaningful**
- **100% who participated in group therapy found it to be helpful or very helpful**
- **81% of respondents felt more able to maintain relationships with others**

“Room to heal help me a lot to improve, how to speak confident, and I fell not alone.”

Mothers' group pilot project

In response to our members' experiences, and a lack of therapeutic support services available more generally for new mothers, we piloted a new project - providing tailored therapeutic and social support - for mothers who have a young child(ren). This pilot project consisted of a weekly online therapeutic group (adapted to be appropriate for mothers with very young children present) together with fortnightly in-person social gatherings facilitated by a playworker, and ran from July to December.

The aims of the therapeutic group were to improve mothers' mental wellbeing through tailored support; to positively impact the mother and child's relationship; to build mothers' confidence; and to help facilitate a more supportive and stable



Photo: Mothers' group Family Social session

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Trustees' annual report for the year ended 31 December 2023

environment for the child during early developmental months/years. The aim of the social group was to reduce isolation and loneliness for mothers, fathers, their young child/baby and older siblings; to support all beneficiaries in building trusting new relationships in a safe, respectful environment; to give beneficiaries the confidence to develop trusting relationships outside of the group.

Casework Programme

Beyond offering a sense of empowerment, our practical support serves as a cornerstone of our comprehensive programme. It's what keeps our members safe and secure, preventing homelessness and ensuring access to essential welfare services they rightfully deserve.

The casework team played a key role in shaping 136 members' futures. By providing guidance on education and employment opportunities, we paved the way for meaningful integration into society once members have the right to work in the UK. The sheer volume of support speaks for itself - in 2023, our team provided over 4,319 individual sessions and action (emails, calls, form filling, letters, etc.) tackling everything from housing and healthcare to legal protection.

Our casework team offered vital support to asylum seekers facing financial hardship and navigating the complexities of the asylum system in the UK. A significant portion of our members experienced destitution, lacking access to public funds and often surviving on £7 a day to cover essential living needs like food, travel, clothing and data.

In response, the team addressed these immediate needs through a comprehensive support program fostering long-term stability:

- Financial Assistance: we secured funding for ongoing food vouchers, clothing, phone top-ups, and essential transportation to healthcare appointments. We provided support to help members access emergency accommodation for those facing immediate homelessness.
- Transitioning to Secure Housing: moving beyond immediate needs, we assisted members transitioning to long-term housing solutions. We actively secured white goods and furniture to equip new residences.
- Financial Empowerment: Caseworkers played a crucial role in navigating the complexities of the asylum support system and mainstream benefit applications, promoting self-sufficiency for members in the long run. Additionally, they collaborated with various charities to secure grants supporting education and other essential needs.

"My caseworker has been following up with my solicitor in regard to my case. She made a few applications for financial support grants, she help me with different training, and university application and she find me gym facility at my local community for free."

We championed member rights throughout the asylum process. Caseworkers facilitated access to Legal Aid, meticulously documented evidence of destitution for applications, and composed supporting letters to bolster claims. They ensured timely disbursements by following up on delayed payments, safeguarding members' financial well-being.

Room to Heal

Trustees' annual report for the year ended 31 December 2023

For members who were granted refugee status or leave to remain, caseworkers offered guidance on accessing mainstream benefits, promoting long-term financial security. Additionally, they assisted with gathering medical evidence for homelessness applications and advocated for appropriate housing in a challenging landscape of limited local authority resources.

On a systemic level we continued to be a key member of the Destitution Forum, a network of NGOs that meet to share information and to challenge together some of the inhumane government policies that cause destitution for our members. We also attended the Home Office convened National Asylum Support Forum, where we kept up to date with government policy changes and where concerns around housing and financial support for people seeking asylum were raised.

The caseworkers and therapists provided extensive support to 44 members navigating the asylum process. This included helping them find quality legal representation, providing expert medico-legal evidence to strengthen their claims, and facilitating communication with solicitors. Therapists also played a vital role by attending hearings and offering emotional support, while caseworkers guided members through every step of the process.

Overall in response to our annual anonymous members' survey:

- **100% of respondents who faced an urgent crisis or challenge said Room to Heal was able to support with this**
- **80% of respondents felt more able to get support with housing matters**
- **70% of respondents felt more able to get financial support (benefits, Universal Credit)**
- **77% of respondents felt more able to get financial support (destitution, education grants)**
- **86% of respondents felt more able to get immigration advice or support**
- **79% of respondents felt more able to get healthcare support (GPs, NHS, Doctors of the World drop-in clinics)**
- **74% of respondents felt more able to get education, training or employment (inc. voluntary work)**

Community Programme

Our gardening programme ran weekly throughout most of the year, with a short break over Christmas.

At Culpeper, we offered members the opportunity to garden at our allotment each week (every Friday afternoon), followed by a community meal cooked by our members and staff together. Our members hugely valued their time in the beautiful green space at Culpeper garden, as many members are housed in accommodation for people seeking asylum and so don't have access to green space.

At Mildmay, where we have a small garden outside our therapy and casework rooms, we ran weekly gardening sessions from April through to early December.

"Room to Heal have done a lot to support me. They organised day trips and retreats, so as to mingle with other service users, they are always available to listen to me, they boosted my confidence to do things that I would not normally do, they offered me talking therapy when needed and would refer me to other organisations, if needs arise."

Our members found planting seeds and watching their plants grow to be very healing and a source of hope. As our small garden is next to our therapy rooms, we also used herbs such as sage and lavender to help 'ground' people during periods of dissociation during or after therapeutic sessions, so the garden played an important role in helping members return to the 'here and now'.

We also used this space when the weather was good for members to come together after group therapy sessions, to sit in the sunshine, eat lunch, and socialise, helping members form valuable bonds with each other and reduce their significant isolation. Our new mother and child group, which started in 2023, also gave young children a lovely introduction to gardening, where they could water the plants and enjoy pottering in a green space - this is so important as many of our members don't have easy access to green space.

Overall in response to our annual anonymous members' survey:

- **100% of respondents who participated in Culpeper garden community gatherings on Fridays found them helpful or very helpful**
- **100% of respondents who participated in gardening at Mildmay found it helpful or very helpful**
- **100% of respondents who participated in residential retreats found them helpful or very helpful**
- **100% of respondents who participated in day trips (e.g. Brighton, Kew Gardens, Organiclea, park walks) found them helpful or very helpful**
- **100% of respondents who participated in exercise/movement classes (women only) found them helpful or very helpful**

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Trustees' annual report for the year ended 31 December 2023

- **100% of respondents who participated in events at Mike's Table found them helpful or very helpful**
- **100% of respondents who participated in our Summer Party found it helpful or very helpful**
- **100% of respondents who participated in our Winter gathering/Christmas party found it helpful or very helpful**



Photos: Courgettes, chillies and tomatoes grown at Mildmay garden.

Examples of Our Work

Sula* fled her country of origin in Africa, following torture and trafficking. When she joined Room to Heal a couple of years ago, she felt hopeless as she had been seeking asylum for several years. We have supported Sula through weekly group therapy, long-term tailored casework support (e.g. housing, destitution, accessing good quality legal advice for immigration matters) and community activities (e.g. gardening) and Sula's mental health has slowly improved.

Recently, Sula received refugee status but was given only 28 days to leave asylum accommodation and find new accommodation, leaving her homeless. Additionally, her asylum support was stopped and she had to try to access a new benefits stream (Universal Credit) within the month, which proved very challenging and left her destitute for some weeks. We supported Sula with emergency cash to buy food and essential toiletries for her and her young daughter, helping her cope through this extremely distressing time. We have now supported Sula to access accommodation and access welfare support.

Pierre* has been seeking asylum in the UK for 5 years, knowing he could be detained at any time. Finally, he was granted refugee status this year and then was told he had 28 days to leave his housing, and that the financial support he had been receiving would be cut off. The sudden urgency to apply for benefits or find work, and change housing, was very stressful.

Pierre was placed in temporary accommodation by the council, which was so unsafe and uninhabitable that he said he could not stay there. We advocated for Pierre to be transferred to different housing and be considered as priority need that would allow him to secure more permanent housing. The local authority initially refused, but we found a housing solicitor to challenge this decision. The local authority finally accepted their responsibility and helped Pierre find suitable accommodation. Pierre is now working as a carer, started a yoga course, plans to study, and is gradually rebuilding his life.

Asha* fled ongoing violence in Africa and has been seeking asylum for years in the UK. When she was referred to Room to Heal, Asha was severely depressed with heightened anxiety, isolated and lonely, had lost motivation to wash herself and to eat, and felt hopeless. Asha had also experienced homelessness many times in the UK.

Asha joined one of our 1-year therapy groups and stayed with the group for the full year, gradually building trust with her group members and increasingly feeling more positive about her future. Following the end of this group, she has continued to take part regularly in our wider community activities, enjoying weekly social activities, online exercise classes and outdoor day trips, "It means a lot, I meet new friends, we do things together."

Our caseworker has supported her multiple times to find emergency and then longer term accommodation.

* All case studies have been anonymised to protect each member's identity.

Room to Heal

Trustees' annual report for the year ended 31 December 2023

FINANCIAL REVIEW

The majority of income raised in 2023 was from Trusts and Foundations (c. 90%), as in previous years. We also raised income from individual supporters, training and report writing (c.10%).

Our total income for 2023 was £423,709 and expenditure was £431,532, which compares with an income in 2022 of £359,066 and expenditure of £343,441. We received a number of restricted grants in 2023 for projects that continued into 2024, so £59,847 of restricted reserves were carried over into 2024.

The Trustees decided to extend the designated funds time frame to 2024-2025 (originally set to 2022 and 2023) and retained the aim of improving organisational resilience focusing on strategic objectives including communications, income diversification and structural sustainability. A portion of the fund was used in 2023 to cover additional fundraising support and handover time from Elli, the outgoing Director. This means we are able to carry forward the balance of the fund £15,300 into 2024 and 2025 for future organisational resilience needs.

The United Nations Voluntary Fund for Victims of Torture (UNVFVT) grant for direct assistance (Project P-829-DA-23) has been spent in the period examined in these accounts (1 January 2023 - 31 December 2023) and in accordance with the terms of the offer letter. The grant was spent as follows: therapeutic staff salaries £35,967, director salary costs £7,373, member travel fares £1,530, contribution to rent costs £5,393 and contribution to Independent examiner's fees £450.

Thank You

We would like to say a huge thank you to every supporter who donated to Room to Heal in 2023 and made our work possible.

We'd like to thank the following funders for their generous unrestricted grants and donations:

A B Charitable Trust
Bromley Trust
Linbury Trust
Lloyds Bank Foundation
Roddick Foundation
Tudor Trust
The Forrester Family Trust

Thank you too to all of our donors who wish to remain anonymous.

We'd also like to thank all of the funders who generously provided restricted grants, who are listed in the Financial Statements on page 39.

Room to Heal

Trustees' annual report for the year ended 31 December 2023

Thank you too to each and every one of our individual supporters, who have contributed monthly and/or who have provided ad hoc donations.

We hugely appreciate every contribution to our work and would like to thank all of our supporters for standing by our community members during the year.

Fundraising Practices Statement

The trustees reviewed the Charity Commission guidance *Charity fundraising: a guide to trustee duties* (CC20) and are confident that obligations are being met.

Room to Heal is registered with the Fundraising Regulator and abides by their Code of Fundraising Practice and Fundraising Promise.

In 2023 we had a part-time salaried Fundraising Manager who carried out our fundraising with Trusts and Foundations and individual supporters. The Fundraising Manager is also a member of the Chartered Institute of Fundraising.

We did not use third party fundraisers nor commercial participators during the year.

We have a fundraising complaints policy, which the trustees reviewed and agreed, and which is published on our website. We didn't receive any fundraising complaints in 2023.

We are aware of our responsibilities to protect vulnerable people and other members of the public from undue pressure in relation to fundraising. Steps taken include full understanding of, and compliance with, the Fundraising Regulator's Fundraising Promise and Code of Fundraising Practice. We also have a Vulnerable Supporter Policy approved by trustees, which staff/trustees involved in fundraising adhere to, and which is reviewed annually. During the year, we are not aware of any occasions when we had reason to believe that a donor lacked capacity to make an informed decision in relation to fundraising.

Financial oversight of income generation and expenditure is provided by the Director and Finance Manager, who report to the trustees at quarterly Board meetings and at interim Finance Sub-Committee meetings.

Reports are filed in accordance with the regulations set out by Companies House and the Charity Commission.

Reserves Policy

The trustees reviewed the reserves policy and have concluded to continue holding free reserves equivalent to between three and six months of the current working budget where free reserves are the unrestricted reserves less fixed assets and designated funds. This is currently between £121,750 and £243,500 for the 2024 working budget. This will allow the charity to continue normal activities in the event of a significant drop in funding or increased overheads and run efficiently to meet the needs of its members and staff. In addition, the reserves may also be used for innovation and development opportunities that are in line with the charity's objects. The reserves level continues to be reviewed on a quarterly basis by the board of trustees. The unrestricted funds available to the charity as at 31 December 2023 were £197,308 and the free reserves were £182,008.

RISK MANAGEMENT

Room to Heal trustees regularly review the major strategic, business and operational risks faced by the charity and systems have been developed to mitigate the significant risks. Our Risk Register analyses these risks in terms of probability, potential impact and actions necessary to mitigate these risks.

TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Room to Heal for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing 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 UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

Room to Heal

Trustees' annual report for the year ended 31 December 2023

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

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.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

This report was approved by the trustees on ^{08 / 07 / 2024} and signed on their behalf by



Emily Haisley - Chair



Rim Rahimtulla - Treasurer

Independent Examiner's Report to the trustees of Room to Heal

I report on the accounts of the charity for the year ended 31 December 2023 set out on pages 25 to 41.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants of Scotland.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



09 / 07 / 2024

Kate Adderley CA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

Room To Heal
Statement of Financial Activities
(including Income and Expenditure account)
for the year ended 31 December 2023

	Note	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Unrestricted funds £	Restricted funds £	Total funds 2022 £
Income from:							
Donations and legacies	3	213,327	199,852	413,179	131,276	223,217	354,493
Charitable activities	4	8,417	-	8,417	4,367	-	4,367
Investment income	5	2,113	-	2,113	206	-	206
Total income		223,857	199,852	423,709	135,849	223,217	359,066
Expenditure on:							
Raising funds	6	44,776	-	44,776	32,661	-	32,661
Charitable activities	7	180,298	206,458	386,756	79,430	231,350	310,780
Total expenditure		225,074	206,458	431,532	112,091	231,350	343,441
Net income/(expenditure) for the year	9	(1,217)	(6,606)	(7,823)	23,758	(8,133)	15,625
Transfer between funds		-	-	-	-	-	-
Net movement in funds for the year		(1,217)	(6,606)	(7,823)	23,758	(8,133)	15,625
Reconciliation of funds							
Total funds brought forward		198,525	66,453	264,978	174,767	74,586	249,353
Total funds carried forward		197,308	59,847	257,155	198,525	66,453	264,978

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

Room To Heal
Company number 6744055

Balance sheet as at 31 December 2023

	Note	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	14		-		448
			<hr/>		<hr/>
Total fixed assets			-		448
Current assets					
Debtors	15	4,485		6,928	
Cash at bank and in hand		272,540		264,293	
		<hr/>		<hr/>	
Total current assets		277,025		271,221	
Liabilities					
Creditors: amounts falling due in less than one year	16	(19,870)		(6,691)	
		<hr/>		<hr/>	
Net current assets			257,155		264,530
			<hr/>		<hr/>
Total assets less current liabilities			257,155		264,978
			<hr/>		<hr/>
Net assets			257,155		264,978
			<hr/> <hr/>		<hr/> <hr/>
The funds of the charity:					
Restricted income funds	17		59,847		66,453
Unrestricted income funds	18		197,308		198,525
			<hr/>		<hr/>
Total charity funds			257,155		264,978
			<hr/> <hr/>		<hr/> <hr/>

For the year in question, the company was entitled to exemption from an audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 27 to 41 form part of these accounts.

Approved by the trustees and signed on their behalf on 08 / 07 / 2024 by:

Emily Haisley

Emily Haisley (Chair)

Rim Rahimtulla

Rim Rahimtulla (Treasurer)

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

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 applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 - (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Room To Heal meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

b Judgments and estimates

The trustees have made no key judgments which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

c Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

d Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

Notes to the accounts for the year ended 31 December 2023 (continued)

e Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

f Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

g Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

h Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on cost of raising funds includes the costs of fundraising wages and associated costs and support costs
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. The bases on which support costs have been allocated are set out in note 8.

Notes to the accounts for the year ended 31 December 2023 (continued)

j Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Leasehold improvements	3 years
Equipment	3 years

k Debtors

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

l Cash at bank and in hand

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

m 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.

n Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

o Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 10. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 8.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

Room To Heal

Notes to the accounts for the year ended 31 December 2023 (continued)

3 Income from donations and legacies

	Unrestricted £	Restricted £	Total 2023 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2022</i> £
Grants and donations	211,607	199,852	411,459	127,326	223,217	350,543
Donated services	1,720	-	1,720	3,950	-	3,950
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total	213,327	199,852	413,179	131,276	223,217	354,493
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

4 Income from charitable activities

	Unrestricted £	Restricted £	Total 2023 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2022</i> £
Outreach and model sharing	2,725	-	2,725	1,991	-	1,991
Invoiced services	5,692	-	5,692	2,376	-	2,376
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	8,417	-	8,417	4,367	-	4,367
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Room To Heal

Notes to the accounts for the year ended 31 December 2023 (continued)

5 Investment income

	Unrestricted £	Restricted £	Total 2023 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2022</i> £
Income from bank deposits	2,113	-	2,113	206	-	206
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	2,113	-	2,113	206	-	206
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

6 Cost of raising funds

	Unrestricted £	Restricted £	2023 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>2022</i> £
Staff costs	36,581	-	36,581	26,133	-	26,133
Fundraising expenses	2,540	-	2,540	2,272	-	2,272
Support costs (see note 8)	4,978	-	4,978	3,822	-	3,822
Governance costs (see note 8)	677	-	677	434	-	434
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	44,776	-	44,776	32,661	-	32,661
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

Room To Heal

Notes to the accounts for the year ended 31 December 2023 (continued)

7 Analysis of expenditure on charitable activities

	Total 2023	Total 2022
	£	£
Staff costs	260,066	196,030
Supervision, training and other staff costs	14,371	8,922
Recruitment and CRB checks	2,304	879
Other project costs	1,922	1,760
Events	1,887	2,367
Consultancy	940	3,750
Member travel	12,711	7,846
Community meal expenses	5,124	3,409
Project equipment (gardening materials etc)	3,989	3,755
Therapeutic retreats and trips	6,138	4,266
Psychiatric report costs	778	3,792
International training project: consultant fees	-	5,699
International training project: other expenses	-	2,644
International training project: evaluation and finance costs	-	1,995
Access and emergency costs for members	6,466	3,449
Database	3,030	2,420
Professional membership	841	673
Depreciation	448	625
Therapy rooms and office rent	25,538	24,576
Support costs (see note 8)	35,392	28,668
Governance costs (see note 8)	4,811	3,255
	<u>386,756</u>	<u>310,780</u>
Restricted expenditure	206,458	231,350
Unrestricted expenditure	180,298	79,430
	<u>386,756</u>	<u>310,780</u>

Room To Heal

Notes to the accounts for the year ended 31 December 2023 (continued)

8 Analysis of governance and support costs

	Support £	Governance £	Total 2023 £	Support £	Governance £	Total 2022 £
Staff costs	32,855	3,480	36,335	22,828	2,013	24,841
Insurance (ELI)	2,060	-	2,060	3,383	-	3,383
IT consumables and IT support	2,403	-	2,403	3,840	-	3,840
Telephone and internet	1,332	-	1,332	1,284	-	1,284
Office admin and expenses	1,720	-	1,720	1,155	-	1,155
Governance admin and expenses	-	268	268	-	116	116
Independent examiner's fees	-	1,740	1,740	-	1,560	1,560
	<u>40,370</u>	<u>5,488</u>	<u>45,858</u>	<u>32,490</u>	<u>3,689</u>	<u>36,179</u>
Allocated as follows:						
Cost of raising funds	4,978	677	5,655	3,822	434	4,256
Charitable activities	35,392	4,811	40,203	28,668	3,255	31,923
	<u>40,370</u>	<u>5,488</u>	<u>45,858</u>	<u>32,490</u>	<u>3,689</u>	<u>36,179</u>

Support and governance costs are allocated in proportion to staff costs.

Notes to the accounts for the year ended 31 December 2023 (continued)

9 Net income/(expenditure) for the year

This is stated after charging/(crediting):	2023	2022
	£	£
Depreciation	448	625
Licence agreement:		
Property	25,537	24,576
Independent examiner's fee	1,740	1,560
	<u><u> </u></u>	<u><u> </u></u>

10 Staff costs

Staff costs during the year were as follows:

	2023	2022
	£	£
Wages and salaries	300,693	226,426
Social security costs	20,857	13,752
Pension costs	11,433	6,826
	<u> </u>	<u> </u>
	<u><u>332,983</u></u>	<u><u>247,004</u></u>

Allocated as follows:

Cost of raising funds	36,582	26,133
Charitable activities	260,066	196,030
Support costs	32,855	22,828
Governance costs	3,480	2,013
	<u> </u>	<u> </u>
	<u><u>332,983</u></u>	<u><u>247,004</u></u>

No employees has employee benefits in excess of £60,000 (2022: Nil).

The average number of staff employed during the period was 13 (2022: 11).

The average full time equivalent number of staff employed during the period was 8.3 (2022: 6.5).

The key management personnel of the charity comprise the trustees and the Director. The total employee benefits of the key management personnel of the charity were £70,457 (2022: £41,194). The higher cost in 2023 was due to an overlap after recruiting the new director.

Notes to the accounts for the year ended 31 December 2023 (continued)

11 Trustee remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration during the year. £19 of expenses were reimbursed during the year (2022: £27).

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year.

There are no donations from related parties which are outside the normal course of business. Aggregate restricted donations from related parties were £nil (2022: £14,000) and aggregate unrestricted donations were £1,080 (2022: £990)

12 Government grants

Room to Heal does not receive any direct government funding. The funder in this category is the United Nations Voluntary Fund for Victims of Torture, managed by the UN's Office of the High Commissioner for Human Rights and funded by voluntary contributions mostly from UN member states.

The government grants recognised in the accounts were as follows:

	2023 £	2022 £
UNVFVT Direct Assistance Programme	50,715	47,090
	<u>50,715</u>	<u>47,090</u>
	<u><u>50,715</u></u>	<u><u>47,090</u></u>

There were no unfulfilled conditions at the end of the accounting period.

13 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Notes to the accounts for the year ended 31 December 2023 (continued)

14 Fixed assets: tangible assets

	Leasehold improvements £	Equipment £	Total £
Cost			
At 1 January 2023	6,800	1,698	8,498
	<hr/>	<hr/>	<hr/>
At 31 December 2023	6,800	1,698	8,498
	<hr/>	<hr/>	<hr/>
Depreciation			
At 1 January 2023	6,800	1,250	8,050
Charge for the year	-	448	448
	<hr/>	<hr/>	<hr/>
At 31 December 2023	6,800	1,698	8,498
	<hr/>	<hr/>	<hr/>
Net book value			
At 31 December 2023	-	-	-
	<hr/>	<hr/>	<hr/>
<i>At 31 December 2022</i>	-	448	448
	<hr/>	<hr/>	<hr/>

15 Debtors

	2023 £	2022 £
Trade debtors	778	-
Accrued income	612	6,458
Prepayments	3,095	308
Other debtors	-	162
	<hr/>	<hr/>
	4,485	6,928
	<hr/>	<hr/>

16 Creditors: amounts falling due within one year

	2023 £	2022 £
Accruals and deferred income	13,566	6,691
Grants owed to beneficiaries	500	-
Taxation and social security costs	5,804	-
	<hr/>	<hr/>
	19,870	6,691
	<hr/>	<hr/>

Room To Heal

Notes to the accounts for the year ended 31 December 2023 (continued)

17 Analysis of movements in restricted funds

	Balance at 1 January 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 December 2023 £
2023 Mental Health Fund	11,537	1,480	(13,017)	-	-
2024 Mothers & Child Psychosocial Project	-	1,892	-	-	1,892
Black Heritage Fund	-	6,400	(6,400)	-	-
City Bridge Trust	1,938	37,350	(33,109)	-	6,179
Evan Cornish Foundation	-	7,500	(7,500)	-	-
Fishmongers' Company's Charitable Trust	7,522	15,000	(7,500)	-	15,022
The Henry Smith Charity	9,775	35,000	(18,400)	-	26,375
Lapid Trust	-	10,000	(10,000)	-	-
Matrix Causes Fund Monica Rabagliati Charitable Trust	2,625	-	(1,875)	-	750
Morris Charitable Trust	3,000	-	(3,000)	-	-
Mrs Smith & Mount Trust	5,000	-	(5,000)	-	-
National Garden Scheme	-	2,459	(2,459)	-	-
Nationwide Community Grants	4,291	-	(4,291)	-	-
People's Postcode Lottery	19,915	-	(19,915)	-	-
Souter Charitable Trust	-	3,000	(3,000)	-	-
London Churches Refugee Fund	850	1,900	(1,850)	-	900
London Community Foundation	-	10,000	(10,000)	-	-
UNVFVT Direct Assistance Programme	-	50,715	(50,715)	-	-
Bank of America	-	3,986	(3,986)	-	-
CMS Law	-	500	(500)	-	-
Ford Britain Trust	-	250	-	-	250
London Catalyst	-	1,500	(115)	-	1,385
Skipton Building Society Charitable Foundation	-	2,000	(2,000)	-	-
Sutasoma Trust	-	420	(398)	-	22
The Mbili Charitable Trust	-	1,000	(1,000)	-	-
Tudor Trust	-	2,000	(428)	-	1,572
Sir Jules Thorn Charitable Trust	-	2,500	-	-	2,500
Total	66,453	199,852	(206,458)	-	59,847

Room To Heal

Notes to the accounts for the year ended 31 December 2023 (continued)

Comparative period

	<i>Balance at</i> 1 January				<i>Balance at 31</i> December 2022
	2022	<i>Income</i>	<i>Expenditure</i>	<i>Transfers</i>	2022
	£	£	£	£	£
2023 Mental Health Fund	-	11,537	-	-	11,537
Sir Jules Thorn Charitable Trust / Ann Rylands programme	-	1,250	(1,250)	-	-
The Austin and Hope Pilkington Trust	2,000	-	(2,000)	-	-
Black Rock Gives	5,734	-	(5,734)	-	-
The Blue Moon Trust	8,000	-	(8,000)	-	-
City Bridge Trust	762	36,850	(35,674)	-	1,938
Fishmongers' Company's Charitable Trust	-	15,000	(7,478)	-	7,522
Garfield Weston Foundation	15,000	-	(15,000)	-	-
The Henry Smith Charity London Community Foundation / Citi	5,092	36,800	(32,117)	-	9,775
Lloyds Bank Foundation for England & Wales	-	10,000	(10,000)	-	-
London Catalyst Project grant	8,638	-	(8,638)	-	-
Matrix Causes Fund	3,000	750	(3,750)	-	-
Merchant Taylors' Foundation	-	3,000	(375)	-	2,625
Morris Charitable Trust	5,800	-	(5,800)	-	-
Mrs Smith & Mount Trust / Mount Fund	-	3,000	-	-	3,000
Nationwide Community Grants	5,000	5,000	(5,000)	-	5,000
People's Postcode Lottery	-	21,425	(17,134)	-	4,291
London Churches Refugee Fund	-	24,915	(5,000)	-	19,915
G&H Roberts Community Trust	1,030	1,850	(2,030)	-	850
Tesco's Bags of Help Community grant	-	750	(750)	-	-
London Catalyst Samaritan grant	850	-	(850)	-	-
Cost of living winter support	1,286	-	(1,286)	-	-
UNVFVT International Training Programme	-	4,000	(4,000)	-	-
UNVFVT Direct Assistance Programme	12,394	-	(12,394)	-	-
	-	47,090	(47,090)	-	-
Total	74,586	223,217	(231,350)	-	66,453

Room To Heal

Notes to the accounts for the year ended 31 December 2023 (continued)

Name of restricted fund	Description, nature and purposes of the fund
2023 Mental Health	Individual donations towards 2023 Therapeutic Programme.
2024 Mothers & Child Psychosocial Project	Individual supporter donations towards the mothers & child psychosocial project.
Black Heritage Fund	This grant funded two therapeutic retreats.
City Bridge Trust	This grant covers the salary of a caseworker and contributes to the salary of a therapist as well as associated running costs.
Evan Cornish Foundation	This grant contributed to holistic support, including therapy, casework and operations staff costs as well as office costs.
Fishmongers' Company's Charitable Trust	This grant helped fund a new 1-year therapy group.
The Henry Smith Charity	This grant contributed to the salary costs of the director, with a contribution to overheads.
Lapid Trust	This grant contributed to the mothers' group pilot project.
Matrix Causes Fund	This grant funded staff training to ensure RTH is anti-racist & culturally appropriate.
Monica Rabagliati Charitable Trust	This grant is to contribute to the mothers' group project.
Morris Charitable Trust	This grant contributed to our gardening project, including piloting a new Garden Co-ordinator post.
Mrs Smith & Mount Trust	This Mount Fund grant contributed towards salary costs for Caseworker and Clinical Administrator to support members with housing & homelessness.
National Garden Scheme	This grant funded gardening materials and supplies for our Mildmay garden.
Nationwide Community Grants	This grant contributed towards salary costs for Caseworker and Clinical Administrator to support members with housing & homelessness.
People's Postcode Lottery	This grant contributed to our mental health programme, including therapist staff costs and therapy project costs.
Souter Charitable Trust	This grant contributed to the mothers' group pilot project.
London Churches Refugee Fund	This grant contributed to community member travel and data top-up costs.
London Community Foundation	This Together for London grant funded hardship grants to community members as well as a contribution to casework salary costs and rent.
UNVFT Direct Assistance Programme	(Project P-829-DA-23) This grant has been spent in the period examined in these accounts (1 January 2023 - 31 December 2023) and in accordance with the terms of the offer letter. The grant was spent as follows: therapeutic staff salaries £35,967, director salary costs £7,373, member travel fares £1,530, contribution to rent costs £5,393 and contribution to Independent examiner's fees £450
Bank of America	This grant was for staff members to support them with cost-of-living increases.
CMS Law	This grant contributed towards our casework programme.
Ford Britain Trust	This grant is to contribute to children's toys and activities for the mothers' group.
London Catalyst	This Samaritan Grant contributed towards emergency and hardship costs for community members in need.
Skipton Building Society Charitable Foundation	This grant contibuted to community member travel fares and community meals.
Sutasoma Trust	This grant contributed to travel costs for the mothers' group pilot.
The Mbili Charitable Trust	This grant contributed to the mothers' group pilot project.
Tudor Trust	This grant is for use towards staff, volunteer and trustee wellbeing.
Sir Jules Thorn Charitable Trust	This Ann Rylands Small Donations grant is to contribute to casework and therapy salary costs.

Notes to the accounts for the year ended 31 December 2023 (continued)

18 Analysis of movement in unrestricted funds

	Balance at 1 January 2023 £	Income £	Expenditure £	Transfers £	As at 31 December 2023 £
General fund	173,525	223,857	(225,074)	9,700	182,008
Designated fund	25,000	-	-	(9,700)	15,300
	198,525	223,857	(225,074)	-	197,308
<i>Comparative period</i>					
	Balance at 1 January 2022 £	Income £	Expenditure £	Transfers £	As at 31 December 2022 £
General fund	144,767	135,849	(112,091)	5,000	173,525
Designated fund	30,000	-	-	(5,000)	25,000
	144,767	135,849	(112,091)	-	198,525

**Name of
unrestricted fund****Description, nature and purposes of the fund**

General fund

The free reserves after allowing for all designated funds

Designated fund

£15,300 for planned expenditure to help ensure organisational resilience in 2024 and 2025 focused on strategic objectives including communications, income diversification and structural sustainability.

Room To Heal

Notes to the accounts for the year ended 31 December 2023 (continued)

19 Analysis of net assets between funds

	General fund £	Designated funds £	Restricted funds £	Total 2023 £
Tangible fixed assets	-	-	-	-
Net current assets/(liabilities)	182,008	15,300	59,847	257,155
Total	182,008	15,300	59,847	257,155
<i>Comparative period</i>				
	General fund £	Designated funds £	Restricted funds £	Total 2022 £
Tangible fixed assets	448	-	-	448
Net current assets/(liabilities)	173,077	25,000	66,453	264,530
Total	173,525	25,000	66,453	264,978

ROOM TO HEAL

England & Wales - Charity number 1128857

Accounts

Company number: 06744055
Charity number: 1128857



Room to Heal

Trustees' Report and Financial Statements

For the year ended 31 December 2022

Room to Heal
Reference and administration information

STATUTORY INFORMATION

The Directors of the charitable company are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees.

Trustees

Emily Haisley - Chair
Rim Rahimtulla- Treasurer
Susannah Fairweather
Michelle Knorr
Rosanna Thomasoo
Emeka Forbes-Hastings
Areej Osman, joined in March 2022

Registered Office

Mildmay Community Centre, Woodville Road, London N16 8NA

Company Number

06744055

Charity Number

1128857

Bankers

The Co-operative Bank, 62-64 Southampton Row, London WC1B 4AR

Triodos Bank, Deanery Road, Bristol BS1 5AS

Solicitors

Freshfields, Bruckhaus and Derringer

Independent Examiner

Patrick Morrello ACA
Third Sector Accountancy Limited, Holyoake House, Hanover Street, Manchester, M60 0AS

Status

The company, number 06744055, is limited by guarantee and has charitable status. The charity registration number is 1128857. It has a Memorandum and Articles of Association as its governing document.

Trustees' annual report for the year ended 31 December 2022

The Trustees present their report and the independently examined financial statements of the charitable company for the year ended 31 December 2022. Included within the trustees' report is the directors' report as required by company law.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

The statutory information is shown on page 1.

Charitable Objects

The objects for which the Charity is established are:

1) To promote human rights (as set out in the Universal Declaration of Human Rights and subsequent United Nations Conventions and Declarations) throughout the world by all or any of the following means:

- (a) Relieving need among the victims of human rights abuse;
- (b) Obtaining redress for the victims of human rights abuse;
- (c) Research into human rights issues;
- (d) Raising awareness of human rights issues;
- (e) Promoting respect for human rights among individuals and organisations;
- (f) Providing technical advice to government and others on human rights matters;
- (g) Contributing to the sound administration of human rights law;
- (h) Commenting on proposed human rights legislation;
- (i) Promoting public support for human rights;
- (j) International advocacy of human rights; and
- (k) Eliminating infringements of human rights.

2) To promote social inclusion for the benefit of the public by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

Public Benefit

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives of the charity.

Structure, Governance and Management

Room to Heal's trustees meet at least quarterly and regularly review progress against adopted priorities. As part of these discussions, opportunities and risks facing the organisation are also reviewed. The Chair and Director, as well as the Treasurer and Director, also meet regularly between meetings. Trustees delegate the day-to-day management of the charity to the Director.

Trustee positions are advertised and new trustees are nominated and appointed by the existing trustees. The trustees would invite prospective new trustees to attend meetings informally to gain an

Room to Heal

Trustees' annual report for the year ended 31 December 2022

understanding of the role and responsibilities of trustees. Formal training would also be provided, as necessary, to gain further understanding of the role and responsibilities of trustees.

Staff

Roro Ratih Ambarwati, Group Therapist
Cat Baker, Caseworker
Imogen Butler, Finance Manager
Elli Free, Director
Kahina Ghit, Caseworker, until April 2022
Suzie Grayburn, Group Counsellor
Fartun Guled, Group Counsellor
Veronica Haag, Caseworker, from Jan 2022
Mary Hannity, Clinical Administrator, from April 2022
Jane Matthews, Fundraising Manager
Anna Giulia Perego, Caseworker, until April 2022
Camilla Smargiassi, Clinical Administrator, until April 2022
Emily White, Community Manager, from April 2022
Bert-Jan Zuiderduin, Group Therapist

Sessional Staff

Mary Raphaely, Clinical Supervisor
Diana Birkett, Clinical Supervisor, until Sept 2022
Maide Showell, Clinical Supervisor
Marc Sutton, IT Support
Mark Fish, Trainer and Consultant, until June 2022

Clinical and Non-Clinical Supervision

Regular clinical supervision was provided by Maide Showell, Diana Birkett and Mary Raphaely during 2022. Diana was a therapist and supervisor at Freedom from Torture for 25 years and previously Head of Counselling at Sutton Counselling Services. Mary is a group psychotherapist with over 30 years' experience, previously worked at Freedom from Torture, and co-ordinated Room to Heal's women's programme. Maide Showell also provided non-clinical supervision to caseworkers and volunteers during 2021. Maide has worked as a therapist at Freedom from Torture for over 20 years and is also an experienced training clinician and clinical supervisor.

Volunteers and Pro Bono Support

Room to Heal's volunteers and pro bono professional support is vital to the running of the charity and we'd like to record our appreciation for their enormous contribution to our work. During 2022, our staff team was joined by a number of volunteers and professionals working pro bono in a range of capacities including, but not limited to, website design and management, supporting our members with casework guidance, and gardening and cooking delicious, healthy meals for our members. Volunteers in 2022 were:

Kathy Barber (Website Consultant)
Mary Hannity (Community and Casework)
Fatima Alalawat, Garden and Community
Analiviia Brouwer, Casework and Community

Anna Isaacs, Community

Thank You

We'd like to record our great thanks to the trustee board, staff, volunteers, members and supporters for all their hard work and support throughout the year to ensure our community members continued to receive vital support in an increasingly hostile external environment.

ROOM TO HEAL'S AIMS AND APPROACH

Our Mission and Aims

Our Mission

To support people who have survived torture and human rights abuse to rebuild their lives in exile through an integrated, community-based programme of therapeutic and casework assistance

Aims	Activities	Outcomes
<p>1. To enable people to heal from their traumatic experiences and restore meaning to their lives</p>	<ul style="list-style-type: none"> ● Assessments and time-limited individual therapies ● Therapeutic groups and intensive therapeutic retreats ● Nature therapies and social gardening sessions ● Creative activities ● Member forums and increased opportunity to engage in debates around the treatment and care of refugees and people seeking asylum and raising public awareness 	<ul style="list-style-type: none"> ● Reduced anxiety, depression and related post-traumatic symptoms ● Increased ability to articulate traumatic history and withstand the challenges of the asylum process ● Reduced isolation and marginalisation ● Increased sense of belonging and integration ● Increased sense of wellbeing/ meaning/ purpose in life

<p>2. To assist people in dealing with material challenges, navigating the asylum process and integrating into the UK</p>	<ul style="list-style-type: none"> ● Casework sessions to address health, legal, education, housing and welfare issues ● Interventions in support of asylum (e.g. therapeutic input to Medico Legal Reports) and material needs ● Support to help people into education, training and employment 	<p>Our members will have:</p> <ul style="list-style-type: none"> ● a better quality and standard of life and will integrate into society due to having greater ability to navigate asylum processes and: ● secured one or more of the following - better access to advisory services (legal, welfare, health), legal representation, improved housing, improved medical care and or welfare and grants ● accessed education, voluntary work and / or employment-related training
<p>3. To enable local communities, policy makers, service providers and the general public to respond more appropriately to the needs of refugees and people seeking asylum</p>	<p>This will be delivered through training (see Aim 5 below), communications and policy work in collaboration with other organisations. Activities will include:</p> <ul style="list-style-type: none"> ● Articles, media materials and best practice guidelines ● Training sessions ● Public events and exhibitions ● Policy meetings and workshops <p>Our policy focus is premised on working in partnership with other organisations and currently has 3 aims:</p> <ul style="list-style-type: none"> ● Ending immigration detention ● Challenging hostile environment government policies ● Giving people seeking asylum the right to work 	<ul style="list-style-type: none"> ● Local communities, policy makers, mainstream service providers and the general public demonstrate greater understanding of the needs of survivors of torture and organised violence ● Policy and practice are better suited to meeting the needs of survivors of torture and organised violence

Room to Heal

Trustees' annual report for the year ended 31 December 2022

<p>4. To ensure meaningful community engagement for, and decision making by, members within Room to Heal</p>	<ul style="list-style-type: none"> ● Regular community forums involve members in planning Room to Heal activities, community and strategic development ● Members co-lead on community activities ● Members participate in recruitment of staff ● Members participate in Aim 3 on policy and campaigns work ● Having people with lived experience on the board of trustees and the staff team 	<ul style="list-style-type: none"> ● Room to Heal provides a service that is appropriate and sensitive to members and meets with the challenges they are facing ● Room to Heal and its members prioritise the most damaging government policies, and campaign against these to limit the negative impact on our members and more generally for all people seeking asylum and refugees in the UK ● Members are empowered to advocate on issues that are important to them ● People with lived experience are part of the board of trustees and the staff team
<p>5. To develop partnerships across London, the UK and internationally to increase access to group and community support to people seeking asylum and refugees</p>	<ul style="list-style-type: none"> ● Increase the number of relational therapy groups in community settings ● Train partner refugee organisations in relational group therapy and community work 	<ul style="list-style-type: none"> ● Knowledge is shared and there is a greater understanding of the benefits of relational group therapy in community settings ● Services for people seeking asylum and refugees are improved collaboratively

Introduction to Our Work

Room to Heal is a grassroots community charity supporting survivors of torture and human rights violations who are refugees and people seeking asylum. We provide a programme of therapy, casework and broader community activities to assist people in overcoming the legacy of their traumatic experiences whilst navigating the practical challenges of life in exile.

Experience of Members

“I remember when I started I was broken in pieces but Room to Heal has give me confidence I can do something to stand to solves issue I am not afraid , I don't feel shame myself to learn things intimacy with others and have joyful in my heart and my mind thinking positive every day.”

The Room to Heal community is made up of over 100 members from over 35 different countries, all of whom have survived torture or other human rights abuses. We refer to survivors in the Room to

Heal community as 'members', conferring a sense of agency and belonging.

Typically, the people we support have lost their homes, their families and their place of belonging in the world. The common legacy of these experiences includes depression and suicidality, extreme isolation and loneliness, traumatic symptoms including flashbacks and sleeplessness, feelings of shame, a lack of trust and self worth, and a range of other enduring physical and mental health problems.

The day-to-day struggles of living in exile and experiencing hostile environment policies first-hand only exacerbates members' poor mental health. Some members describe their experience of living in the UK as a 'second torture'. The increase in far-right ideology has exacerbated members' experiences of racism, exclusion and fear and now the inhumane Nationality and Borders Act 2022 (implemented from April 2022) is further increasing torture survivors' fears for a safe future in the UK. The Home Office states that the Nationality and Borders Act "puts into law that those who arrive illegally in the UK – who could have claimed asylum in another safe country – can be considered as 'inadmissible' to the UK asylum system", and so can be removed to Rwanda to be processed there. This is currently being challenged in court. The UNHCR described the Rwanda proposal as a two tier system that undermines the UN's 1951 Refugee Convention <https://www.ein.org.uk/news/unhcr-consultation-response-finds-many-aspects-new-plan-immigration-do-not-respect-fundamental#:~:text=UNHCR%20says%20that%20at%20the,by%20crossing%20the%20Channel%20by.>

The backlog of asylum claims to be processed has quadrupled in the last five years (Refugee Council, 2022). Longer waiting times on asylum decisions puts pressure on an already failing asylum support system. People are being housed in squalid and overcrowded camps in the middle of nowhere, similar to detention centres, or people are placed in hotels often in deprived, unprepared areas where racist and far-right abuse is increasing.

The protracted asylum legal process means people living in limbo for years in poverty and destitution. People seeking asylum are excluded from living a normal life and expected to live in long-term isolation in a hostile environment, not able to work or financially support themselves.

The Nationality and Borders Act is one of many regressive government policies brought in during 2022 and runs alongside a deeply disturbing anti-immigrant narrative in the mainstream media that exaggerates the numbers of people arriving in the UK and commonly misrepresents people seeking asylum as 'illegal migrants' and whips up a sense of a migrant 'crisis'. Political parties (in government and in opposition) at worst fan these flames and at best remain silent and allow these false narratives to pervade.

In addition, at the time of writing this report in 2023, the Illegal Migration Bill, the second immigration bill within a year, currently going through the parliamentary legislative process, will end the right to claim asylum, apart from for a tiny fraction of people, with the aim to increase detention and remove people to third countries to claim asylum. This will undoubtedly be challenged in the courts on a range of points including that it breaches the UK's international obligations under the Refugee Convention, just as the Nationality and Borders Act 2022 does. If the proposals in the Nationality and Borders Act 2022 and the so-called Illegal Migration Bill go through, the likelihood is that people who have experienced torture and extreme human rights abuses will still come to the UK, but will

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remain even more hidden and unable to access the services that they so clearly require. As the Refugee Council state:

“There is little to no evidence to suggest this new plan will be an effective deterrent to people crossing the Channel in small boats. The Home Office’s own research shows that measures such as this new Bill do not remove the reasons why people undertake dangerous and difficult journeys to the UK and other places.”

(www.refugeecouncil.org.uk/information/what-is-the-illegal-migration-bill, May 2023)

Our members are experiencing further pressures exacerbated by the pandemic, e.g. longer waiting periods for Home Office and tribunal decisions, a struggling National Health Service including mental health services, plus cost of living increases and increased levels of destitution. For torture survivors experiencing serious mental health difficulties, the ability to navigate this diminishing support in multiple areas is hugely challenging.

Our Response

In response, we’re continuing to provide intensive support to survivors of torture to ensure they are supported throughout this retraumatising, inhumane asylum system. We’re also increasing our advocacy work in partnership with larger organisations that have more policy and campaigns capacity and a bigger communications platform. We’re working with and for survivors to challenge the eradication of basic human rights and systemic racism within institutions e.g. Home Office immigration policies and processes, calling for better access to safe routes for refugees, highlighting the lack of mental health support for refugees, and campaigning with partner organisations to end indefinite immigration detention in the UK, and allow people the right to work in the UK whilst they wait for a decision on their asylum claim.

Room to Heal will continue to adapt our services to ensure we meet the needs of our community members and new beneficiaries in this increasingly challenging external environment.

Currently, when someone joins the Room to Heal community, they initially participate in individual therapy leading to joining one of our weekly relational therapeutic groups. Community members can also attend therapeutic retreats, and weekly social activities and many join other community members for a freshly cooked meal and social connection every Friday afternoon at a local Community Garden.

We recognise that it is futile to offer therapeutic support to a person who has no food, no money, and no place to sleep at night. Our casework team therefore works closely with a range of partners to help members resolve their practical challenges, for example in accessing suitable legal representation, housing, medical care and welfare support. The casework team also supports members to develop their potential and prepare for employment through education and training.

We believe that offering a collective resilience model of group therapy, casework and community is a powerful, long-term and dignified response to our members' ongoing experiences and trauma. Group and community-based therapeutic support reduces survivors' isolation, provides a positive experience of belonging to an alternative family, fosters bonds of friendship and solidarity, and instils

renewed meaning in life. People realise they are not alone: a powerful part of the recovery process. Survivors' participation helps to create trust, commitment, a sense of belonging and empowerment. Members are able to give as well as receive support, which enables feelings of self worth to emerge and a realisation that a more positive future is possible.

Our approach takes into account nuanced and subjective individual needs. We take a holistic, person-centred approach that recognises the external context in which each person is living and does not react to each problem separately; there is an interplay between the psychological, practical and community aspect of each individual's situation. There's also a recognition that sometimes there is no 'solution', but that having a community of people who understand, support and empathise, with the authenticity of lived experience, can often be enough for the individual to get through it and build strength through collective resilience.

ACHIEVEMENTS AND IMPACT IN 2022

"It has opened my eyes and is exciting to know the human potential. Problems don't go away but find it easier to cope with them and feel happy."

(Community member, 2022 Annual Survey)

In 2022 the therapy groups returned to being face-to-face, rather than online, post pandemic. Group members were delighted to have human contact with each other and the staff team again. We also re-started our therapeutic retreats in autumn 2022. Our weekly garden, cooking and social gatherings returned to face-to-face in 2021 (as we could hold these outside in a covid-safe manner). Following the successful online pilot of the 12-month therapy group in 2021, we set up another 12-month therapy group, this time face-to-face (running July 2022 - July 2023) to support more survivors.

Internally, we created a new Community Manager role to manage frontline work and enable the Director to become more strategically focused and ensure the overall direction and sustainability of Room to Heal.

The majority of our Board members now have direct lived experience relating to our work including immigration, mental health and racial discrimination and we will continue to recruit new staff to reflect the same in our staff team. In May 2023, at the time of writing this report we have recruited a new Director with lived experience of the asylum system.

Snapshot in Numbers

- 131 people supported
- 61 people were provided with 298 one-to-one therapy sessions, on average 5 sessions per person
- 117 people supported with casework or referral matters including 81 community members (34% more than in 2021 following the pandemic)
- 2,505 casework sessions and actions to prevent food poverty, destitution, homelessness, improve access to education and training, and help for our members to navigate the asylum process and find good quality legal advice

Expected Outcomes

The expected outcomes we wanted to see for members of our community included:

- Reduction in anxiety, depression and related post-traumatic symptoms
- Increased ability to articulate traumatic history and withstand the challenges of the asylum process
- Reduced isolation and marginalisation
- Increased sense of belonging and integration
- Increased sense of wellbeing/ meaning/ purpose in life.

Outcomes Achieved

“Room to Heal is my second life after my first life was end and get darker they give me future and show me the bright side.”

(Community member, 2022 Annual Survey)

It is clear that the results of our work in 2022 have been overwhelmingly positive. In our community members' anonymous annual survey, respondents said about our work in 2022:

- 97% felt their mental health has improved as a result of being part of Room to Heal
- 94% felt more positive about the future
- 94% felt more listened to
- 100% felt more able to deal with the effects of trauma including depression and anxiety
- 76% felt more able to access advice, information and support on housing, education, benefits, etc.
- 96% of respondents who had an urgent crisis or challenge in 2022 said Room to Heal was able to support with this.

PROGRAMME OF WORK IN DETAIL

Therapeutic Programme

The overarching aim of our therapeutic work is to enable survivors of torture to heal from their traumatic experiences and help restore meaning to their lives. Our therapeutic expertise is in relational group therapy - where the primary focus is on relationships within the group, rather than between the therapist and the individual - in a community setting that promotes group resilience and long term, peer-led healing.

Our group resilience model is respectful of different cultural approaches to mental health. Our model challenges the patient-expert model, putting survivors at the heart of decision-making. We believe that long-term recovery doesn't just come from a clinical professional's intervention - it comes from within the person themselves when they are ready and able to begin this process in a safe place.

Referrals and Assessments

We continue to have a good network of referral agencies, including the NHS, specialist solicitors and many NGOs in this sector.

In 2022, Room to Heal received 53 referrals. These referrals are taken to a clinical meeting where they are reviewed by our team of therapists and a decision is made on whether to meet the person for an assessment, find out more information, or advise a more appropriate service to refer them to.

On referral to Room to Heal a therapist will, usually over multiple sessions, assess a potential member in order to understand whether they are likely to be able to both benefit from, and contribute to, our therapeutic group work. Our therapists met 33 people for assessments in 2022. Following the assessment, members have a series of one-to-one therapy before joining the group and sometimes occasional sessions during a member's participation in the group work. It is at the assessment stage that we start to identify welfare, housing and/or legal protection needs, which are then followed up by our caseworkers.

We have a good network of referral agencies, including homeless projects, organisations tackling modern slavery and domestic abuse, organisations including the NHS (mental health teams and GPs), non governmental mental health organisations, highly-experienced immigration solicitors, and many other NGOs in this sector and beyond (see Partnership Work for a full list of referral and other partners). We also have a good network of organisations that we refer to, including social enterprises such as Luminary Bakery, non-statutory health support through Doctors of the World and NHS Community Mental Health Teams to ensure that specialist medical care is available for our members. We also work with advice centres, hosting schemes, food banks, emergency shelters, and local funders offering small grants and other support to individual members.

One-to-One Therapy

In 2022 we provided individual psychotherapy for 61 people with 298 one-to-one therapy sessions, on average 5 sessions per person. These included some individual therapy in preparation to join group therapy.

Group Therapy

“Room to heal helped me to open up about my thoughts, feelings and circumstances in a confidential environment. Also within the safety of this wonderful, nonjudgmental and secure environment, I can confidently say that I am happy and comfortable to explore areas of myself and my life that I have been struggling with which shows that it's incredibly effective in helping me to manage my mental health conditions”

(Community member, 2022 Annual Survey)

Our weekly therapy groups lie at the heart of the community. In 2022, we ran three mixed-gender groups. In total we ran 136 group therapy sessions for 43 people (48% more people than in 2021) (16 women, 13 men). In July 2022 the groups moved from being online back to face-to-face. Two groups are slow, open ended therapy groups and the other one is a one-year, time-limited group. They are all co-facilitated by two therapists / counsellors. We decided to move back to face-to-face

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therapeutic groups after consulting with members and considering everyone's safety relating to covid.

Our therapeutic support groups are the cornerstone of our therapeutic programme, animating and deepening our community. After torture and forced exile, people often become profoundly isolated and feel as if no-one else can ever understand what they have been through. Through engaging in a therapeutic group, alongside people from all over the world who have this common experience, people come to understand at the deepest level that they are not in fact alone. This in itself is profoundly healing and very often is the beginning of a process of rediscovering the humanity in themselves and others.

Alongside our two slow, open-ended therapy groups, in 2022 we ran our second time-limited (one year) therapy group, this time face-to-face, rather than online. We have seen benefits of having a time-limited group, in that members start and end the group and build relationships together at the same time. At the end of the group, members can remain part of the community and its activities for as long as they choose.

Members' views on therapeutic support have been overwhelmingly positive on all aspects of our work. The respondents to our 2022 annual survey said:

- 97% felt that being part of Room to Heal had improved their mental health
- 100% felt more able to deal with the effects of trauma including depression and anxiety
- 97% felt the therapeutic support had helped manage flashbacks, sleeplessness, panic attacks
- 84% felt life is more meaningful
- 100% who participated in group therapy found it to be helpful or very helpful
- 96% of respondents who participated in individual therapy in 2022 said it was helpful or very helpful

“Prior to joining Room To Heal, my mental health and well-being was erratic and volatile, due to anxiety, ptsd, stress, depression, and other mental health related issues; which was all over the place and unstable.”

(Community members, 2022 Annual Survey)

Community Activities and Gardening

Following the pandemic, we were able to run a full programme of community activities during 2022, which was a great relief to many members:

“It's extremely positive to have the gatherings back after the pandemic pause!”

“I have been in isolation for quite some time, meeting new people with different ideas has been an advantage to me.”

(Community members, 2022 Annual Survey)

In our 2022 annual survey the respondents said:

- 88% felt less isolated and lonely
- 97% felt supported
- 94% felt listened to

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- 94% felt improved confidence
- 94% felt more positive about the future

63 members were involved in social and community activities including:

- Weekly garden sessions at Culpeper
- Theatre workshops in the summer and during the winter months with PsycheDelight Theatre Company
- Weekly online movement class for women - providing safe, gentle, supervised exercise for female members whilst shielding, kindly provided by The Movement charity
- Walk in Clissold Park
- Two trips to Organiclea (a workers cooperative growing food in East London) to help with growing food and meeting their community
- Community day at Royal Botanic Gardens at Kew
- Seaside trip to Frinton-on-Sea
- 4-day intensive therapeutic retreat in the countryside near Totnes at Eden Rise which involved 9 members and 4 staff

We also continued a regular community newsletter to which members contributed, and which is sent out to approximately 100 members).

Participating in community activities, sharing skills and knowledge, through cooking, gardening and creative activities, is an important part of what we do. We offer a safe and supportive space for members to explore different skills and interests and connect with others outside of the group.

We give our members a space where they are not labelled as a homogenous group of passive 'asylum seekers' who have little agency in their lives. Members decide on who is cooking and what dishes to make for our communal meals and go to the shops and buy the ingredients themselves, and they help decide what plants to grow in our community garden, sharing knowledge on growing techniques from around the world. These activities all contribute to our holistic approach to improving mental health.

"I remember when I started I was broken in pieces but Room to Heal has give me confidence I can do something to stand to solves issue I am not afraid, I don't feel shame myself to learn things intimacy with others and have joyful in my heart and my mind thinking positive every day."

(Community members, 2022 Annual Survey)

Casework Programme

"All my case workers are very helpful and they are always willing to help me with anything, about my case about housing, college courses, food travel expenses money for some expenses they are great."

(Community member, 2022 Annual Survey)

In our 2022 annual survey, 76% of respondents felt that because of Room to Heal casework support they felt more able to access advice, information and support on a range of areas including immigration advice.

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The practical support we offered to our members continued to be a vital part of our holistic programme, preventing destitution and homelessness and ensuring our members were able to access the crucial welfare and support services they are entitled to.

Our casework team also supported members in shaping educational and employment opportunities, ensuring they can integrate meaningfully when they have the right to work, once they are successful in securing leave to remain in the UK.

Our casework team provided 2,505 individual casework sessions/actions to our members in 2022 related to resolving practical issues (such as housing, welfare, health, education, training and employment) and securing legal protection for our members.

- Overall, 117 people were supported with casework and referral matters
- 30 people supported with food, clothing and essentials
- 25 laptops provided to community members and 19 people supported with regular internet data
- 34 people helped to access suitable and safe accommodation: 8 members helped to secure housing/prevent homelessness 12 times and an additional 26 members advised on housing issues
- 42 people were helped to access healthcare
- 41 people were helped to access welfare/benefits
- 30 people were helped to access education, training or employment
- 41 destitution & educational grants secured for 20 people with a value of £5,924
- 30 members were supported with 50 emergency / basic needs, including food, phone data, taxis to health appointments, and emergency accommodation

Destitution, Welfare and Homelessness

“Any urgent crises Room To Heal always provide and support me (food, transport money)”

(Community member, 2022 Annual Survey)

Many of our members are destitute, with no recourse to public funds (NRPF), or have been surviving on c. £40/week asylum support in 2022. In response we secured funding to provide members with ongoing food vouchers, food deliveries, clothing, phone top-ups, taxis to health appointments and emergency accommodation. We also secured white goods and other furniture for members who were moving from temporary asylum accommodation to more long-term, secure housing. This was provided to 30 of our members 50 times.

In addition, in 2022 our caseworkers obtained 41 individual grants for 20 members to the value of £5,924, primarily to help with destitution and education.

We also continued to provide 25 refurbished laptops to members and 19 sim cards to provide ongoing internet data to those who do not have wifi, along with dongles so they can access wifi in asylum support accommodation where this is not available.

Our casework team also assisted members with accessing asylum support and provided evidence of destitution for asylum support applications, wrote supporting letters, and followed up when support was cut off or payments were delayed/ inexplicably stopped.

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For members with refugee status or leave to remain, we have supported them to access welfare services for long-term sustainable support, by helping members apply for mainstream benefits, and putting together and providing medical evidence for homelessness applications to local councils. This continues to get more challenging for members as local authorities' housing stock is seriously depleted and many people are put in inadequate temporary accommodation for very long periods.

Room to Heal caseworkers supported our members to advocate for more appropriate accommodation and on a number of occasions, where it was not safe to stay where they had been placed, or where they became homeless, we provided funds to accommodate them on an emergency / temporary basis until the issues were resolved.

We worked with a range of organisations to provide financial support, including applying for grants from the following: Ruth Hayman Trust, Fund for Human Need, Positive Action in Housing, Hackney Parochial Charities, The Heinz, Anna and Carol Kroch Foundation and the National Benevolent Charity.

On a systemic level we are a member of the Destitution Forum and also the Housing Immigration Group, both networks of NGOs that meet to share information and to challenge together some of the inhumane government policies that cause destitution for our members. We also attend some Home Office convened meetings where we keep up to date with government policy changes and where concerns around housing and financial support for asylum seekers are raised.

We worked very closely with a number of hosting organisations (Housing Justice, Positive Action in Housing, Refugees at Home and Jesuit Refugee Service), regularly liaising to find housing hosts for a significant number of our members. We also work in partnership with solicitors and homeless charities such as No Second Night Out and Crisis, when our members are at risk of becoming street homeless.

"I was about to be homeless when ... Room to Heal .. step in and quickly find a solicitor that help me find an emergency accommodation"

(Community member, 2022 Annual Survey)

Legal Support and Protection

- 38 people were helped through the asylum process
- 12 medico-legal letters/reports written, supporting asylum and housing actions
- 9 people secured status

The casework team and therapists supported 38 people through the asylum process in 2022. This involved assistance in accessing appropriate and high-quality legal support, providing expert medico-legal evidence, and facilitating communication with solicitors. Where relevant, we also signposted members to legal advice centres and drop-ins.

The therapists, together with a psychiatrist we regularly work in close partnership with, have written 12 medico legal reports / letters of support for members in the last year, primarily for immigration and asylum cases and sometimes to support inadequate housing. These reports are crucial for

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submitting comprehensive evidence in asylum claims and, through offering these services at Room to Heal, our members are able to avoid the long waiting lists they would usually face in obtaining such reports. These reports also help ensure our members get social housing when they obtain leave to remain in the difficult context of a social housing crisis in the UK and particularly in London.

Nine members were successful in their asylum and immigration claims over the year and many applications remain pending. There are massive delays in decision making at the Home Office and court hearings over the year and the government has acknowledged there is a huge backlog.

Our therapists continue to attend (either in person or online) members' tribunal hearings either to give evidence or in a supporting capacity. Our caseworkers have also been supporting members to meet with their solicitors and help them understand what is happening at each stage of the asylum process.

The long-term external context of legal aid cuts, limited good quality legal representation and a long and flawed asylum process makes it very difficult for our members. We continue to get pro-bono support from a lawyer who has worked in the refugee sector for many years and who reviews letters and reports that will be used as evidence in court written by our therapists. We also have the expertise of Michelle Knorr, a high profile immigration barrister at Doughty Street Chambers and Room to Heal trustee, who is available to provide advice as and when required.

Members' Involvement in Decision-Making and Agency

“Usually we receive invitation to attend forum and decision making i attend some times and it was great to be part of it it make me feel like really part of the community not just a client or case number”

(Community member, 2022 Annual Survey)

In our 2022 survey:

- 72% of respondents said they were given the opportunity to participate in decision making
- 79% of respondents felt more confident to share their experiences as an asylum seeker or refugee with wider society because of their involvement with Room to Heal

A key part of user involvement in Room to Heal's work is the role that members play in the group and community. In group therapy, our members received support but were also able to give support, empathise, and relate to other group and community members. During this process, participants are reminded of their own self worth and value. We witnessed group members grow in confidence as they started to recognise that they themselves were valuable contributors to the group and larger community. Members' shared experience of survival has a profound impact: seeing other people get past seemingly insurmountable shame, loss and barriers promotes intercultural, group resilience and peer-led healing.

We involve community members in decision making within the organisation using a range of approaches including regular community forums, joining interviews in staff recruitment, etc.

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"I wasn't confident enough to share my experiences before I joined Room to Heal but when I joined I was able to share my experiences, seeing that we all have the same problems."

Thirty two members engaged in opportunities to speak out and influence.

Internally this included:

- attending our community forums to influence day-to-day & strategic activities at Room to Heal, and one of our forums this year focused on members sharing the campaigning work they are involved in and encouraging other members to get involved;
- being part of the recruitment process and interviewing frontline staff members;
- retreat planning meetings with members;
- focus groups with members to help plan a new parents' group.

Externally this included:

- campaigning against the Nationality and Borders Bill with Together with Refugees - members designed orange hearts at Culpeper garden
- we carried out a bespoke survey for our members to complete to directly influence a new high income donor who wanted to set up work for refugees and migrants
- Imix came to video our community for Refugee Week which was all about healing;
- we contributed to a Routledge book chapter about therapeutic group work with refugees in different parts of the world, published in September 2022;
- theatre workshops leading to a performance in September 2022 about the experience of some members waiting for Home Office decisions;
- participating in external PhD research projects on matters relating to asylum seekers and refugees; and
- meeting with a local MP where members were able to directly advocate about their specific personal circumstances.

PARTNERSHIP WORK

Strategic Partners

Referral partners

We continued to have good two-way referrals processes with many NGOs that support torture survivors, such as British Red Cross, Hackney Migrant Centre, Migrants Organise, Waterloo Community Counselling, Sutton Counselling, Freedom from Torture, Positive Action in Housing and Refugees at Home. We also regularly received referrals from London-wide GPs and NHS mental health teams who recognise the value of our work. We worked with c.100 different organisations to ensure our members get the specialist support they need.

Direct service delivery partners for our members

We worked with an increasing number of partners this year to support our community activities including: the Movement Charity for our weekly exercise class for women; PsycheDelight, a trauma informed theatre company for workshops and member performances; and OrganicLea, a food growing cooperative where we visit. We also partnered with Migrants Organise in setting up our

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second time-limited therapy group and agreed to take 50% of our referrals from them and to share the casework.

Model sharing and learning

We have created more partnership opportunities to be able to demonstrate the impact of the relational group work with torture survivors. This has resulted in:

- a published article in the European Journal of Psychotherapy and Counselling - see abstract <https://www.tandfonline.com/doi/abs/10.1080/13642537.2022.2072926?journalCode=rejp20> on therapists' experiences of "witnessing" with survivors of torture
- a completed Psychologist's doctorate thesis on how people find new communities and how communities help or support people, soon to be published
- we wrote a chapter of a book on 'Groupwork with Refugees and Survivors of Human Rights Abuses: The Power of Togetherness' published by Routledge in September 2022 - <https://www.routledge.com/Groupwork-with-Refugees-and-Survivors-of-Human-Rights-Abuses-The-Power/Boyles-Ewart-Biggs-Horn-Lamb/p/book/9781032043883>.
- Internally we are carrying out an in depth evaluation of our first time-limited group, with academic rigour and a plan to publish in an academic journal in 2023.

We are also providing a team at Groundwork (www.groundwork.org.uk) with bi-monthly "Self-Care and Resilience Group" sessions for volunteers and staff working with people seeking asylum, learning from the group work we deliver at Room to Heal and understanding the challenges for direct workers and the risk of burnout and vicarious trauma.

Imix, a team of professional communication experts, came to video members of our community for Refugee Week, on the theme of healing.

We also co-designed a guide to using human rights as a tool for advocacy with the British Institute of Human Rights - this was published in 7 languages and has been disseminated across the refugee sector to use in casework

Campaigns, Networks and Policy and Advocacy work and partnerships

We have remained focused on challenging the increasingly regressive government policies that have been implemented in 2022 and we were involved in 22 different campaign initiatives in collaboration with partner organisations including Imix, Together with Refugees, Asylum Matters, Migrants Rights, Survivors Speak Out.

This included: direct meetings with influencers on better accommodation needed for people seeking asylum; joint letters published in national media on a range of issues including the Human Rights Act Reform: A Modern Bill of Rights, the UN Convention on Refugees, Nationality and Borders Bill, safe routes from Afghanistan to the UK, government Rwanda removal plans and the divisive rhetoric of the government on refugees and migrants. We also worked directly with a journalist on a published piece in the Guardian newspaper around access to mental health services for refugees and people seeking asylum in the UK. In addition, we participated in 25 external meetings/events with partner agencies, including a series of local, national and international stakeholders, e.g. the Mental Health Forum and Strategic Engagement Group (with the Home Office) and IRCT on global standards working with torture survivors.

A list of our partners can be found on our website at www.roomtoheal.org/community/partners/

International Rehabilitation Council for Torture Survivors

Room to Heal continued to be an active member of the International Rehabilitation Council for Torture Survivors (IRCT) and signed up to, and supported the implementation of, their Global Rehabilitation Standards - a global commitment to survivors of torture to provide quality support. For more information, see <https://www.roomtoheal.org/about/our-standards/>

ORGANISATIONAL DEVELOPMENT & STRATEGY

In 2022 the therapy groups returned to being face-to-face, rather than online, post pandemic. Group members were delighted to have human contact with each other and the staff team again. We also re-started our therapeutic retreats in autumn 2022. Our weekly garden, cooking and social gatherings returned to face-to-face in 2021 (as we could hold these outside in a covid-safe manner). Following the successful online pilot of the 12-month therapy group in 2021, we set up another 12-month therapy group, this time face-to-face (running July 2022 - July 2023) to support more survivors.

Internally, we created a new Community Manager role to manage frontline work and enable the Director to become more strategically focused and ensure the overall direction and sustainability of Room to Heal.

Race and Diversity

We continue to shift the power balance in our organisation to people with lived experience and have all staff bi-monthly training sessions on the intersectional experiences and identities of our members with a focus on race, gender, and sexual orientation and the intersectionalities of these and other identities. We will continue to develop a community approach that recognises and supports each member's multiple identities beyond being a person living in exile.

The majority of our Board members now have direct lived experience relating to our work including immigration, mental health and racial discrimination and we are working hard to reflect the same in our staff team with half of our therapists having relevant lived experience of our members. In May 2023 we recruited a new Director with lived experience of going through the asylum process herself.

Our Director and trustees continue to work on diversifying the board and team. We are fully committed to shifting the power balance and we want to do this in a sustainable and supportive way that does not adversely impact on our community. We also involve our community members in many decisions within the organisation, however, we recognise the limitations of this participatory approach and we are determined to shift the power balance towards people with lived experience.

Ongoing Strategic Plan

Through our ongoing work to shift the power balance in our organisation to people with lived experience, we made the decision to recruit a Director with lived experience of our members in the

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autumn of 2022. The Board of Trustees decided that before reviewing our existing strategy (2020-2025) in light of the post pandemic and ever hostile external environment that our community members face, we would recruit the new Director and then review the existing strategy.

Currently the strategy includes replicating our services in partnership with other NGOs to make group and community support more widely available to refugees and people seeking asylum across the UK; plus increased advocacy and campaigning work on matters such as ending immigration detention, lifting the ban on working for people seeking asylum, and more generally highlighting and challenging the increasingly hostile environment endured by people seeking asylum. We've kept a focus on our strategic development at Room to Heal during the year - see Strategic Partners on page 17 for more information.

Monitoring and Evaluation

We continue to carry out an annual anonymous survey accessible to all members of the community. This enables us to get feedback on all aspects of our work in the community. Overall, the annual survey showed a significant improvement in the majority of respondents' mental health.

The results of the 2022 survey are included in this annual report and the overriding positive responses are testament to the success of the interconnectedness of our casework, therapy and community activities and the relational group and community approach to our work.

During 2022 we re-installed the full set of psychological questionnaires, post pandemic, which all participants of the three groups completed at six monthly intervals. It is difficult to compare data sets and attempt to assess the impact of our group work using this method because of the gap in carrying out all the surveys during the pandemic (during which we used streamlined, online evaluation tools). The results however do demonstrate a non-linear recovery process. Unsurprisingly there continues to be a very clear correlation between external factors and group members' mental health. For example when a member receives a refusal from the Home Office on their immigration application, or when someone is at imminent risk of homelessness, there is a significant deterioration in that member's mental health. To help us understand this more fully we have carried out a detailed evaluation of the first time-limited group, the results of which will be finalised in 2023 and will be used to continue to improve our services and our evaluation methods.

FINANCIAL REVIEW

The majority of income raised in 2022 was from Trusts and Foundations (c. 85%), as in previous years. We also raised income from individual supporters, training and report writing (c.15%).

Our total income for 2022 was £359,066 and expenditure was £343,441, which compares with an income in 2021 of £311,889 and expenditure of £358,113. We received a number of restricted grants in 2022 for projects that continued into 2023, so £66,453 of restricted reserves were carried over into 2023.

A designated fund was set up during the uncertainty of the pandemic to cover planned expenditure in 2022-2023 aimed at improving organisational resilience focusing on strategic objectives including communications, income diversification and structural sustainability. With sufficient funds raised in

Room to Heal

Trustees' annual report for the year ended 31 December 2022

2022, we were able to carry the majority of this (£25,000) over into 2023 for future organisational resilience needs.

The United Nations Voluntary Fund for Victims of Torture (UNVFVT) grant for direct assistance (Project P-829-DA-22) has been spent in the period examined in these accounts (1st January 2022 - 31st December 2022) and in accordance with the terms of the offer letter. The grant was spent as follows: therapeutic staff salaries £37,672, director salary costs £4,000 and contribution to rent costs £5,418.

The UNVFVT grant for the international training project (P-829-TS-21) was granted a no-cost 4-month extension due to the impact of the Covid-19 pandemic on travel restrictions. The amount of £11,140 which was carried forward to 2022 was spent inline with the grant agreement and extension. In addition £1,254 was also spent as agreed from the carried forward 2020 grant (P-829-TS-20). We agreed that this training project would run independently of Room to Heal and instead would be better managed independently by Mark Fish (Room to Heal's founder) as an independent consultant, so Room to Heal no longer manages nor fundraises for this project.

Thank You

We would like to say a huge thank you to every supporter who donated to Room to Heal in 2022 and made our work possible.

We'd like to thank the following funders for their generous unrestricted grants and donations:

A B Charitable Trust
Arnold Clark Community Fund
Bromley Trust
City Bridge Trust
Fearless Futures
Garfield Weston Foundation
Lloyds Bank Foundation for England & Wales
Roddick Foundation

We'd also like to thank all of the funders who generously provided restricted grants, who are listed in the Financial Statements on page 38.

Thank you also to each and every one of our individual supporters, who have contributed monthly and/or who have provided ad hoc donations.

Thank you too to all of our donors who wish to remain anonymous.

We hugely appreciate every contribution to our work and would like to thank all of our supporters for standing by our community members during the year.

Fundraising Practices Statement

The trustees reviewed the Charity Commission guidance *Charity fundraising: a guide to trustee duties* (CC20) and are confident that obligations are being met.

Room to Heal

Trustees' annual report for the year ended 31 December 2022

Room to Heal is registered with the Fundraising Regulator and abides by their Codes of Fundraising Practice and Fundraising Promise.

In 2022 we had a part-time salaried Fundraiser who carried out our fundraising with Trusts and Foundations and individual supporters. The Fundraiser is also a member of the Chartered Institute of Fundraising.

In 2021 we invested in a new part-time salaried Digital Fundraiser post to focus on developing fundraising and communications with individual supporters. This temporary post was responsible for setting up a GDPR-compliant supporter database for individual supporters and developing communications with individual supporters. This post ended in December 2021 and we were unsuccessful in recruiting a replacement member of staff in 2022, but hope to successfully recruit in 2023.

We did not use third party fundraisers or commercial participators during the year.

We have a fundraising complaints process, which the trustees reviewed and agreed, and which is published on our website. We didn't receive any fundraising complaints in 2022.

We are aware of our responsibilities to protect vulnerable people and other members of the public from undue pressure in relation to fundraising. Steps taken include full understanding of, and compliance with, the Fundraising Regulator's Fundraising Promise and Codes of Fundraising Practice. We also have a Vulnerable Supporter Policy approved by trustees, which staff/trustees involved in fundraising adhere to, and which is reviewed annually. During the year, we are not aware of any occasions when we had reason to believe that a donor lacked capacity to make an informed decision in relation to fundraising.

Financial oversight of income generation and expenditure is provided by the Director and Finance Manager, who report to the trustees at quarterly Board meetings and at interim Finance Sub-Committee meetings.

Reports are filed in accordance with the regulations set out by Companies House and the Charity Commission.

Reserves Policy

The trustees reviewed the reserves policy and have concluded to continue holding free reserves equivalent to between three and six months of the current working budget where free reserves are the unrestricted reserves less fixed assets and designated funds. This is currently between £113,400 and £226,800 for the 2023 working budget. This will allow the charity to continue normal activities in the event of a significant drop in funding or increased overheads and run efficiently to meet the needs of its members and staff. In addition, the reserves may also be used for innovation and development opportunities that are in line with the charity's objects. The reserves level continues to be reviewed on a quarterly basis by the board of trustees. The unrestricted funds available to the charity as at 31 December 2022 were £198,525 and the free reserves were £173,077.

RISK MANAGEMENT

Room to Heal trustees regularly review the major strategic, business and operational risks faced by the charity and systems have been developed to mitigate the significant risks. Our Risk Register analyses these risks in terms of probability, potential impact and actions necessary to mitigate these risks.

Statement of responsibilities of the trustees

The trustees (who are also directors of Room to Heal for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group 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 UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

Independent Examiner

Patrick Morello of Third Sector Accountancy Ltd was appointed as Independent Examiner to the charity in March 2019.

This report was approved by the board on 12/07/2023..... and signed on their behalf.



Emily Haisley - Chair



Rim Rahimtulla - Treasurer

Independent Examiner's Report to the trustees of Room to Heal

I report on the accounts of the charity for the year ended 31 December 2022 set out on pages 26 to 43.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Patrick Morrello ACA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

Room To Heal
Statement of Financial Activities
(including Income and Expenditure account)
for the year ended 31 December 2022

	Note	Unrestricted funds £	Restricted funds £	Total funds 2022 £	<i>Unrestricted funds £</i>	<i>Restricted funds £</i>	<i>Total funds 2021 £</i>
Income from:							
Donations and legacies	3	131,276	223,217	354,493	88,414	213,957	302,371
Charitable activities	4	4,367	-	4,367	9,446	-	9,446
Investment income	5	206	-	206	72	-	72
Total income		135,849	223,217	359,066	97,932	213,957	311,889
Expenditure on:							
Raising funds	6	32,661	-	32,661	34,899	-	34,899
Charitable activities	7	79,430	231,350	310,780	33,131	290,083	323,214
Total expenditure		112,091	231,350	343,441	68,030	290,083	358,113
Net income/(expenditure) for the year	9	23,758	(8,133)	15,625	29,902	(76,126)	(46,224)
Transfer between funds		-	-	-			-
Net movement in funds for the year		23,758	(8,133)	15,625	29,902	(76,126)	(46,224)
Reconciliation of funds							
Total funds brought forward		174,767	74,586	249,353	144,865	150,712	295,577
Total funds carried forward		198,525	66,453	264,978	174,767	74,586	249,353

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

Room To Heal
Company number 6744055

Balance sheet as at 31 December 2022

	Note	2022		2021	
		£	£	£	£
Fixed assets					
Tangible assets	14		448		1,249
Total fixed assets			448		1,249
Current assets					
Debtors	15	6,928		6,423	
Cash at bank and in hand		264,293		263,770	
Total current assets		271,221		270,193	
Liabilities					
Creditors: amounts falling due in less than one year	16	(6,691)		(22,089)	
Net current assets			264,530		248,104
Total assets less current liabilities			264,978		249,353
Net assets			264,978		249,353
The funds of the charity:					
Restricted income funds	17		66,453		74,586
Unrestricted income funds	18		198,525		174,767
Total charity funds			264,978		249,353

For the year in question, the company was entitled to exemption from an audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 28 to 43 form part of these accounts.

Approved by the trustees and signed on their behalf by:

Emily Haisley

Emily Haisley (Chair)

Rim Rahimtulla

Rim Rahimtulla (Treasurer)

12 / 07 / 2023

Notes to the accounts for the year ended 31 December 2022

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

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 applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Room To Heal meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

b Judgments and estimates

The trustees have made no key judgments which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

c Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

d Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

Notes to the accounts for the year ended 31 December 2022 (continued)

e Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

f Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

g Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

h Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on cost of raising funds includes the costs of fundraising wages and associated costs and support costs
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. The bases on which support costs have been allocated are set out in note 8.

Notes to the accounts for the year ended 31 December 2022 (continued)

j Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Leasehold improvements	3 years
Equipment	3 years

k Debtors

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

l Cash at bank and in hand

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

m 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.

n Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

o Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 10. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 8.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

Room To Heal

Notes to the accounts for the year ended 31 December 2022 (continued)

3 Income from donations and legacies

	Unrestricted £	Restricted £	Total 2022 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2021</i> £
Grants and donations	127,326	223,217	350,543	80,774	213,957	294,731
Donated services	3,950	-	3,950	7,640	-	7,640
Total	131,276	223,217	354,493	88,414	213,957	302,371

4 Income from charitable activities

	Unrestricted £	Restricted £	Total 2022 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2021</i> £
Outreach and model sharing	1,991	-	1,991	1,040	-	1,040
Invoiced services	2,376	-	2,376	8,406	-	8,406
	4,367	-	4,367	9,446	-	9,446

Room To Heal

Notes to the accounts for the year ended 31 December 2022 (continued)

5 Investment income

	Unrestricted £	Restricted £	Total 2022 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2021</i> £
Income from bank deposits	206	-	206	72	-	72
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	206	-	206	72	-	72
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

6 Cost of raising funds

	Unrestricted £	Restricted £	2022 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>2021</i> £
Staff costs	26,133	-	26,133	29,067	-	29,067
Fundraising expenses	2,272	-	2,272	835	-	835
Support costs (see note 8)	3,822	-	3,822	4,439	-	4,439
Governance costs (see note 8)	434	-	434	558	-	558
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	32,661	-	32,661	34,899	-	34,899
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Room To Heal

Notes to the accounts for the year ended 31 December 2022 (continued)

7 Analysis of expenditure on charitable activities

	Total 2022	Total 2021
	£	£
Staff costs	196,030	186,744
Supervision, training and other staff costs	8,922	10,023
Recruitment and CRB checks	879	404
Other project costs	1,760	1,437
Events	2,367	-
Consultancy	3,750	6,388
Member travel	7,846	1,128
Community meal expenses	3,409	815
Project equipment (gardening materials etc)	3,755	175
Therapeutic retreats and trips	4,266	666
Psychiatric report costs	3,792	3,240
International training project: consultant fees	5,699	18,958
International training project: other expenses	2,644	3,319
International training project: evaluation and finance costs	1,995	3,900
Covid-19 Emergency fund expenditure for members	-	17,240
Covid-19 Emergency fund expenditure additional tech costs	-	6,758
Access and emergency costs for members	3,449	-
Database	2,420	2,280
Professional membership	673	597
Depreciation	625	2,937
Therapy rooms and office rent	24,576	24,099
Support costs (see note 8)	28,668	28,518
Governance costs (see note 8)	3,255	3,588
	<u>310,780</u>	<u>323,214</u>
Restricted expenditure	231,350	290,083
Unrestricted expenditure	79,430	33,131
	<u>310,780</u>	<u>323,214</u>

Room To Heal

Notes to the accounts for the year ended 31 December 2022 (continued)

8 Analysis of governance and support costs

	Support £	Governance £	Total 2022 £	Support £	Governance £	Total 2021 £
Staff costs	22,828	2,013	24,841	27,991	2,060	30,051
Insurance (ELI)	3,383		3,383	2,287	-	2,287
IT consumables and IT support	3,840		3,840	756	-	756
Telephone and internet	1,284		1,284	70	-	70
Office admin and expenses	1,155		1,155	1,853	-	1,853
Governance admin and expenses		116	116	-	766	766
Independent examiner's fees		1,560	1,560	-	1,320	1,320
	<u>32,490</u>	<u>3,689</u>	<u>36,179</u>	<u>32,957</u>	<u>4,146</u>	<u>37,103</u>
Allocated as follows:						
Cost of raising funds	3,822	434	4,256	4,439	558	4,997
Charitable activities	28,668	3,255	31,923	28,518	3,588	32,106
	<u>32,490</u>	<u>3,689</u>	<u>36,179</u>	<u>32,957</u>	<u>4,146</u>	<u>37,103</u>

Support and governance costs are allocated in proportion to staff costs.

Notes to the accounts for the year ended 31 December 2022 (continued)

9 Net income/(expenditure) for the year

This is stated after charging/(crediting):	2022	2021
	£	£
Depreciation	625	2,937
Licence agreement:		
Property	24,576	24,099
Independent examiner's fee	1,560	1,320
	<u> </u>	<u> </u>

10 Staff costs

Staff costs during the year were as follows:

	2022	2021
	£	£
Wages and salaries	226,426	228,213
Social security costs	13,752	12,073
Pension costs	6,826	4,138
Freelance staff	-	1,438
	<u> </u>	<u> </u>
	247,004	245,862
	<u> </u>	<u> </u>

Allocated as follows:

Cost of raising funds	26,133	29,067
Charitable activities	196,030	186,744
Support costs	22,828	27,991
Governance costs	2,013	2,060
	<u> </u>	<u> </u>
	247,004	245,862
	<u> </u>	<u> </u>

No employees has employee benefits in excess of £60,000 (2021: Nil).

The average number of staff employed during the period was 11 (2021: 14).

The average full time equivalent number of staff employed during the period was 6.5 (2021: 7.3).

The key management personnel of the charity comprise the trustees and the Director. The total employee benefits of the key management personnel of the charity were £41,194 (2021: £37,999).

Notes to the accounts for the year ended 31 December 2022 (continued)

11 Trustee remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration during the year. £27 of expenses were reimbursed during the year.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year.

There are no donations from related parties which are outside the normal course of business. Aggregate restricted donations from related parties were £14,000 and aggregate unrestricted donations were £990 (2021: £1,010)

12 Government grants

Room to Heal does not receive any direct government funding. The two funders in this category are: the United Nations Voluntary Fund for Victims of Torture, managed by the UN's Office of the High Commissioner for Human Rights and funded by voluntary contributions mostly from UN member states; and The Barrow Cadbury Trust/National Lottery Community Fund, a statutory corporation established by the National Lottery Act 2006, which distributes money raised for good causes through the National Lottery.

The government grants recognised in the accounts were as follows:

	2022	2021
	£	£
The Barrow Cadbury Trust/National Lottery Community Fund	-	200
UNVFVT International Training Programme	-	22,592
UNVFVT Direct Assistance Programme	47,090	26,122
	<hr/>	<hr/>
	47,090	48,914
	<hr/> <hr/>	<hr/> <hr/>

There were no unfulfilled conditions at the end of the accounting period.

13 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Notes to the accounts for the year ended 31 December 2022 (continued)

14 Fixed assets: tangible assets

	Leasehold improvements £	Equipment £	Total £
Cost			
At 1 January 2022	6,800	1,874	8,674
Additions	-	-	-
Disposals	-	(176)	(176)
	<hr/>	<hr/>	<hr/>
At 31 December 2022	6,800	1,698	8,498
	<hr/>	<hr/>	<hr/>
Depreciation			
At 1 January 2022	6,800	625	7,425
Charge for the year		625	625
	<hr/>	<hr/>	<hr/>
At 31 December 2022	6,800	1,250	8,050
	<hr/>	<hr/>	<hr/>
Net book value			
At 31 December 2022	-	448	448
	<hr/>	<hr/>	<hr/>
<i>At 31 December 2021</i>	-	1,249	1,249
	<hr/>	<hr/>	<hr/>

15 Debtors

	2022 £	2021 £
Trade debtors	-	4,408
Accrued income	6,458	1,824
Prepayments	308	191
Other debtors	162	-
	<hr/>	<hr/>
	6,928	6,423
	<hr/>	<hr/>

16 Creditors: amounts falling due within one year

	2022 £	2021 £
Accruals and deferred income	6,691	17,606
Grants owed to beneficiaries	-	685
Taxation and social security costs	-	3,012
Pensions	-	786
	<hr/>	<hr/>
	6,691	22,089
	<hr/>	<hr/>

Notes to the accounts for the year ended 31 December 2022 (continued)

17 Analysis of movements in restricted funds

	Balance at 1 January 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 December 2022 £
2023 Mental Health Fund	-	11,537		-	11,537
Sir Jules Thorn Charitable Trust / Ann Rylands programme	-	1,250	(1,250)	-	-
The Austin and Hope Pilkington Trust	2,000	-	(2,000)	-	-
Black Rock Gives	5,734	-	(5,734)	-	-
The Blue Moon Trust	8,000	-	(8,000)	-	-
City Bridge Trust	762	36,850	(35,674)	-	1,938
Fishmongers' Company's Charitable Trust	-	15,000	(7,478)	-	7,522
Garfield Weston Foundation	15,000	-	(15,000)	-	-
The Henry Smith Charity	5,092	36,800	(32,117)	-	9,775
London Community Foundation / Citi	-	10,000	(10,000)	-	-
Lloyds Bank Foundation for England & Wales	8,638	-	(8,638)	-	-
London Catalyst Project grant	3,000	750	(3,750)	-	-
Matrix Causes Fund	-	3,000	(375)	-	2,625
Merchant Taylors' Foundation	5,800	-	(5,800)	-	-
Morris Charitable Trust	-	3,000	-	-	3,000
Mrs Smith & Mount Trust / Mount Fund	5,000	5,000	(5,000)	-	5,000
Nationwide Community Grants	-	21,425	(17,134)	-	4,291
People's Postcode Lottery	-	24,915	(5,000)	-	19,915
London Churches Refugee Fund	1,030	1,850	(2,030)	-	850
G&H Roberts Community Trust	-	750	(750)	-	-
Tesco's Bags of Help Community grant	850	-	(850)	-	-
London Catalyst Samaritan grant	1,286	-	(1,286)	-	-
Cost of living winter support fund	-	4,000	(4,000)	-	-
UNVFVT International Training Programme	12,394	-	(12,394)	-	-
UNVFVT Direct Assistance Programme	-	47,090	(47,090)	-	-
	<u>74,586</u>	<u>223,217</u>	<u>(231,350)</u>	<u>-</u>	<u>66,453</u>

Room To Heal

Notes to the accounts for the year ended 31 December 2022 (continued)

Comparative period

	<i>Balance at 1 January 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers £</i>	<i>Balance at 31 December 2021 £</i>
The Austin and Hope Pilkington Trust	-	3,000	(1,000)	-	2,000
The Barrow Cadbury Trust/National Lottery Community Fund	33,293	200	(33,493)	-	-
Black Rock Gives	-	5,734	-	-	5,734
The Blue Moon Trust	-	10,000	(2,000)	-	8,000
CAF Resilience Fund	-	11,515	(11,515)	-	-
City Bridge Trust	1,233	36,300	(36,771)	-	762
Evan Cornish Foundation	-	10,000	(10,000)	-	-
Freedom from Torture	468	-	(468)	-	-
Garfield Weston Foundation	30,000	-	(15,000)	-	15,000
The Henry Smith Charity	5,366	36,000	(36,274)	-	5,092
The International Rehabilitation Council for Torture Victims	5,965	-	(5,965)	-	-
The London Community Foundation/London Community Response Fund (Wave 3)	307	-	(307)	-	-
The London Community Foundation/London Community Response Fund (Wave 5)	-	9,964	(9,964)	-	-
Lloyds Bank Foundation for England & Wales	931	24,930	(17,223)	-	8,638
London Catalyst Project grant	-	3,000	-	-	3,000
Merchant Taylors' Foundation	3,138	5,800	(3,138)	-	5,800
Mrs Smith & Mount Trust	-	5,000	-	-	5,000
The National Lottery Community Fund	24,424	-	(24,424)	-	-
People's Postcode Lottery	19,284	-	(19,284)	-	-
The Roddick Foundation	5,636	-	(5,636)	-	-
London Churches Refugee Fund	631	1,500	(1,101)	-	1,030
Tesco's Bags of Help Community grant	-	1,000	(150)	-	850
London Catalyst Samaritan grant	1,233	1,300	(1,247)	-	1,286
UNVFVT International Training Programme	18,803	22,592	(29,001)	-	12,394
UNVFVT Direct Assistance Programme	-	26,122	(26,122)	-	-
Total	150,712	213,957	(290,083)	-	74,586

Room To Heal

Notes to the accounts for the year ended 31 December 2022 (continued)

Name of restricted fund	Description, nature and purposes of the fund
2023 Mental Health	Individual donations towards 2023 Therapeutic Programme
Sir Jules Thorn Charitable Trust (Ann Rylands programme)	This grant contributes to our Therapeutic Programme
The Austin and Hope Pilkington Trust	This grant contributed to the salary cost of a therapist.
The Barrow Cadbury Trust / National Lottery Community Fund	COVID-19 Support Fund - this grant contributed to salary costs of therapists, caseworkers and operations staff as well as direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic.
Black Rock Gives	This grant contributed to the casework programme including casework salaries and associated overheads.
The Blue Moon Trust	The 2021 grant contributed to holistic support for women.
CAF Resilience Fund	This grant contributed to the salary costs of therapists and clinical administrator as well as running costs such as rent.
City Bridge Trust	This grant covers the salary of a caseworker and contributes to the salary of a therapist as well as associated running costs.
Evan Cornish Foundation	This grant funded therapy and casework salaries, database, management and overhead costs.
Fishmongers' Company's Charitable Trust	This grant helped fund a therapy group.
Freedom From Torture	This grant covered direct assistance costs of food and essentials to support members through the impacts of the pandemic.
G&H Roberts Community Trust	This grant helped fund evaluation of remote group therapy during Covid-19, helping to inform and develop future services; and helped fund assessments of newly referred survivors.
Garfield Weston Foundation	Funding for core costs to be spread over 3 years (2020-2022)
The Henry Smith Charity	This grant contributed to the salary costs of the director, with a contribution to overheads.
The International Rehabilitation Council for Torture Victims (IRCT)	This grant contributed to the salary costs of a therapist and the programme lead as well as additional technology costs for members to support activities that addressed Covid-19 related obstacles.
Lloyds Bank Foundation for England & Wales	This grant contributed to salaries of part-time caseworker, clinical administrator and finance manager, as well as database and IT expenses and rent costs.
London Catalyst Project grant	This grant helped fund evaluation of remote group therapy during Covid-19, helping to inform and develop future services; and helped fund assessments of newly referred survivors.
London Catalyst Samaritan grant	This grant contributed towards emergency and hardship costs for community members in need.

Room To Heal

Notes to the accounts for the year ended 31 December 2022 (continued)

London Churches Refugee Fund	This grant contributed to community member travel and data top-up costs.
London Community Foundation / Citi	This grant contributed to therapist and caseworker salary costs plus running costs.
The London Community Foundation / London Community Response Fund (Wave 3)	London Community Response Fund – Coronavirus Appeal (Wave 3) - This grant covered direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic.
The London Community Foundation / London Community Response Fund (Wave 5)	This fund was for meeting urgent and basic day-to-day needs of members during the Covid-19 pandemic, including food & essentials, phone/data top-ups, taxi/travel fares and emergency costs.
Matrix Causes Fund	This grant funded staff training to ensure RTH is anti-racist & culturally appropriate.
Merchant Taylors' Foundation	This grant contributed to therapist salaries and overheads to help continue our therapeutic support programme.
Morris Charitable Trust	This grant contributed to our gardening project, including piloting a new Garden Co-ordinator post.
Mrs Smith & Mount Trust / Mount Fund	This grant contributed towards salary costs for Caseworker and Clinical Administrator to support members with housing & homelessness
Nationwide Community Grants	This grant contributed towards salary costs for Caseworker and Clinical Administrator to support members with housing & homelessness
The National Lottery Community Fund	Coronavirus Community Support Fund - This grant provided funding for the initial set up of a third digital therapy group, covering associated therapy, casework and operations staff costs as well as direct assistance of food, phone top ups and additional technology needed.
People's Postcode Lottery	This grant contributed to our mental health programme, including therapist staff costs and therapy project costs.
The Roddick Foundation	This grant contributed to therapist, caseworker, supervision and operational costs to help ensure we could deliver our services through the pandemic.
Tesco's Bags of Help community grant	This grant contributed to a gardening project for members, including gardening materials, furniture and equipment.
UNVFVT - International Training Programme	(P-829-TS-21) This project was granted a no-cost 4-month extension due to the impact of the Covid19 pandemic on travel restrictions, the amount of £11,140 which was carried forward to 2022 was spent inline with the grant agreement and extension. In addition £1,254 was spent on creating a groupwork training toolkit as agreed in the carry forward of the 2020 grant (P-829-TS-20).
UNVFVT Direct Assistance Programme	(Project P-829-DA-22) This grant has been spent in the period examined in these accounts (1 January 2022 - 31 December 2022) and in accordance with the terms of the offer letter. The grant was spent as follows: therapeutic staff salaries £37,672, director salary costs £4,000 and contribution to rent costs £5,418.

Notes to the accounts for the year ended 31 December 2022 (continued)

18 Analysis of movement in unrestricted funds

	Balance at 1 January 2022 £	Income £	Expenditure £	Transfers £	As at 31 December 2022 £
General fund	144,767	135,849	(112,091)	5,000	173,525
Designated fund	30,000	-	-	(5,000)	25,000
	<u>174,767</u>	<u>135,849</u>	<u>(112,091)</u>	<u>-</u>	<u>198,525</u>
Comparative period					
	Balance at 1 January 2021 £	Income £	Expenditure £	Transfers £	As at 31 December 2021 £
General fund	144,865	97,932	(68,030)	(30,000)	144,767
Designated fund				30,000	30,000
	<u>144,865</u>	<u>97,932</u>	<u>(68,030)</u>	<u>-</u>	<u>174,767</u>

Name of
unrestricted fund

Description, nature and purposes of the fund

General fund

The free reserves after allowing for all designated funds

Designated fund

£25,000 for planned expenditure to help ensure organisational resilience in 2023 focused on strategic objectives including communications, income diversification and structural sustainability.

Notes to the accounts for the year ended 31 December 2022 (continued)

19 Analysis of net assets between funds

	General fund £	Designated funds £	Restricted funds £	Total 2022 £
Tangible fixed assets	448	-	-	448
Net current assets/(liabilities)	173,077	25,000	66,453	264,530
Total	173,525	25,000	66,453	264,978
<i>Comparative period</i>				
	<i>General fund £</i>	<i>Designated funds £</i>	<i>Restricted funds £</i>	<i>Total 2021 £</i>
<i>Tangible fixed assets</i>	<i>1,249</i>	<i>-</i>	<i>-</i>	<i>1,249</i>
<i>Net current assets/(liabilities)</i>	<i>143,518</i>	<i>30,000</i>	<i>74,586</i>	<i>248,104</i>
Total	144,767	30,000	74,586	249,353

ROOM TO HEAL

England & Wales - Charity number 1128857

Accounts

Company number: 06744055
Charity number: 1128857



Room to Heal

Trustees' Report and Financial Statements

For the year ended 31 December 2021

Room to Heal

Reference and administration information

The Directors of the charitable company are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees.

Trustees

Emily Haisley - Chair
Rim Rahimtulla- Treasurer
Susannah Fairweather
Michelle Knorr
Rosanna Thomasoo
Emeka Forbes-Hastings

Registered Office

Mildmay Community Centre
Woodville Road
London N16 8NA

Company Number

06744055

Charity Number

1128857

Bankers

The Co-operative Bank
62-64 Southampton Row
London WC1B 4AR

Triodos Bank
Deanery Road
Bristol BS1 5AS

Solicitors

Freshfields, Bruckhaus and Derringer

Independent Examiner

Patrick Morrello ACA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

Trustees' annual report for the year ended 31 December 2021

The Trustees present their report and the independently examined financial statements of the charitable company for the year ended 31 December 2021. Included within the trustees' report is the directors' report as required by company law.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Charitable Objects

The objects for which the Charity is established are:

1) To promote human rights (as set out in the Universal Declaration of Human Rights and subsequent United Nations Conventions and Declarations) throughout the world by all or any of the following means:

- (a) Relieving need among the victims of human rights abuse;
- (b) Obtaining redress for the victims of human rights abuse;
- (c) Research into human rights issues;
- (d) Raising awareness of human rights issues;
- (e) Promoting respect for human rights among individuals and organisations;
- (f) Providing technical advice to government and others on human rights matters;
- (g) Contributing to the sound administration of human rights law;
- (h) Commenting on proposed human rights legislation;
- (i) Promoting public support for human rights;
- (j) International advocacy of human rights; and
- (k) Eliminating infringements of human rights.

2) To promote social inclusion for the benefit of the public by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

Public Benefit

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives of the charity.

Structure, Governance and Management

The organisation is a charitable company limited by guarantee. The charity was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association.

Trustees' annual report for the year ended 31 December 2021

Room to Heal's trustees meet at least quarterly and regularly review progress against adopted priorities. As part of these discussions, opportunities and risks facing the organisation are also reviewed. The Chair and Director, as well as the Treasurer and Director, also meet regularly between meetings. Trustees delegate the day-to-day management of the charity to the Director.

Trustee positions are advertised and new trustees are nominated and appointed by the existing trustees. The trustees would invite prospective new trustees to attend meetings informally to gain an understanding of the role and responsibilities of trustees. Formal training would also be provided, as necessary, to gain further understanding of the role and responsibilities of trustees.

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 11 to the accounts.

Staff (Part-Time)

Roro Ratih Ambarwati (Group Therapist - maternity leave until July 2021)
Cat Baker (Caseworker)
Imogen Butler (Finance Manager)
Helen Byatereka (Group Counsellor maternity cover - March-August 2021)
Hannaa El-Sayed (Group Therapist until September 2021)
Elli Free (Director)
Kahina Ghit (Caseworker from May 2021)
Suzie Grayburn (Group Counsellor)
Fartun Guled (Group Counsellor from August 2021)
Jane Matthews (Fundraising Manager)
Anna Giulia Perego (Caseworker)
Bianca Pezzotti (temporary post - Digital Fundraiser from April to December 2021)
Jilna Shah (temporary post - Programme Lead from January to December 2021)
Camilla Smargiassi (Clinical Administrator)
Emily White (Group Therapist - maternity leave from May 2021)
Bert-Jan Zuiderduin (Group Therapist)

Sessional Staff

Mary Raphaely (Clinical Supervisor)
Diana Birkett (Clinical Supervisor)
Marc Sutton (IT Support)
Mark Fish (Trainer and Consultant)

Clinical and Non-clinical Supervision

Regular clinical supervision is provided by Diana Birkett and Mary Raphaely. Diana was a therapist and supervisor at Freedom from Torture for 25 years and previously Head of Counselling at Sutton Counselling Services. Mary is a group psychotherapist with over 30 years' experience, previously worked at Freedom from Torture, and co-ordinated Room to Heal's women's programme. Maide Showell also provided non-clinical supervision to caseworkers and volunteers during 2021. Maide has worked as a therapist at Freedom from Torture for over 20 years and is also an experienced training clinician and clinical supervisor.

Volunteers and Pro Bono Support

Room to Heal's volunteers and pro bono professional support is vital to the running of the charity and we'd like to record our appreciation for their enormous contribution to our work. During 2021, our staff team was joined by a number of volunteers and professionals working pro bono in a range of capacities including, but not limited to, website design and management, supporting our members with casework guidance, and gardening and cooking delicious, healthy meals for our members. Volunteers in 2021 were:

- Kathy Barber (Website Consultant)
- Mary Hannity (Community and Casework)
- Andrew Leak (Legal Consultant)
- Catherine Milne (Casework and Community)
- Kate Osmond (Illustrator)
- Camilla Smargiassi (Casework and Community)
- Mariko Taniguchi (Casework, Community and Fundraising)
- Florence Warner (Casework and Community)

Thank you

The ongoing pandemic meant another extremely challenging year for everyone. We'd like to record our great thanks to the trustee board, staff, volunteers, members and supporters for all their additional hard work and support throughout the year to ensure our community members continued to receive vital support through the pandemic.

ROOM TO HEAL'S AIMS AND APPROACH

Our Mission and Aims

Our Mission

To support people who have survived torture and human rights abuse to rebuild their lives in exile through an integrated, community-based programme of therapeutic and casework assistance

Aims	Activities	Outcomes
<p>1. To enable people to heal from their traumatic experiences and restore meaning to their lives</p>	<ul style="list-style-type: none"> ● Assessments and time-limited individual therapies ● Therapeutic groups and intensive therapeutic retreats ● Nature therapies and social gardening sessions ● Creative activities ● Member forums and increased 	<ul style="list-style-type: none"> ● Reduced anxiety, depression and related post-traumatic symptoms ● Increased ability to articulate traumatic history and withstand the challenges of the asylum process ● Reduced isolation and marginalisation ● Increased sense of belonging and integration

	<p>opportunity to engage in debates around the treatment and care of refugees and people seeking asylum and raising public awareness</p>	<ul style="list-style-type: none"> ● Increased sense of wellbeing/ meaning/ purpose in life
<p>2. To assist people in dealing with material challenges, navigating the asylum process and integrating into the UK</p>	<ul style="list-style-type: none"> ● Casework sessions to address health, legal, education, housing and welfare issues ● Interventions in support of asylum (e.g. therapeutic input to Medico Legal Reports) and material needs ● Support to help people into education, training and employment 	<p>Our members will have:</p> <ul style="list-style-type: none"> ● a better quality and standard of life and will integrate into society due to having greater ability to navigate asylum processes and: ● secured one or more of the following - better access to advisory services (legal, welfare, health), legal representation, improved housing, improved medical care and or welfare and grants ● accessed education, voluntary work and employment-related training
<p>3. To enable local communities, policy makers, service providers and the general public to respond more appropriately to the needs of refugees and people seeking asylum</p>	<p>This will be delivered through training (see Aim 5 below), communications and policy work in collaboration with other organisations. Activities will include:</p> <ul style="list-style-type: none"> ● Articles, media materials and best practice guidelines ● Training sessions ● Public events and exhibitions ● Policy meetings and workshops <p>Our policy focus is premised on working in partnership with other organisations and currently has 3 aims:</p> <ul style="list-style-type: none"> ● Ending immigration detention 	<ul style="list-style-type: none"> ● Local communities, policy makers, mainstream service providers and the general public demonstrate greater understanding of the needs of survivors of torture and organised violence ● Policy and practice are better suited to meeting the needs of survivors of torture and organised violence

	<ul style="list-style-type: none"> ● Challenging hostile environment government policies ● Giving people seeking asylum the right to work 	
<p>4. To ensure meaningful community engagement for, and decision making by, members within Room to Heal</p>	<ul style="list-style-type: none"> ● Regular community forums involve members in planning Room to Heal activities, community and strategic development ● Members co-lead on community activities ● Members participate in recruitment of staff ● Members participate in Aim 3 on policy and campaigns work ● Increase number of people with lived experience onto the board of trustees and the staff team 	<ul style="list-style-type: none"> ● Room to Heal provides a service that is appropriate and sensitive to members and meets with the challenges they are facing ● Room to Heal and its members prioritise the most damaging government policies, and campaign against these to limit the negative impact on our members and more generally for all people seeking asylum and refugees in the UK ● Members are empowered to advocate on issues that are important to them ● People with lived experience are part of the board of trustees and the staff team
<p>5. To develop partnerships across London, the UK and internationally to increase access to group and community support to people seeking asylum and refugees</p>	<ul style="list-style-type: none"> ● Increase the number of relational therapy groups in community settings ● Train partner refugee organisations in relational group therapy and community work 	<ul style="list-style-type: none"> ● Knowledge is shared and there is a greater understanding of the benefits of relational group therapy in community settings ● Services for people seeking asylum and refugees are improved collaboratively

Introduction to our Work

Room to Heal is a grassroots community charity supporting survivors of torture and human rights violations who are refugees and people seeking asylum. We provide a programme of therapy, casework and broader activities to assist people in overcoming the legacy of their traumatic experiences whilst navigating the practical challenges of life in exile.

Experience of Members

The Room to Heal community is made up of over 100 members from over 30 different countries, all

of whom have survived torture or other human rights abuses. We refer to survivors in the Room to Heal community as 'members', conferring a sense of agency and belonging.

Typically, the people we support have lost their homes, their families and their place of belonging in the world. The common legacy of these experiences includes depression and suicidality, extreme isolation and loneliness, traumatic symptoms including flashbacks and sleeplessness, feelings of shame, a lack of trust and self worth, and a range of other enduring physical and mental health problems.

The day-to-day struggles of living in exile and experiencing hostile environment policies first-hand only exacerbates members' poor mental health. Some members describe their experience of living in the UK as a 'second torture'. Our members, torture survivors, continue to experience unrelenting pressure from their many challenges, not least the with the new Nationality and Borders Act 2022 - the bill of which was progressing through parliament in 2021, increasing their anxiety around how they will be treated in the UK and increasing their fear of being detained and removed from this country. The [UNHCR](#) have been strong opponents and recognise that the Act will *'penalise most refugees seeking asylum in the country, creating an asylum model that undermines established international refugee protection rules and practices.'*

(<https://www.unhcr.org/uk/uk-immigration-and-asylum-plans-some-questions-answered-by-unhcr.html>).

The trajectory of many people seeking asylum in the UK is a protracted asylum legal process and years of living in poverty or destitution. People seeking asylum are excluded from living a normal life and expected to live in long-term isolation in a hostile environment, not able to work or financially support themselves. In addition, at the time of writing this report in 2022, under the new Nationality and Borders Act 2022, people arriving in the UK will have to navigate: a two-tier asylum system, meaning those who arrive in the UK via irregular means may receive less protection and support; an increase in the standard of proof for establishing they are a refugee; a possibility of fast-tracking their case, and having fewer opportunities to appeal; and be penalised for submitting evidence late so that this is either taken to damage their credibility or to affect the weight given to the evidence (Law Society, April 2022, <https://www.lawsociety.org.uk/topics/immigration/nationality-and-borders-act>). The Nationality and Borders Act 2022 also plays a part in the new government policy to send people seeking asylum in the UK to Rwanda where they will have their asylum claim processed and if they are successful will be offered refugee protection in Rwanda not the UK. This is currently being challenged in the courts on a range of points including that it breaches the UK's international obligations under the Refugee Convention. In the meantime, the government is intent on proceeding with this policy, with people already booked onto flights to Rwanda.

Our Response

When someone joins the Room to Heal community, they initially participate in individual therapy leading to joining one of our weekly relational therapeutic groups. Community members can also attend therapeutic retreats, and weekly social activities and many join other community members for a freshly cooked meal and social connection on Fridays at the Culpeper Community Garden in Islington.

We recognise that it is futile to offer therapeutic support to a person who has no food, no money,

and no place to sleep at night. Our casework team therefore works closely with a range of partners to help members resolve their practical challenges, for example in accessing suitable legal representation, housing, medical care and welfare support. The casework team also supports members to develop their potential and prepare for employment through education and training.

We believe that offering a collective resilience model of group therapy, casework and community is a powerful, long-term and dignified response to our members' ongoing experiences and trauma. Group and community-based therapeutic support reduces survivors' isolation, provides a positive experience of belonging to an alternative family, fosters bonds of friendship and solidarity, and instils renewed meaning in life. People realise they are not alone: a powerful part of the recovery process. Survivors' participation sets off a virtuous circle of trust, commitment, a sense of belonging and empowerment. Members are able to give as well as receive support, which enables feelings of self worth to emerge and a realisation that a more positive future is possible.

Our approach takes into account nuanced and subjective individual needs. We take a holistic, person-centred approach that recognises the external context in which each person is living and does not react to each problem separately; there is an interplay between the psychological, practical and community aspect of each individual's situation. There's also a recognition that sometimes there is no 'solution', but that having a community of people who understand, support and empathise, with the authenticity of lived experience, is enough for the individual to get through it and build strength through collective resilience.

ACHIEVEMENTS AND IMPACT IN 2021

The Pandemic and our Community

"I am on my own and do not have anybody. Room to heal services are great help me to every way. therapy group is helping me to slow recovery in mentally a lot every week. Especially this covid period room to heal had big part in my life. Exercise also help me in physically. Other services are also very much helpful to us as i do not have any life in this country without room to heal. I am really grateful to room to heal for their tremendous, kind and friendly help."

(Community member, 2021 Annual Survey)

"Room to Heal amazing people during the lockdown always every week provides our group on zoom meeting to help, support, care thank you for everyone all your hard work. My experience I think that Room to Heal is number one Charity able to provide zoom. meeting with the laptops for all group. Really was not stressed, again thank you."

(Community member, 2021 Annual Survey)

Throughout 2021 we continued to adapt to the pandemic and the restrictions on face-to-face working. For the first part of the year, we worked remotely: all therapy groups, casework support and community activities were online. Late spring, we started to safely meet face-to-face as a community, holding gardening sessions and simple outdoor meals at Culpeper Gardens. After consulting with members and considering everyone's safety, we decided to keep group therapy online. Casework has been a hybrid of some face-to-face work and some online and telephone work, according to the complexity and emotional strain of the work that needed to be done.

Trustees' annual report for the year ended 31 December 2021

Casework appointments have been held at our office when members needed more intensive support from a caseworker, for example when they had to complete a detailed application form.

A significant number of our members are in the extremely vulnerable category of health and therefore had to shield for some of 2021 to reduce their risk of contracting Covid-19. We were able to ensure they had access to food, essential items and safe transport to attend medical appointments to help reduce this risk. This type of support reduced from September onwards as people were able to access essential goods more safely themselves as the vaccine rollout continued. We also worked with [Medact](https://www.medact.org) (<https://www.medact.org>) to provide medical advice for our members on vaccinations. We also used resources provided by [Doctors of the World](https://www.doctorsoftheworld.org.uk) (<https://www.doctorsoftheworld.org.uk>) to help members make informed decisions about getting the Covid-19 vaccine/s.

A significant learning over the pandemic has been the surprising success of our remote therapy groups. Prior to the pandemic, we wouldn't have considered holding therapy online (via Zoom), however, we have been pleased with how supportive members have been of each other during group sessions, and the depth and group resilience we've witnessed has been profoundly positive.

Based on this success, and the need for more torture survivors to receive specialist support, we made the decision to set up a new, third therapy group online in March 2021. This was the first time we have set up and run a new therapy group entirely remotely, with none of the group members having met each other nor the therapists face-to-face beforehand. The premise of this new group was that it would run for just 12 months - a time-limited project to pilot this way of working. This new remote group worked very well, with very positive results to date - we are currently conducting a detailed evaluation of this group.

'And when I hear some people in the group, talk about a problem. I say I said no, I'm not alone. We are together. We are many people. And I want to survive ...and I want to know I have this problem because I am not alone'

(Community member in new 2021 remote-only group)

We ran many community activities throughout the year to combat isolation, including: online community social gatherings, reading groups, creative writing group with the Royal Literary Fund (<https://www.rlf.org.uk>), online movement class for women provided by The Movement charity (<https://www.themovementcharity.com>), as well as our community activities at Culpeper Garden. We also ran an anti-racist working group - monthly - giving members a safe space to influence anti-racist work across Room to Heal and to develop confidence to speak out more widely outside of Room to Heal.

The only work we weren't able to facilitate during the year were two residential therapeutic retreats, as we weren't confident we could run these in a covid-safe manner. We plan to resume these in 2022.

"During lockdown, we were meeting online on Zoom and after lockdown we are meeting face to face. This has helped me alot."

(Community member, 2021 Annual Survey)

Snapshot in Numbers

- 121 people supported
- 60 people provided with individual therapy and/ or group therapy
- 108 people supported with casework or referral matters including 62 community members
- 3,422 casework sessions and actions to prevent food poverty, destitution, homelessness, improve access to education and training, and help for our members to navigate the asylum process and find good quality legal advice

Expected Outcomes

The expected outcomes we wanted to see in our client group included:

- Reduction in anxiety, depression and related post-traumatic symptoms
- Increased ability to articulate traumatic history and withstand the challenges of the asylum process
- Reduced isolation and marginalisation
- Increased sense of belonging and integration
- An increased sense of wellbeing/ meaning/ purpose in life.

Outcomes Achieved

It is clear that the results of our work in 2021 have been overwhelmingly positive, supporting torture survivors in London through the pandemic. In 2022, reflecting on our 2021 services, our community members' anonymous annual survey respondents said:

- 96% felt that their mental health has improved as a result of being part of Room to Heal
- 87% felt more positive about the future
- 100% felt more listened to
- 100% felt more able to deal with the effects of trauma including depression and anxiety
- 96% felt more able to access advice, information and support on housing, education, benefits, etc.

PROGRAMME OF WORK IN DETAIL

Therapeutic Programme

The overarching aim of our therapeutic work is to enable survivors to heal from their traumatic experiences and restore meaning to their lives. Our therapeutic expertise is in relational group therapy - where the primary focus is on relationships within the group, rather than between the therapist and the individual - in a community setting that promotes group resilience and long term, peer-led healing.

Our group resilience model is respectful of different cultural approaches to mental health. Our model challenges the patient-expert model, putting survivors at the heart of decision-making. We believe that long-term recovery doesn't just come from a clinical professional's intervention - it comes from within the person themselves when they are ready and able to begin this process in a safe place.

Referrals and Assessments

We continue to have a good network of referral agencies, including the NHS, specialist solicitors and many NGOs in this sector.

In 2021, Room to Heal received 49 referrals. These referrals are taken to a clinical meeting where they are reviewed by our team of therapists and a decision is made on whether to meet the person for an assessment, find out more information, or advise a more appropriate service to refer them to.

On referral to Room to Heal a therapist will, usually over multiple sessions, assess a potential member in order to understand whether they are likely to be able to both benefit from, and contribute to, our therapeutic group work. Our therapists met 24 people for assessments in 2021 (face-to-face, via Zoom or over the telephone). These assessments often prompt a need for one-to-one therapy before or during a member's participation in the group work. It is at this stage that we also identify welfare, housing and/or legal protection needs, which are then followed up by our caseworkers.

We have a good network of referral agencies, including the NHS (mental health teams and GPs), highly-experienced immigration solicitors, the British Red Cross and many other NGOs in this sector and beyond (see Partnership Work for a full list of referral and other partners). We also have a good network of organisations that we refer to, including social enterprises such as Luminary Bakery, non-statutory health support through Doctors of the World and NHS Community Mental Health Teams to ensure that specialist medical care is available for our members. We also work with advice centres, hosting schemes, food banks, emergency shelters, and local funders offering small grants and other support to individual members.

One-to-One Therapy

In 2021 we provided individual psychotherapy for 52 people in 310 therapeutic sessions. These included some individual therapy in preparation to join group therapy.

Group Therapy

“They are very good people in my group. They understand me and they care about me. All that help me a lot. Room to heal is like real family for me. They care to much about me. They always want to see my happiness. Even they know when I'm happy and sad that means a lot for me that change my life. 1 year ago i was thinking to suicide my self. I been in that situation. But know they give me hope. They always told me there is a hope and tomorrow is another day. That keeps me safe”

(Community member, 2021 Annual Survey)

Our weekly therapy groups lie at the heart of the community. In 2021, we ran three mixed-gender groups (in previous years we ran two groups). In total we ran 138 group therapy sessions for 29 people (16 women, 13 men).

Trustees' annual report for the year ended 31 December 2021

All our groups were remote during 2021 and were co-facilitated by two therapists / counsellors. All group members who needed it were given laptops, data and headphones to be able to access online groups throughout the year. We decided to keep group therapy online after consulting with members and considering everyone's safety.

Our therapeutic support groups are the cornerstone of our therapeutic programme, animating and deepening our community. After torture and forced exile, people often become profoundly isolated and feel as if no-one else can ever understand what they have been through. Through engaging in a therapeutic group, alongside people from all over the world who have this common experience, people come to understand at the deepest level that they are not in fact alone. This in itself is profoundly healing and very often is the beginning of a process of rediscovering the humanity in themselves and others.

Alongside our two slow, open-ended therapy groups, in 2021 we made the decision to set up a new online time-limited (one year) therapy group, based on the success of moving our longer-term groups online and an intention to expand our services to more people. As mentioned earlier, this was the first time we have set up and run a new therapy group entirely remotely, with none of the group members having met each other nor the therapists face-to-face beforehand. The premise of this new group was that it would run for just 12 months - a time-limited project to pilot this way of working. This group has recently come to an end and we aim to continue to run a time-limited group alongside the two longer term groups each year, funding permitting. We have seen benefits of having a time-limited group, in that members start and end the group and build relationships together at the same time. At the end of the group, members can remain part of the community and its activities for as long as they choose.

Community Activities and Gardening

"I always like to joined in any activities. As one family. Community gathering it's important because able to learn more with another people and you will have more experience.."

and

"Now we are slowly back to the garden we can be face to face it's a good feeling. Thank you to everyone who have been working hard to makes all this possible for us"

(Community members, 2021 Annual Survey)

In our 2021 annual survey the respondents said:

- 100% felt like they were part of a community during lockdown
- 92% felt less isolated and lonely
- 100% felt supported
- 100% felt listened to

39 people attended community gatherings - 31 people face to face and 25 people online

Participating in community activities, sharing skills and knowledge, through cooking, gardening and creative activities, is an important part of what we do. We offer a safe and supportive space for members to explore different skills and interests and connect with others outside of the group.

Trustees' annual report for the year ended 31 December 2021

We give our members a space where they are not labelled as a homogenous group of passive 'asylum seekers' who have little agency in their lives. Members decide on who is cooking and what dishes to make for our communal meals and go to the shops and buy the ingredients themselves, and they help decide what plants to grow in our community garden, sharing knowledge on growing techniques from around the world.

Our holistic therapeutic approach normally includes members participating in cooking, gardening, day trips and residential therapeutic retreats. In 2021, the social aspects of community activities remained quite different to our normal programme of events due to the ongoing pandemic. As noted earlier in the report, during the first part of 2021 our community activities were carried out online. Late spring, we started to safely meet face-to-face in our community garden for gardening and communal meals, and we had a day trip to the seaside with a group of members. These all contribute to our holistic approach to improving mental health.

The community activities for members during the year included:

- Online community social gatherings - fortnightly via Zoom for the first part of the year, then we slowly started to shift to face-to-face gatherings - reducing isolation and enabling members' relationships to develop and to support each other, despite lockdowns and shielding
- Online reading group - fortnightly - to reduce isolation
- Online creative writing group - 6 workshops kindly provided/ hosted by Royal Literary Fund (<https://www.rlf.org.uk>)
- Online movement class for women - weekly from March - providing safe, gentle, supervised exercise for female members whilst shielding. Kindly provided by The Movement charity (<https://www.themovementcharity.com>)
- Anti-racist working group - monthly - giving members a safe space to influence anti-racist work across Room to Heal and to develop confidence to speak out more widely outside of Room to Heal
- Gardening and social gatherings with communal meals at Culpeper Community Garden (<http://culpeper.org.uk>) - these re-started in May in person, initially fortnightly then weekly, with social distancing measures in place.

We also continued with a regular community newsletter that we started at the beginning of lockdown in 2020, to which members continued to contribute during 2021. This enabled us to keep sharing online activities such as yoga, mindfulness and breathing techniques to help members keep calm, online classes to keep active, links to remote arts and cultural activities, plus it was a good opportunity for members to communicate with each other and share recipes, stories and poems. It also continued to be a place where we provided up-to-date guidance in plain English on the latest Covid-19 restrictions and vaccine information.

Casework Programme

“Room to Heal caseworker are supporting a lot. Calling me once a week to find everything is going well with me. Make to my solicitor to know what is going on about my case. Email and send support letters to the solicitor. She also helps me to contact the food bank.”

(Community member, 2021 Annual Survey)

In our 2021 annual survey, 96% of respondents felt that because of Room to Heal casework support they felt more able to access advice, information and support on a range of areas including immigration advice.

The practical support we offered to our members continued to be a vital part of our holistic programme, preventing destitution and homelessness and ensuring our members were able to access the crucial welfare and support services they are entitled to.

Our casework team also supported members in shaping educational and employment opportunities, ensuring they can integrate meaningfully when they have the right to work, once they are successful in securing leave to remain in the UK.

Our casework team provided 3,422 individual casework sessions/actions to our members in 2021 related to resolving practical issues (such as housing, welfare, health, education, training and employment) and securing legal protection for our members.

- Overall, 108 people were supported with casework and referral matters
- 37 people received deliveries of food and essentials and phone top ups/internet data (during late summer we started to phase out food deliveries, as people came out of shielding)
- 35 people used laptops or tablets on loan from us to get digital /online access and support and 27 people were supported with regular internet data
- 41 people were helped to access suitable and safe accommodation: 11 members helped to secure housing/prevent homelessness 13 times and an additional 30 members were advised on housing issues
- 49 people were helped to access healthcare
- 42 people were helped to access welfare/benefits
- 35 people were helped to access education, training or employment
- 37 members were supported with 275 emergency / basic needs, including food, phone data, taxis to health appointments, and emergency accommodation

In our annual survey for 2021 96% of respondents felt more able to access advice, information and support through our casework support on housing, education, benefits, etc. (13% a little, 83% a lot).

Destitution, Welfare and Homelessness

“They helped me with groceries during the lockdown. If it wasn't them, I wouldn't know where I would be by now.”

(Community member, 2021 Annual Survey)

Trustees' annual report for the year ended 31 December 2021

Many of our members are destitute, with no recourse to public funds (NRPF), or have been surviving on c. £39/week. In response we secured funding to provide members with ongoing food vouchers, food deliveries, clothing, phone top-ups, taxis to health appointments and emergency accommodation. We also secured white goods and other furniture for members who were moving from temporary asylum accommodation to more long-term, secure housing. This was provided to 37 of our members 275 times.

In addition, in 2021 our caseworkers obtained 29 individual grants for members to the value of £4,082, primarily to help with destitution and education.

We also continued to provide 34 refurbished laptops and 27 sim cards to provide ongoing internet data for 41 members who do not have wifi, along with dongles so they can access wifi in asylum support accommodation where this is not available.

Our casework team also assisted members with accessing asylum support and provided evidence of destitution for asylum support applications, wrote supporting letters, and followed up when support was cut off or payments were delayed/ inexplicably stopped.

For members with refugee status or leave to remain, we have supported them to access welfare services for long-term sustainable support, by applying for mainstream benefits, and putting together and providing medical evidence for homelessness applications to local councils. This continues to get more challenging for members as local authorities' housing stock is seriously depleted and many people are put in inadequate temporary accommodation for very long periods.

Room to Heal caseworkers supported our members to advocate for more appropriate accommodation and on a number of occasions, where it was not safe to stay where they had been placed, or where they became homeless, we provided funds to accommodate them on a temporary basis until the issues were resolved.

We worked with a range of organisations to provide financial support, including applying for grants from the following: Ruth Hayman Trust, Fund for Human Need, Positive Action in Housing, and the Society for the Relief of Distress.

On a systemic level we were (and are) a key member of the Destitution Forum, a network of NGOs that meet to share information and to challenge together some of the inhumane government policies that cause destitution for our members. We also attended the Home Office convened National Asylum Support Forum, where we keep up to date with government policy changes and where concerns around housing and financial support for people seeking asylum are raised.

“I have been homeless for the past one year and Room to Heal have supported me greatly and made sure that I don't end up on the street. They look for places to stay either in a hotel or with the Hosting Organisation”

(Community member, 2021 Annual Survey)

Legal Support and Protection

- 43 people were helped through the asylum process
- 21 medico-legal letters/reports written, supporting asylum and housing actions
- 5 members secured legal representation
- 10 people secured status

The casework team and therapists supported 43 people through the asylum process in 2021. This involved assistance in accessing appropriate and high-quality legal support, providing expert medico-legal evidence, articulating their testimony for asylum claims and facilitating communication with solicitors. Where relevant, we also signposted members to legal advice centres and drop-ins.

The therapists, together with a psychiatrist we regularly work in close partnership with, have written 21 medico legal reports / letters of support for members in the last year, primarily for immigration and asylum cases and sometimes to support inadequate housing. These reports are crucial for submitting comprehensive evidence in asylum claims and, through offering these services at Room to Heal, our members are able to avoid the long waiting lists they would usually face in obtaining such reports. These reports also help ensure our members get social housing when they obtain leave to remain in the difficult context of a social housing crisis in the UK and particularly in London.

In 2021 we secured legal representation for 5 members. Ten members were successful in their asylum and immigration claims over the year and many applications remain pending. Due to the pandemic, there was a significant delay in decision making and court hearings over the year.

Our therapists continue to attend (either in person or online) members' tribunal hearings either to give evidence or in a supporting capacity. Our caseworkers have also been supporting members to meet with their solicitors and help them understand what is happening at each stage of the asylum process.

The long-term external context of legal aid cuts, limited good quality legal representation and a long and flawed asylum process makes it very difficult for our members. We continue to get pro-bono support from a lawyer who has worked in the refugee sector for many years and who reviews letters and reports that will be used as evidence in court written by our therapists. We also have the expertise of Michelle Knorr, a high profile immigration barrister at Doughty Street Chambers and Room to Heal trustee, who is available to provide advice as and when required.

Members' Involvement in Decision-Making and Agency

"I was able to give my opinion about any matters been going, also help to be part of the decisions that taking place within the community, it gave me more feeling and confidence that im really part of the community, not only member who receiving help and support, instead it make me feel like part of family"

(Community member, 2020 Annual Survey)

In our 2021 survey:

- 75% of respondents said they were given the opportunity to participate in decision making either sometimes, often, or a lot
- 70% of respondents felt more confident to share their experiences as an asylum seeker or refugee with wider society because of their involvement with Room to Heal
- 100% of respondents who participated in the anti-racist group found it helpful

A key part of user involvement in Room to Heal's work is the role that members play in the group and community. In group therapy, our members received support but were also able to give support, empathise, and relate to other group and community members. Giving support was also an important part in members' own healing: during this process, they are reminded of their own self worth and value. We witnessed group members grow in confidence as they started to recognise that they themselves were valuable contributors to the group and larger community.

Twenty five people engaged in opportunities to speak out and influence, including: attending our community forums to influence day-to-day & strategic activities at Room to Heal; being part of the recruitment process and interviewing frontline staff members; attending our anti-racist groups; contributing to a [Routledge](https://www.routledge.com) (<https://www.routledge.com>) book chapter about therapeutic group work with refugees in different parts of the world (to be published in 2022) & to a [Riposte](https://www.ripostemagazine.com/shop-1/riposte-13) (<https://www.ripostemagazine.com/shop-1/riposte-13>) article; attending a Nationality & Borders Bill rally outside parliament; participating in external PhD research projects on matters relating to people seeking asylum and refugees.

PARTNERSHIP WORK

Direct Service Partners for Members

We worked with a number of partners to support our community activities in 2021 including: the Royal Literary Society, working with a playwright with a group of members to develop their writing skills; the Movement Charity who ran weekly exercise classes at Room to Heal with a trauma-informed trainer; and GPs from Medact who provided information to our members about covid vaccines.

We have a good network of referral agencies, including the NHS, highly-experienced immigration solicitors, the Red Cross and many other NGOs in this sector and beyond. We also have a good network of organisations that we refer to, including social enterprises such as Luminary Bakery, non-statutory health support through Doctors of the World, and NHS Community Mental Health Teams to ensure that specialist medical care is available for our members. We also work with advice centres, hosting schemes, food banks, emergency shelters, and local funders offering small grants and other support to individual members.

We partnered with charity Migrants Organise in London in setting up our third therapy group and agreed to take 50% of our referrals from them and our caseworkers collaborated to share the work for these members. This enabled us to continue, throughout the pandemic, to work towards our long-term strategic aim of developing partnerships to increase access to group and community support to more refugees and people seeking asylum.

Strategic Partners

We recruited a part-time, 12-month Programme Lead post to support our Director with strategic development. This post had a focus on collaborating with other charities to investigate development of therapeutic groups for other charities' beneficiaries. Although the work was within the limitations of Covid and working during a pandemic, the post was able to achieve the following:

- Defining our model of work and, through this, concrete partnership plans
- Collaborating with the Room to Heal team on writing a chapter of a book on group work that is being published by Routledge in 2022 which enabled us to more firmly define our model
- Co-writing an application to Comic Relief Change Makers programme on a national partnership project - we were not successful in this, however we reached the final stage with 11 other organisations out of over 1,000 applicants - only 4 were successful. This work helped refine our partnership model of working and helped us develop a theory of change.
- Outreach work to establish organisations that we identify as potential partners across the UK including - Groundwork (<https://www.groundwork.org.uk>), Ubuntu (<https://www.ubuntu-glasgow.org.uk>), Revoke (<https://www.revoke.org.uk>)
- Carrying out our first pilot training programme to support staff in other charities who experience vicarious trauma, as a result of supporting their own refugee and asylum seeker populations. The training was 'Vicarious Trauma and Resilience Training' for Groundwork staff (<https://www.groundwork.org.uk>). The Programme Lead was one of the trainers for this event, along with one of our senior therapists. Four x 2-hour sessions were carried out online via Zoom over 2 weeks, with c. 12 people per session, 47 people in total. Full feedback has now been received, all of which has been very positive.
- Identifying areas to develop internally and to collaborate with other organisations to share learning - particularly on race and culture, gender identity, LGBTQI+ and intersectionality.

We also continued to collaborate with an external NHS clinical psychologist on research on the efficacy of community relational therapy for refugees that will be published in 2022.

Campaigns, Networks and Policy Partners

In 2021 we prioritised our work with two national networks, Together With Refugees (<https://togetherwithrefugees.org.uk/>) and Lift The Ban <https://www.refugee-action.org.uk/lift-the-ban/> - challenging aspects of the Nationality and Borders Bill and advocating for people seeking asylum to have the right to work respectively. This included attending the Nationality & Borders Bill rally outside parliament with community members.

We also worked with other NGOs to highlight the problems that our members were experiencing in the system to access basic asylum financial support. We were also able to respond with other NGOs to highlight our concerns to Priti Patel, Secretary of State for the Home Office on the response of the UK government to accepting refugees from Afghanistan after the withdrawal of the US and UK troops in August 2021.

We participated in over 50 external meetings/events with partner agencies, local, national and international, on a range of issues including vaccine rollout, managing suicide, survivor engagement and the Nationality and Borders Bill. We participated in a range of regular network meetings on mental health, asylum support and destitution (including Home Office meetings). All these meetings and events were focused on sharing best practice, peer support and campaigning and policy and advocacy work.

We worked in partnership with the British Institute of Human Rights (BIHR) who provided training to all our staff to better understand the Human Rights Act as a tool to strengthen advocacy work for / with members. This will be implemented by caseworkers in particular, e.g. advocating for housing, healthcare rights etc. Our partnership work has helped BIHR to develop a letter writing guide for organisations to use in challenging breaches of human rights with statutory providers.

In 2021 we continued our anti-racist group. We created this space for members to come together and discuss issues they were facing in their day-to-day lives and any concerns they had about Room to Heal and our work. This group continued to meet monthly until the end of the year sharing experiences of racism and sharing ideas of how members want to challenge this. The key issues that were raised in this group were about racism members experienced externally, in their interactions with statutory services and in particular health care and the Home Office. A decision was made to focus on advocacy work in 2022 supporting members to amplify their voices on these and other experiences in a safe way to help try to improve statutory practices.

A list of our partners can be found on our website at www.roomtoheal.org/community/partners/

We also participated in media activities, including radio interviews, a published news article and a podcast that has had a reach of approximately 14,000 people that covered many of the issues detailed above that were affecting our members.

International Work

In 2021, Room to Heal continued its training programme funded by the United Nations Voluntary Fund for Victims of Torture (UNVFVT) for a third year. The programme was co-facilitated by Mark Fish, the founder of Room to Heal, and Rim Ben Ismail, the President of Psychologues du Monde Tunisie. This year the trainers worked with an NGO called Standing Voice in Malawi providing training to enable them to facilitate support groups with their own beneficiaries i.e. survivors of atrocity and their families.

The Covid pandemic significantly interrupted the smooth roll-out of the programme, hence the need for a 4 month extension to the project. However, by the end of April 2022, two training workshops in Malawi, and a raft of shorter online training workshops between these two in-person sessions, had taken place.

This was the last international training project that Mark and Rim will carry out under the Room to Heal umbrella. The sole funder for this work has been through a UNVFVT training grant to Room to Heal, and UNVFVT has now agreed to consider an application to continue this work directly from Mark's now well established independent entity Groupworks International.

Room to Heal's UNVFVT grant for 'direct assistance' for our core UK work continues separately to this.

International Rehabilitation Council for Torture Survivors

Room to Heal continued to be an active member of the International Rehabilitation Council for Torture Survivors (IRCT) and signed up to, and supported the implementation of, their Global Rehabilitation Standards - a global commitment to survivors of torture to provide quality support. For more information, see <https://www.roomtoheal.org/about/our-standards/>

ORGANISATIONAL DEVELOPMENT & STRATEGY

We were fortunate to receive consultancy (kindly funded by Lloyds Bank Foundation) to carry out a Room to Heal organisational structural review in 2021. The consultant's recommendation included creation of a new post, Community Manager, to focus on day-to-day management of the community, to enable our Director to focus more on strategic development and organisational partnerships. The Community Manager post has now been recruited, and the post-holder started in late spring 2022, this will enable the Director to focus more on strategic development from late summer/autumn 2022 once the Community Manager is settled in post.

Race and Diversity

We are trying to shift the power balance in our organisation to people with lived experience and are about to start intensive team development work internally on this with the help of an external facilitator to ensure Room to Heal is anti-racist and culturally appropriate, to best support refugees and people seeking asylum who have survived torture.

Over the last year we have been working on ensuring the following:

- continuing to diversify our trustee board - we now have 7 trustees, 4 of whom are people of colour and are either a refugee or have a close relative who is a refugee/person with humanitarian protection, asylum seeker, undocumented migrant or a person with leave to remain based on a human right; and/or a close relative who has experienced the hostile environment relating to the UK immigration system. We also have trustees who have other relevant lived experiences including identifying as LGBTQ+ and accessing mental health support and a number of our board members have multiple relevant lived experiences.
- continuing to diversify our team - in 2021 we were able to recruit two people with lived experience of being a refugee and over the year, 6 of 16 people who worked at Room to Heal were people of colour (37.5%) - increasing the racial diversity of our team;
- learning from our members through the anti-racist working group.

Our Director and trustees continue to work on diversifying the board and team. We are fully committed to shifting the power balance and we want to do this in a sustainable and supportive way that does not adversely impact on our community. We also involve our community members in many decisions within the organisation, however, we recognise the limitations of this participatory approach and we are determined to shift the power balance towards people with lived experience.

Ongoing Strategic Plan

We continue to see the catastrophic impact of prolonged, multiple challenges on our community members' mental health, including suicidality, and we know there's still much work to be done to support our existing members, as well as to reach out to more refugees and people seeking asylum across the UK.

Our existing strategy (2020-2025) includes replicating our services in partnership with other NGOs to make group and community support more widely available to refugees and people seeking asylum across the UK; plus increased advocacy and campaigning work on matters such as ending immigration detention, lifting the ban on working for people seeking asylum, and more generally highlighting and challenging the increasingly hostile environment endured by people seeking asylum. We've been able to start to refocus, after the early days of the pandemic, on our strategic development at Room to Heal (see Strategic Partners on page 18). We've developed a logic model and plan for a national project. Having got very close to securing a significant fund for this in 2021, we know that this ambition is of interest to partners and funders.

We will be reviewing this strategy in late summer/ autumn of 2022 and consider if there is a need to refresh our values and objectives. This will reflect on:

- our work to shift the power balance in our organisation to people with lived experience
- the pandemic and the changes that have been enforced on us all during this period
- the political and economic external environment that we are now faced with including the impact of the Nationality and Borders Act 2022, cost of living crisis and the possible pending recession to ensure the resilience of our community and our broader strategy reflects the external context that we are working in.

Monitoring and Evaluation

'I feel different. I feel I have been given strength from other people to feel safe.'

(Community member in new 2021 remote-only group)

Strengthening our evidence base - there is limited academic research on group and community-based interventions with people seeking asylum and refugees. In 2021 our Director participated in a PhD research panel to help build this evidence and research with our members took place throughout 2021. The psychologist undertaking the PhD research with Room to Heal facilitated co-production meetings to help ensure the research was designed in an accessible and useful way for service users and the research results will be available in the autumn of 2022.

We continue to carry out an annual anonymous survey accessible to all members of the community. This enables us to get feedback on all aspects of our work in the community. Overall, the annual survey showed a significant improvement in the majority of participants' mental health.

The results of the 2021 survey are included in this annual report and the overriding positive responses are testament to the success of the interconnectedness of our casework, therapy and community activities and the relational group and community approach to our work.

During 2021 we continued to implement a slimmed down, pandemic-adapted wellbeing survey for group therapy participants to complete online whilst our groups remained online. Given the difficulties that group members have faced during the pandemic, it continued to be a difficult period to compare data sets and attempt to assess the impact of our group work using this method. Unsurprisingly there is a very clear correlation between external factors and members' mental health. For example when a member receives a refusal from the Home Office on their immigration application, or when someone is at imminent risk of homelessness, there is a significant deterioration in that member's mental health. We plan in 2022 to use the full set of psychological questionnaires that will enable us to monitor a range of post migration and trauma data alongside a revised bespoke Room to Heal wellbeing survey that we were using during the pandemic, and carry out a detailed evaluation of the new time-limited group. Feedback to date has been very positive.

FINANCIAL REVIEW

The majority of income raised in 2021 was from Trusts and Foundations, as in previous years. During the height of the pandemic in 2020, we received a very positive response from funders who recognised the urgent needs of our members and we were extremely grateful for their swift and increased levels of support. During 2021, we experienced a quieter funding environment, as some funders paused grant giving, while they reviewed their impact and reassessed their future direction. In addition, our Fundraiser spent considerable time reporting back to 2020 funders on the impacts of their restricted grants. 2021 was therefore a quieter year than 2020 in terms of fundraising, and funding returned to levels similar to pre-pandemic years.

Our total income for 2021 was £311,889 and expenditure was £358,113, which compares with an income of £485,106 and expenditure of £286,969 in 2020. We received a number of restricted grants in 2021 for projects that continued into 2022, so £74,586 of restricted reserves has been carried over to 2021. A designated fund of £30,000 was set up during the uncertainty of the ongoing pandemic to cover planned expenditure in 2022 and 2023 aimed at improving organisational resilience focusing on strategic objectives including communications, income diversification and structural sustainability.

The UNFVFT grant for direct assistance (Project P-829-DA-21) has been spent in the period examined in these accounts (1st January 2021 - 31st December 2021) and in accordance with the terms of the offer letter. The UNFVFT grant for the international training project (P-829-TS-21) was granted a no-cost 4-month extension due to the impact of the Covid-19 pandemic on travel restrictions. £10,198 was spent during the year to 31st Dec 2021 and £11,140 was carried forward to 2022. The £18,803 carried forward 2020 grant (P-829-TS-20) was spent in accordance with the terms of the offer letter and the no-cost 4 month extension agreed - there was an underspend on this grant of £1,254 - this was under 10% of the budget and in compliance with the fund guidelines on minor budget adjustments (this will be spent on creating a groupwork training toolkit that will be completed in 2022). This brings the total carried forward to £12,394.

Thank You

We would like to say a huge thank you to every supporter who donated to Room to Heal in 2021 and made our work possible.

We'd like to thank the following funders for their generous unrestricted grants and donations:

A B Charitable Trust
Doughty Street Chambers Donations Committee
Roddick Foundation
The Alan & Babette Sainsbury Charitable Fund
The Bromley Trust

We'd also like to thank all of the funders who generously provided restricted grants, who are listed in the Financial Statements on page 39.

Thank you also to each and every one of our individual supporters, who have contributed monthly and/or who have provided ad hoc donations.

Thank you too to our donors who wish to remain anonymous.

We hugely appreciate every contribution to our work and would like to thank all of our supporters for standing by our community members during the year.

Fundraising Practices Statement

The trustees reviewed the Charity Commission guidance *Charity fundraising: a guide to trustee duties* (CC20) and are confident that obligations are being met.

Room to Heal is registered with the Fundraising Regulator and abides by their Codes of Fundraising Practice and Fundraising Promise.

In 2021 we had a part-time salaried Fundraiser who carried out our fundraising with Trusts and Foundations. The Fundraiser is also a member of the Chartered Institute of Fundraising.

Following strategic guidance from the Foundation for Social Improvement (kindly funded by Lloyds Bank Foundation for England & Wales), we invested in a new part-time salaried Digital Fundraiser post to focus on developing fundraising and communications with individual supporters. This temporary post was responsible for setting up a GDPR-compliant supporter database for individual supporters and developing communications with individual supporters. This post ended in December 2021 and we plan to recruit for a new part-time post in 2022 to start to build donations and support from individual supporters.

We did not use third party fundraisers or commercial participators during the year.

We have a fundraising complaints process, which the trustees reviewed and agreed, and which is published on our website. We didn't receive any fundraising complaints in 2021.

Trustees' annual report for the year ended 31 December 2021

We are aware of our responsibilities to protect vulnerable people and other members of the public from undue pressure in relation to fundraising. Steps taken include full understanding of, and compliance with, the Fundraising Regulator's Fundraising Promise and Codes of Fundraising Practice. During the year, we are not aware of any occasions when we had reason to believe that a donor lacked capacity to make an informed decision in relation to fundraising.

Financial oversight of income generation and expenditure is provided by the Director and Finance Manager, who report to the trustees at quarterly Board meetings and at interim Finance Sub-Committee meetings.

Reports are filed in accordance with the regulations set out by Companies House and the Charity Commission.

Reserves Policy

The trustees reviewed the reserves policy and have concluded to continue holding free reserves equivalent to between three and six months of the current working budget where free reserves are the unrestricted reserves less fixed assets and designated funds. This is currently between £91,400 and £182,900 for the 2022 working budget. This will allow the charity to continue normal activities in the event of a significant drop in funding or increased overheads and run efficiently to meet the needs of its members and staff. In addition, the reserves may also be used for innovation and development opportunities that are in line with the charity's objects. The reserves level continues to be reviewed on a quarterly basis by the board of trustees. The unrestricted funds available to the charity as at 31 December 2021 were £174,767 and the free reserves were £143,518.

RISK MANAGEMENT

Room to Heal trustees regularly review the major strategic, business and operational risks faced by the charity and systems have been developed to mitigate the significant risks. Our Risk Register analyses these risks in terms of probability, potential impact and actions necessary to mitigate these risks.

Statement of responsibilities of the trustees

The trustees (who are also directors of Room to Heal for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group 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 UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

Independent Examiner

Patrick Morello of Third Sector Accountancy Ltd was appointed as Independent Examiner to the charity in March 2019.

This report was approved by the board on 15 / 07 / 2022 and signed on their behalf.



Emily Haisley - Chair



Rim Rahimtulla - Treasurer

Independent Examiner's Report to the trustees of Room to Heal

I report on the accounts of the charity for the year ended 31 December 2021 set out on pages 27 to 45.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



15 / 07 / 2022

Patrick Morrello ACA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

Room To Heal
Statement of Financial Activities
(including Income and Expenditure account)
for the year ended 31 December 2021

	Note	Unrestricted funds £	Restricted funds £	Total funds 2021 £	Unrestricted funds £	Restricted funds £	Total funds 2020 £
Income from:							
Donations and legacies	3	88,414	213,957	302,371	97,030	379,501	476,531
Charitable activities	4	9,446	-	9,446	8,244	-	8,244
Investment income	5	72	-	72	331	-	331
Total income		97,932	213,957	311,889	105,605	379,501	485,106
Expenditure on:							
Raising funds	6	34,899	-	34,899	29,823	-	29,823
Charitable activities	7	33,131	290,083	323,214	28,660	228,486	257,146
Total expenditure		68,030	290,083	358,113	58,483	228,486	286,969
Net income/(expenditure) for the year	9	29,902	(76,126)	(46,224)	47,122	151,015	198,137
Transfer between funds		-	-	-	1,758	(1,758)	-
Net movement in funds for the year		29,902	(76,126)	(46,224)	48,880	149,257	198,137
Reconciliation of funds							
Total funds brought forward		144,865	150,712	295,577	95,985	1,455	97,440
Total funds carried forward		174,767	74,586	249,353	144,865	150,712	295,577

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

Room To Heal
Company number 6744055

Balance sheet as at 31 December 2021

	Note	2021	2020
		£	£
Fixed assets			
Tangible assets	14	1,249	3,657
Total fixed assets		1,249	3,657
Current assets			
Debtors	15	6,423	3,330
Cash at bank and in hand		263,770	306,055
Total current assets		270,193	309,385
Liabilities			
Creditors: amounts falling due in less than one year	16	(22,089)	(17,465)
Net current assets		248,104	291,920
Total assets less current liabilities		249,353	295,577
Net assets		249,353	295,577
The funds of the charity:			
Restricted income funds	17	74,586	150,712
Unrestricted income funds	18	174,767	144,865
Total charity funds		249,353	295,577

For the year in question, the company was entitled to exemption from an audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 29 to 45 form part of these accounts.

Approved by the trustees and signed on their behalf by:

Emily Haisley

Emily Haisley (Chair)

Rim Rahimtulla

Rim Rahimtulla (Treasurer)

15 / 07 / 2022

15 / 07 / 2022

Notes to the accounts for the year ended 31 December 2021

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

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 applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Room To Heal meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

b Judgments and estimates

The trustees have made no key judgments which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

c Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

d Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

Notes to the accounts for the year ended 31 December 2021 (continued)

e Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

f Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

g Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

h Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on cost of raising funds includes the costs of fundraising wages and associated costs and support costs
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. The bases on which support costs have been allocated are set out in note 8.

Notes to the accounts for the year ended 31 December 2021 (continued)

j Tangible fixed assets

Individual fixed assets costing £500 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Leasehold improvements	3 years
Equipment	3 years

k Debtors

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

l Cash at bank and in hand

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

m 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.

n Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

o Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 10. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 8.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

Room To Heal

Notes to the accounts for the year ended 31 December 2021 (continued)

3 Income from donations and legacies

	Unrestricted £	Restricted £	Total 2021 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2020</i> £
Grants and donations	80,774	213,957	294,731	89,853	379,501	469,354
Donated services	7,640	-	7,640	7,177	-	7,177
Total	88,414	213,957	302,371	97,030	379,501	476,531

4 Income from charitable activities

	Unrestricted £	Restricted £	Total 2021 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2020</i> £
Outreach and model sharing	1,040	-	1,040	-	-	-
Invoiced services	8,406	-	8,406	8,244	-	8,244
	9,446	-	9,446	8,244	-	8,244

Room To Heal

Notes to the accounts for the year ended 31 December 2021 (continued)

5 Investment income

	Unrestricted £	Restricted £	Total 2021 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2020</i> £
Income from bank deposits	72	-	72	331	-	331
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	72	-	72	331	-	331
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

6 Cost of raising funds

	Unrestricted £	Restricted £	2021 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>2020</i> £
Staff costs	29,067	-	29,067	20,359	-	20,359
Fundraising expenses	835	-	835	5,087	-	5,087
Publicity and materials	-	-	-	178	-	178
Events	-	-	-	-	-	-
Support costs (see note 8)	4,439	-	4,439	3,745	-	3,745
Governance costs (see note 8)	558	-	558	454	-	454
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	34,899	-	34,899	29,823	-	29,823
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Room To Heal

Notes to the accounts for the year ended 31 December 2021 (continued)

7 Analysis of expenditure on charitable activities

	Total 2021	Total 2020
	£	£
Staff costs	186,744	140,575
Supervision, training and other staff costs	10,023	5,835
Recruitment and CRB checks	404	413
Other project costs	1,437	646
Consultancy	6,388	-
Member travel	1,128	1,896
Community meal expenses	815	705
Project equipment (gardening materials etc)	175	157
Therapeutic retreats and trips	666	-
Psychiatric report costs	3,240	2,710
International training project: consultant fees	18,958	11,096
International training project: other expenses	3,319	1,548
International training project: evaluation and finance costs	3,900	2,517
Covid-19 Emergency fund expenditure for members	17,240	17,656
Covid-19 Emergency fund expenditure additional tech costs	6,758	14,956
Database	2,280	3,230
Professional membership	597	828
Depreciation	2,937	2,244
Therapy rooms and office rent	24,099	21,148
Support costs (see note 8)	28,518	25,851
Governance costs (see note 8)	3,588	3,135
	<u>323,214</u>	<u>257,146</u>
Restricted expenditure	290,083	228,486
Unrestricted expenditure	33,131	28,660
	<u>323,214</u>	<u>257,146</u>

Room To Heal

Notes to the accounts for the year ended 31 December 2021 (continued)

8 Analysis of governance and support costs

	Support £	Governance £	Total 2021 £	Support £	Governance £	Total 2020 £
Staff costs	27,991	2,060	30,051	19,890	2,088	21,978
Insurance (ELI)	2,287	-	2,287	2,206	-	2,206
IT consumables and IT support	756	-	756	950	-	950
Volunteer expenses	-	-	-	57	-	57
Rent	-	-	-	2,350	-	2,350
Telephone and internet	70	-	70	330	-	330
Office admin and expenses	1,853	-	1,853	3,813	-	3,813
Governance admin and expenses	-	766	766	-	121	121
Independent examiner's fees	-	1,320	1,320	-	1,380	1,380
	<u>32,957</u>	<u>4,146</u>	<u>37,103</u>	<u>29,596</u>	<u>3,589</u>	<u>33,185</u>
Allocated as follows:						
Cost of raising funds	4,439	558	4,997	3,745	454	4,199
Charitable activities	28,518	3,588	32,106	25,851	3,135	28,986
	<u>32,957</u>	<u>4,146</u>	<u>37,103</u>	<u>29,596</u>	<u>3,589</u>	<u>33,185</u>

Support and governance costs are allocated in proportion to staff costs.

Notes to the accounts for the year ended 31 December 2021 (continued)

9 Net income/(expenditure) for the year

This is stated after charging/(crediting):	2021	2020
	£	£
Depreciation	2,937	2,244
Licence agreement:		
Property	24,099	23,497
Independent examiner's fee	1,320	1,380
	<u> </u>	<u> </u>

10 Staff costs

Staff costs during the year were as follows:

	2021	2020
	£	£
Wages and salaries	228,213	169,480
Social security costs	12,073	7,937
Pension costs	4,138	3,187
Freelance staff	1,438	2,308
	<u> </u>	<u> </u>
	245,862	182,912
	<u> </u>	<u> </u>

Allocated as follows:

Cost of raising funds	29,067	20,359
Charitable activities	186,744	140,575
Support costs	27,991	19,890
Governance costs	2,060	2,088
	<u> </u>	<u> </u>
	245,862	182,912
	<u> </u>	<u> </u>

No employees has employee benefits in excess of £60,000 (2020: Nil).

The average number of staff employed during the period was 14 (2020: 11).

The average full time equivalent number of staff employed during the period was 7.3 (2020: 5.1).

The key management personnel of the charity comprise the trustees and the Director. The total employee benefits of the key management personnel of the charity were £37,999 (2020: £36,358).

Notes to the accounts for the year ended 31 December 2021 (continued)

11 Trustee remuneration and expenses, and related party transactions

Neither the management committee nor any persons connected with them received any remuneration or reimbursed expenses during the year.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

Aggregate donations from related parties were £1,010 (2020: £1,150).

12 Government grants

Room to Heal does not receive any direct government funding. The two funders in this category are: the United Nations Voluntary Fund for Victims of Torture, managed by the UN's Office of the High Commissioner for Human Rights and funded by voluntary contributions mostly from UN member states; and the National Lottery Community Fund and The Barrow Cadbury Trust/National Lottery Community Fund, a statutory corporation established by the National Lottery Act 2006, which distributes money raised for good causes through the National Lottery.

The government grants recognised in the accounts were as follows:

	2021 £	2020 £
The National Lottery Community Fund	-	34,024
The Barrow Cadbury Trust/National Lottery Community Fund	200	46,200
UNVFVT International Training Programme	22,592	38,200
UNVFVT Direct Assistance Programme	26,122	33,616
UNHCR The Office of the United Nations High Commissioner for Refugees	-	3,500
	<hr/>	<hr/>
	48,914	155,540
	<hr/> <hr/>	<hr/> <hr/>

There were no unfulfilled conditions at the end of the accounting period.

13 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Notes to the accounts for the year ended 31 December 2021 (continued)

14 Fixed assets: tangible assets

	Leasehold improvements £	Equipment £	Total £
Cost			
At 1 January 2021	6,800	1,345	8,145
Additions	-	529	529
	<hr/>	<hr/>	<hr/>
At 31 December 2021	6,800	1,874	8,674
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Depreciation			
At 1 January 2021	4,488	-	4,488
Charge for the year	2,312	625	2,937
	<hr/>	<hr/>	<hr/>
At 31 December 2021	6,800	625	7,425
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Net book value			
At 31 December 2021	-	1,249	1,249
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
<i>At 31 December 2020</i>	<i>2,312</i>	<i>1,345</i>	<i>3,657</i>
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

15 Debtors

	2021 £	2020 £
Trade debtors	4,408	-
Accrued income	1,824	3,146
Prepayments	191	184
	<hr/>	<hr/>
	6,423	3,330
	<hr/> <hr/>	<hr/> <hr/>

16 Creditors: amounts falling due within one year

	2021 £	2020 £
Accruals and deferred income	17,606	14,125
Grants owed to beneficiaries	685	120
Taxation and social security costs	3,012	2,552
Pensions	786	668
	<hr/>	<hr/>
	22,089	17,465
	<hr/> <hr/>	<hr/> <hr/>

Notes to the accounts for the year ended 31 December 2021 (continued)

17 Analysis of movements in restricted funds

	Balance at 1 January 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 December 2021 £
The Austin and Hope Pilkington Trust	-	3,000	(1,000)	-	2,000
The Barrow Cadbury Trust/National Lottery Community Fund	33,293	200	(33,493)	-	-
Black Rock Gives	-	5,734	-	-	5,734
The Blue Moon Trust	-	10,000	(2,000)	-	8,000
CAF Resilience Fund	-	11,515	(11,515)	-	-
City Bridge Trust	1,233	36,300	(36,771)	-	762
Evan Cornish Foundation	-	10,000	(10,000)	-	-
Freedom from Torture	468	-	(468)	-	-
Garfield Weston Foundation	30,000	-	(15,000)	-	15,000
The Henry Smith Charity	5,366	36,000	(36,274)	-	5,092
The International Rehabilitation Council for Torture Victims	5,965	-	(5,965)	-	-
The London Community Foundation/London Community Response Fund (Wave 3)	307	-	(307)	-	-
The London Community Foundation/London Community Response Fund (Wave 5)	-	9,964	(9,964)	-	-
Lloyds Bank Foundation for England & Wales	931	24,930	(17,223)	-	8,638
London Catalyst Project grant	-	3,000	-	-	3,000
Merchant Taylors' Foundation	3,138	5,800	(3,138)	-	5,800
Mrs Smith & Mount Trust	-	5,000	-	-	5,000
The National Lottery Community Fund	24,424	-	(24,424)	-	-
People's Postcode Lottery	19,284	-	(19,284)	-	-
The Roddick Foundation	5,636	-	(5,636)	-	-
London Churches Refugee Fund	631	1,500	(1,101)	-	1,030
Tesco's Bags of Help Community grant	-	1,000	(150)	-	850
London Catalyst Samaritan grant	1,233	1,300	(1,247)	-	1,286
UNVFVT International Training Programme	18,803	22,592	(29,001)	-	12,394
UNVFVT Direct Assistance Programme	-	26,122	(26,122)	-	-
	<u>150,712</u>	<u>213,957</u>	<u>(290,083)</u>	<u>-</u>	<u>74,586</u>

Room To Heal

Notes to the accounts for the year ended 31 December 2021 (continued)

Comparative period

	<i>Balance at 1 January 2020 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers £</i>	<i>Balance at 31 December 2020 £</i>
<i>The Arsenal Foundation - Gunners Fund</i>	-	1,000	(1,000)	-	-
<i>The Barrow Cadbury Trust/National Lottery Community Fund</i>	-	46,200	(12,907)	-	33,293
<i>The Blue Moon Trust</i>	-	5,000	(3,655)	(1,345)	-
<i>City Bridge Trust</i>	-	18,000	(16,354)	(413)	1,233
<i>Evan Cornish Foundation</i>	-	5,000	(5,000)	-	-
<i>Freedom from Torture</i>	-	2,000	(1,532)	-	468
<i>Garden Court Chambers Special Garfield Weston Foundation</i>	-	2,000	(2,000)	-	-
<i>The Henry Smith Charity</i>	962	35,400	(30,996)	-	5,366
<i>The International Rehabilitation Council for Torture Victims</i>	-	5,965	-	-	5,965
<i>The London Community Foundation/London Community Response Fund (Wave 2)</i>	-	10,465	(10,465)	-	-
<i>The London Community Foundation/London Community Response Fund (Wave 3)</i>	-	9,945	(9,638)	-	307
<i>Lloyds Bank Foundation Fund</i>	-	24,930	(23,999)	-	931
<i>Lloyds Bank Foundation Covid React Fund</i>	-	6,522	(6,522)	-	-
<i>London Catalyst</i>	-	1,250	(17)	-	1,233
<i>Martin Lewis Coronavirus Charity</i>	-	10,000	(10,000)	-	-
<i>Merchant Taylors' Foundation</i>	-	5,900	(2,762)	-	3,138
<i>The National Lottery Community Fund</i>		34,024	(9,600)	-	24,424
<i>People's Postcode Lottery</i>		19,284	-	-	19,284
<i>The Roddick Foundation</i>	493	15,500	(10,357)	-	5,636
<i>London Churches Refugee Fund</i>	-	800	(169)	-	631
<i>UNVFVT International Training Programme</i>	-	38,200	(19,397)	-	18,803
<i>UNVFVT Direct Assistance Programme</i>	-	33,616	(33,616)	-	-
<i>UNHCR (The Office of the United Nations High Commissioner for Refugees)</i>	-	3,500	(3,500)	-	-
Total	1,455	379,501	(228,486)	(1,758)	150,712

Room To Heal

Notes to the accounts for the year ended 31 December 2021 (continued)

Name of restricted fund	Description, nature and purposes of the fund
The Arsenal Foundation - Gunners Fund	This grant contributed to the salary costs of a caseworker.
The Austin and Hope Pilkington Trust	This grant contributed to the salary cost of a therapist.
The Barrow Cadbury Trust / National Lottery Community Fund	COVID-19 Support Fund - this grant contributed to salary costs of therapists, caseworkers and operations staff as well as direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic.
Black Rock Gives	This grant contributed to the casework programme including casework salaries and associated overheads.
The Blue Moon Trust	The 2021 grant contributed to holistic support for women.
CAF Resilience Fund	This grant contributed to the salary costs of therapists and clinical administrator as well as running costs such as rent.
City Bridge Trust	This grant covers the salary of a caseworker and contributes to the salary of a therapist as well as associated running costs.
Evan Cornish Foundation	This grant funded therapy and casework salaries, database, management and overhead costs.
Freedom From Torture	This grant covered direct assistance costs of food and essentials to support members through the impacts of the pandemic.
Garden Court Chambers Special Fund	This grant contributed to the salary costs of a caseworker.
Garfield Weston Foundation	Funding for core costs to be spread over 3 years (2020-2022)
The Henry Smith Charity	This grant contributed to the salary costs of the director, with a contribution to overheads.
The International Rehabilitation Council for Torture Victims (IRCT)	This grant contributed to the salary costs of a therapist and the programme lead as well as additional technology costs for members to support activities that addressed Covid-19 related obstacles.
Lloyds Bank Foundation for England & Wales	This grant contributed to salaries of part-time caseworker, clinical administrator and finance manager, as well as database and IT expenses and rent costs.
Lloyds Bank Foundation Covid React Fund	This grant covered additional staff time and support costs needed to provide support to members digitally during the pandemic.
London Catalyst Project grant	This grant contributed towards evaluation of a remote-only therapy group and set up of a new therapy group.
London Catalyst Samaritan grant	This grant contributed towards emergency and hardship costs for community members in need.

Room To Heal

Notes to the accounts for the year ended 31 December 2021 (continued)

The London Community Foundation / London Community Response Fund (Wave 2)	London Community Response Fund – Coronavirus Appeal (Wave 2) - This grant covered additional costs of overtime worked by staff in the initial months of the pandemic as well as additional technology costs for staff and members.
The London Community Foundation / London Community Response Fund (Wave 3)	London Community Response Fund – Coronavirus Appeal (Wave 3) - This grant covered direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic.
The London Community Foundation / London Community Response Fund (Wave 5)	This fund was for meeting urgent and basic day-to-day needs of members during the Covid-19 pandemic, including food & essentials, phone/data top-ups, taxi/travel fares and emergency costs.
Martin Lewis Coronavirus Charity Fund	This grant provided direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic, plus a contribution to the salary costs of a caseworker.
Merchant Taylors' Foundation	This grant contributed to therapist salaries and overheads to help continue our therapeutic support programme.
Mrs Smith & Mount Trust	This grant contributed to the casework programme including caseworker and clinical administrator salaries and associated overheads
The National Lottery Community Fund	Coronavirus Community Support Fund - This grant provided funding for the initial set up of a third digital therapy group, covering associated therapy, casework and operations staff costs as well as direct assistance of food, phone top ups and additional technology needed.
People's Postcode Lottery	This grant is to continue covering the associated costs of the third therapy group online in 2021.
The Roddick Foundation	This grant contributed to therapist, caseworker, supervision and operational costs to help ensure we could deliver our services through the pandemic.
Tesco's Bags of Help community grant	This grant contributed to a gardening project for members, including gardening materials, furniture and equipment.
UNVFVT - International Training Programme	The UNVFVT grant for the international training project (P-829-TS-21) was granted a no-cost 4-month extension due to the impact of the Covid-19 pandemic on travel restrictions, £10,198 was spent during the year and £11,140 was carried forward to 2022. The carried forward 2020 grant (P-829-TS-20) was spent in accordance with the terms of the offer letter and the no-cost 4 month extension agreed - there was an underspend on this grant of £1,254 which has been carried forward for creating a groupwork training toolkit that will be completed in 2022. This brings the total carried forward to £12,394.

Room To Heal

Notes to the accounts for the year ended 31 December 2021 (continued)

UNVFVT Direct Assistance Programme (Project P-829-DA-21) This grant has been spent in the period examined in these accounts (1 January 2021 - 31 December 2021) and in accordance with the terms of the offer letter. The grant was spent as follows: therapeutic staff salaries £22,717 and contribution to rent costs £3,405.

UNHCR (The Office of the United Nations High Commissioner for Refugees) This grant contributed towards emergency direct assistance for members plus a contribution to a therapist salary.

Notes to the accounts for the year ended 31 December 2021 (continued)

18 Analysis of movement in unrestricted funds

	Balance at 1 January 2021 £	Income £	Expenditure £	Transfers £	As at 31 December 2021 £
General fund	144,865	97,932	(68,030)	(30,000)	144,767
Designated fund	-	-	-	30,000	30,000
	<u>144,865</u>	<u>97,932</u>	<u>(68,030)</u>	<u>-</u>	<u>174,767</u>
Comparative period					
	Balance at 1 January 2020 £	Income £	Expenditure £	Transfers £	As at 31 December 2020 £
General fund	95,985	105,605	(58,483)	1,758	144,865
	<u>95,985</u>	<u>105,605</u>	<u>(58,483)</u>	<u>1,758</u>	<u>144,865</u>

**Name of
unrestricted fund****Description, nature and purposes of the fund**

General fund

The free reserves after allowing for all designated funds

Designated fund

£30,000 for planned expenditure to help ensure organisational resilience in 2022-2023 focused on strategic objectives including communications, income diversification and structural sustainability.

Notes to the accounts for the year ended 31 December 2021 (continued)

19 Analysis of net assets between funds

	General fund £	Designated funds £	Restricted funds £	Total 2021 £
Tangible fixed assets	1,249	-	-	1,249
Net current assets/(liabilities)	143,518	30,000	74,586	248,104
Total	144,767	30,000	74,586	249,353
<i>Comparative period</i>				
	<i>General fund £</i>	<i>Designated funds £</i>	<i>Restricted funds £</i>	<i>Total 2020 £</i>
<i>Tangible fixed assets</i>	<i>3,657</i>	<i>-</i>	<i>-</i>	<i>3,657</i>
<i>Net current assets/(liabilities)</i>	<i>141,208</i>	<i>-</i>	<i>150,712</i>	<i>291,920</i>
Total	144,865	-	150,712	295,577

ROOM TO HEAL

England & Wales - Charity number 1128857

Accounts

Company number: 06744055
Charity number: 1128857



Room to Heal

Trustees' Report and Financial Statements

For the year ended 31 December 2020

Room to Heal
Reference and administration information

STATUTORY INFORMATION

The Directors of the charitable company are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

Trustees

Penelope Farrar - Chair (until July 2020)

Rebecca Stuart - Treasurer (until July 2020)

Susannah Fairweather

Michelle Knorr

Emily Haisley - Chair (previously on the Trustee Board and took on the role of Chair from July 2020 onwards)

Rosanna Thomasoo (from July 2020 onwards)

Rim Rahimtulla- Treasurer (from July 2020 onwards)

Emeka Forbes-Hastings (from September 2020 onwards)

Registered Office

Mildmay Community Centre

Woodville Road

London N16 8NA

Company Number

06744055

Charity Number

1128857

Bankers

The Co-operative Bank

62-64 Southampton Row

London WC1B 4AR

Triodos Bank

Deanery Road

Bristol BS1 5AS

Solicitors

Freshfields, Bruckhaus and Derringer

Independent Examiner

Patrick Morrello ACA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

Status

The company, number 06744055, is limited by guarantee and has charitable status. The charity registration number is 1128857. It has a Memorandum and Articles of Association as its governing document.

Room to Heal

Trustees' annual report for the year ended 31 December 2020

The Trustees present their report and the independently examined financial statements of the charitable company for the year ended 31 December 2020. The statutory information is shown on pages 1 and 2.

Charitable Objects

The objects for which the Charity is established (as amended 6th January 2021) are:

1) To promote human rights (as set out in the Universal Declaration of Human Rights and subsequent United Nations Conventions and Declarations) throughout the world by all or any of the following means:

- (a) Relieving need among the victims of human rights abuse;
- (b) Obtaining redress for the victims of human rights abuse;
- (c) Research into human rights issues;
- (d) Raising awareness of human rights issues;
- (e) Promoting respect for human rights among individuals and organisations;
- (f) Providing technical advice to government and others on human rights matters;
- (g) Contributing to the sound administration of human rights law;
- (h) Commenting on proposed human rights legislation;
- (i) Promoting public support for human rights;
- (j) International advocacy of human rights; and
- (k) Eliminating infringements of human rights.

2) To promote social inclusion for the benefit of the public by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives of the charity.

Structure, Governance and Management

Room to Heal's Trustees meet at least quarterly and regularly review progress against adopted priorities. As part of these discussions, opportunities and risks facing the organisation are also reviewed. The Chair and Director, as well as the Treasurer and Director, also meet regularly between Trustees' meetings. Trustees delegate the day to day management of the charity to the Director.

Trustee positions are advertised and new trustees are nominated and appointed by the existing trustees. The trustees would invite prospective new trustees to attend meetings informally to gain an understanding of the role and responsibilities of trustees. Formal training would also be provided, as

necessary, to gain further understanding of the role and responsibilities of trustees.

Staff (Part-Time)

Roro Ratih Ambarwati (Group Therapist - maternity leave August 2020)
Cat Baker (Caseworker started in September 2020)
Imogen Butler (Finance Manager - permanent employee from April 2020, previously sessional)
Hannaa El-Sayed (Group Therapist)
Elli Free (Director)
Suzie Grayburn (Caseworker until September 2020/ Group Counsellor from September 2020)
Jane Matthews (Fundraiser)
Anna Giulia Perego (Clinical Administrator (until October 2020) and Caseworker)
Camilla Smargiassi (Clinical Administrator from October 2020)
Emily White (Group Therapist)
Bert-Jan Zuiderduin (Group Therapist)

Sessional Staff

Imogen Butler (Finance Officer until April 2020 and then became permanent part-time staff member)
Mary Raphaely (Clinical Supervisor)
Diana Birkett (Clinical Supervisor)
Fenik Adams (Non-Clinical Supervisor)
Marc Sutton (IT Support)
Beni Evans (Gardening Coordinator - until March 2020)
Mark Fish (International Consultant)
Isabella Mighetto (Monitoring and Evaluation Coordinator - International Work - until Feb 2020)

Clinical and Non-clinical Supervision

Regular clinical supervision is provided by Diana Birkett and Mary Raphaely. Diana was a therapist and supervisor at Freedom from Torture for 25 years and previously Head of Counselling at Sutton Counselling Services. Mary is a group psychotherapist with over 30 years' experience, previously worked at Freedom from Torture, and co-ordinated Room to Heal's women's programme. Fenik Adam also provided non-clinical supervision to caseworkers and volunteers during 2020. Fenik has worked at Freedom from Torture for over 25 years and has been working as a Psychodynamic Counsellor since 1997. Fenik is a qualified psychodynamic supervisor.

Volunteers and Pro Bono Support

Room to Heal's volunteers and pro bono professional support is vital to the running of the charity and we'd like to record our appreciation for their enormous contribution to our work. During 2020, our staff team was joined by a number of volunteers and professionals working pro bono in a range of capacities including, but not limited to, website design and management, IT support, preparing our payroll, fundraising administrative support, supporting our members with casework guidance, and gardening and cooking delicious, healthy meals for our members. Volunteers in 2020 were:

Aras Almaree (Casework)
Cat Baker (Garden)
Kathy Barber (Website Consultant)
Sally Cook (Chef)

Mary Hannity (Community and Casework)
 Zoe Harper (Community and Casework)
 Jane Heather (Chef)
 Lianne Hitchen (Casework)
 Andrew Leak (Legal Consultant)
 Lewis Kane (Community)
 Jo Masiulaniec (Payroll)
 Paul Maston (IT)
 Kate Osmond (Illustrator)
 Camilla Smargiassi (Casework and Community)
 Mariko Taniguchi (Casework, Community and Fundraising)

Thank you

The pandemic made 2020 an extremely challenging year for everyone. We'd like to record our great thanks to the trustee board, staff, volunteers, members and supporters for all their additional hard work and support throughout the year to ensure our community members continued to receive vital support through the pandemic.

ROOM TO HEAL'S AIMS AND APPROACH

Our Mission and Aims

Our Mission

To support people who have survived torture and human rights abuse to rebuild their lives in exile through an integrated, community-based programme of therapeutic and casework assistance

Aims	Activities	Outcomes
<p>1. To enable people to heal from their traumatic experiences and restore meaning to their lives</p>	<ul style="list-style-type: none"> • Assessments and time-limited individual therapies • Therapeutic groups and intensive therapeutic retreats • Nature therapies and social gardening sessions • Creative activities • Member forums and increased opportunity to engage in debates around the treatment and care of refugees and asylum seekers and raising public 	<ul style="list-style-type: none"> • Reduced anxiety, depression and related post-traumatic symptoms • Increased ability to articulate traumatic history and withstand the challenges of the asylum process • Reduced isolation and marginalisation • Increased sense of belonging and integration • An increased sense of wellbeing/ meaning/ purpose in life

	awareness	
2. To assist people in dealing with material challenges, navigating the asylum process and integrating into the UK	<ul style="list-style-type: none"> • Casework sessions to address health, legal, education, housing and welfare issues • Interventions in support of asylum (e.g. therapeutic input to Medico Legal Reports) and material needs • Support to help people into education, training and employment 	<ul style="list-style-type: none"> • Our members will have a better quality and standard of life and will integrate into society due to having greater ability to navigate asylum processes and: • Having secured one or more of the following - better access to advisory services (legal, welfare, health), legal representation, improved housing, improved medical care and or welfare and grants • Having accessed education, voluntary work and employment-related training
3. To enable local communities, policy makers, service providers and the general public to respond more appropriately to the needs of refugees and asylum seekers	<p>This will be delivered through training (see training info below) and communications and policy work in collaboration with other organisations. Activities will include:</p> <ul style="list-style-type: none"> • Articles, media materials and best practice guidelines • Training sessions • Public events and exhibitions • Policy meetings and workshops <p>Our policy focus is premised on working in partnership with other organisations and currently has 3 aims:</p> <ul style="list-style-type: none"> • Ending immigration detention • Challenging hostile environment government policies • Giving asylum seekers the right to work 	<ul style="list-style-type: none"> • Local communities, policy makers, mainstream service providers and the general public demonstrate greater understanding of the needs of survivors of torture and organised violence • Policy and practice are better suited to meeting the needs of survivors of torture and organised violence
4. To ensure meaningful community engagement	<ul style="list-style-type: none"> • Regular community forums involve 	<ul style="list-style-type: none"> • Room to Heal provides a service that is appropriate

<p>for, and decision making by, members within Room to Heal</p>	<p>members in planning Room to Heal activities, community and strategic development</p> <ul style="list-style-type: none"> ● Members co-lead on community activities ● Members participate in recruitment of staff ● Members participate in Aim 3 on policy and campaigns work ● Increase number of people with lived experience onto the board of trustees and the staff team 	<p>and sensitive to members and meets with the challenges they are facing</p> <ul style="list-style-type: none"> ● Room to Heal and its members prioritise the most damaging government policies and campaign against these to limit the negative impact on our members and more generally for all asylum seekers and refugees in the UK ● Members are empowered to advocate on issues that are important to them ● People with lived experience are part of the board of trustees and the staff team
<p>5. To develop partnerships across London, the UK and internationally to increase access to group and community support to asylum-seekers and refugees</p>	<ul style="list-style-type: none"> ● Increase the number of relational therapy groups in community settings ● Train partner refugee organisations in relational group therapy and community work 	<ul style="list-style-type: none"> ● Knowledge is shared and there is a greater understanding of the benefits of relational group therapy in community settings ● Services for asylum seekers and refugees are improved collaboratively

Introduction to our Work

Room to Heal is a grassroots community charity supporting survivors of torture and human rights violations who are refugees and asylum seekers. We provide a programme of therapy, casework and broader activities to assist people in overcoming the legacy of their traumatic experiences whilst navigating the practical challenges of life in exile.

Experience of Members

The Room to Heal community is made up of over 100 members from over 30 different countries, all of whom have survived torture or other human rights abuses. We refer to survivors in the Room to Heal community as 'members', conferring a sense of agency and belonging.

Typically, the people we support have lost their homes, their families and their place of belonging in the world. The common legacy of these experiences includes depression and suicidality, extreme isolation and loneliness, traumatic symptoms including flashbacks and sleeplessness, feelings of shame, a lack of trust and self worth, and a range of other enduring physical and mental health problems.

The day-to-day struggles of living in exile and experiencing hostile environment policies first-hand only exacerbates members' poor mental health. Some members describe their experience of living in the UK as a 'second torture'. The government is intensifying its hostile immigration policies, which has recently been demonstrated in the New Plan for Immigration. In 2020 we were regularly reminded of serious failings of the Home Office in carrying out its duties ([National Audit Office Report, 2020](#); Lessons not Learned, Freedom from Torture, 2019) and the need to address structural racism within the department (Windrush Lessons Learned Review, Wendy Williams, 2020). The trajectory of many people seeking asylum in the UK is a protracted asylum legal process and years of living in poverty or destitution. Asylum-seekers are excluded from living a normal life and expected to live in long-term isolation in a hostile environment, not able to work or support themselves.

Our Response

When someone joins the Room to Heal community, they initially participate in individual therapy leading to joining one of our weekly relational therapeutic groups. Community members can also attend therapeutic retreats, and weekly social activities and many join other community members for a freshly cooked meal and social connection on Fridays at the Culpeper Community Garden in Islington. Of course, in 2020, our programme of work changed dramatically in response to Covid-19 - see 'The Pandemic and Our Community' on page 9 for more details.

We recognise that it is futile to offer therapeutic support to a person who has no food, no money, and no place to sleep at night. Our casework team therefore works closely with a range of partners to help members resolve their practical challenges, for example in accessing suitable legal representation, housing, medical care and welfare support. The casework team also supports members to develop their potential and prepare for employment, education and training.

We believe that offering a collective resilience model of group therapy, casework and community is a powerful, long-term and dignified response to our members' ongoing experiences and trauma. Group and community-based therapeutic support reduces survivors' isolation, provides a positive experience of belonging to an alternative family, fosters bonds of friendship and solidarity, and instils renewed meaning in life. People realise they are not alone: a powerful part of the recovery process. Survivors' participation sets off a virtuous circle of trust, commitment, a sense of belonging and empowerment. Participants are able to give as well as receive support, which enables feelings of self worth to emerge and a realisation that a more positive future is possible.

Our approach takes into account nuanced and subjective individual needs. We take a holistic, person-centred approach that recognises the external context in which each person is living and does not react to each problem separately; there is an interplay between the psychological, practical and community aspect of each individual's situation. There's also a recognition that sometimes there is no 'solution', but that having a community of people who understand, support and empathise, with the authenticity of lived experience, is enough for the individual to get through it and build strength through collective resilience.

ACHIEVEMENTS AND IMPACT IN 2020

The Pandemic and our Community

“Room to heal has helped me with soo many things which I could spend all day writing. If it wasn’t Room to heal! I had lost hope. I was about to give up with my life when was introduced to them. They check on me by calling when I feel low. They make sure I have something to eat in this pandemic. I am warm. I don’t feel lonely, every Tuesday I go on Zoom meeting and talk to my sisters and brothers. I thank you Room to Heal.”

(Community member, 2020 Annual Survey)

In March 2020, due to Covid-19, we suspended all face-to-face services and **quickly changed to providing therapy, casework and community activities remotely.**

At the outset of Covid-19, our therapists successfully **set up one-to-one therapy by phone** and assessed the initial impact of isolation and lockdown on members’ mental health and associated risks, including suicidality. Our **caseworkers’ significantly increased their level of support by phone**, as practical issues and crises increased dramatically - for example, accessing food and welfare support and helping members avoid homelessness and access emergency accommodation during lockdown.

For those who needed it, we quickly set up new services, such as **organising home deliveries to members for essentials**, like food, toiletries, baby supplies and cleaning materials. We also **arranged phone/data top-ups** so members could reach vital services like their GP/NHS services, asylum application contacts (e.g. solicitor, Home Office) and reach family members.

We fundraised to **buy laptops (refurbished) to loan to members** and, with these, we were able to re-start group therapy in May, online via Zoom. Community members were excited and joyful to see each other again, and members have been very supportive of each other during these sessions. The online group therapy has achieved a depth that none of us expected, and the group support and resilience that we’ve witnessed has been profoundly positive.

Due to the success of our two remote therapy groups, we sought additional funding to **set up a third remote therapy group** - the preparatory work of assessments and individual therapy started in 2020 and the group formed early in 2021 with very positive results to date.

Many of our members experienced increased loneliness through this pandemic. The majority of our members are black or people of colour and have been at higher risk of contracting and/or dying of Covid-19, and some have had to shield for underlying health reasons. This prolonged isolation and lack of human face-to-face contact has been very difficult for them.

We’ve worked hard to **mitigate this isolation and fear** through developing new remote support services and activities for members. Alongside group therapy, we also organised:

- **fortnightly remote social gatherings** via Zoom, where members caught up with each other over a cup of tea and shared their favourite music, songs etc.

- **a series of sleep workshops** for members who found that enforced lockdown had increased nightmares and sleeplessness
- fortnightly **reading group**, co-led by a member and therapist
- a series of **writing workshops** in partnership with the Royal Literary Fund to give budding writers a place to develop their creativity
- monthly **anti-racist group** involving members, staff and trustees.
- **fortnightly members' newsletter**, sharing lots of online activities for members to participate in, and members regularly contributed their photos, poems, recipes and thoughts to share with each other
- **community webpages for members only**, where they could access supportive resources such as yoga, relaxation and exercise classes.

“Room to Heal helped and support me a lot in a different ways in my life which I can't image, peace of mind, happiness and hope of going through like a human being in my journey of the situation I am in.”

(Community member, 2020 Annual Survey)

Snapshot in Numbers

- **112 people supported**
- 65 community members provided with individual therapy and/ or group therapy
- 105 people supported with casework including 60 community members
- 2508 casework sessions and actions to prevent food poverty, destitution, homelessness, improve access to education and training, and help for our members to navigate the asylum process and find good quality legal advice

Expected Outcomes

The expected outcomes we wanted to see in our client group included:

- Reduction in anxiety, depression and related post-traumatic symptoms
- Increased ability to articulate traumatic history and withstand the challenges of the asylum process
- Reduced isolation and marginalisation
- Increased sense of belonging and integration
- An increased sense of wellbeing/ meaning/ purpose in life.

Outcomes Achieved

Survivors' feedback consistently shows our model is effective: over 100% of respondents over the last 3 years said their mental health had improved and 95% felt supported by other survivors.

The respondents of our most recent annual survey covering our work in 2020 showed that:

- 100% felt therapeutic support had been helpful and that their **mental health had improved** as a result of being part of Room to Heal (15% a little better, 85% a lot better)
- 100% felt **more able to deal with the effects of trauma** including depression and anxiety (37% a bit, 63% a lot)

- 89% felt that **symptoms (such as panic attacks, flashbacks, sleeplessness) had improved** (48% a bit, 41% a lot)
- 100% felt **more positive about the future** (33% a little and 67% a lot)
- 100% felt **less isolated and lonely** (33% a little and 67% a lot)
- 100% felt **more listened to** (25% a bit, 75% a lot)
- 100% felt **more able to access advice, information and support** through our casework support on housing, education, benefits, etc. (16% a bit, 84% a lot)

PROGRAMME OF WORK IN DETAIL

Therapeutic Programme

The overarching aim of our therapeutic work is to enable survivors to heal from their traumatic experiences and restore meaning to their lives. Our therapeutic expertise is in relational group therapy - where the primary focus is on relationships within the group, rather than between the therapist and the individual - in a community setting that promotes group resilience and long term, peer-led healing.

Our group resilience model is respectful of different cultural approaches to mental health. Our model challenges the patient-expert model, putting survivors at the heart of decision-making. We believe that long-term recovery doesn't come from a clinical professional's intervention - it comes from within the person themselves when they are ready and able to begin this process in a safe place.

Referrals and Assessments

We continue to have a good network of referral agencies, including the NHS, specialist and highly experienced immigration solicitors, the British Red Cross and many other NGOs in this sector.

In 2020, Room to Heal received over 50 referrals from the following partner agencies:

- Freedom from Torture
- Hestia
- Immigration solicitor firms, including Wilsons Solicitors and Birnberg Peirce
- ITV News
- Marylebone Project
- Migrants Organise
- NHS, including East London NHS Foundation Trust, Homerton University Hospital NHS Foundation Trust, Woodfield Trauma Service, IAPT services and GPs
- Private psychotherapists
- Refugee Action
- Refugee Support Network
- Self referrals
- SPEAR London

These referrals are taken to a clinical meeting where they are reviewed by our team of therapists and a decision is made on whether to meet the person for an assessment, find out more information, or advise a more appropriate service to refer them to.

On referral to Room to Heal a therapist will, usually over multiple sessions, assess a potential member in order to understand whether they are likely to be able to both benefit from, and contribute to, our therapeutic group work. Our therapists met 24 people for assessments in 2020 (face to face, via Zoom or over the telephone). These assessments often prompt a need for one-to-one therapy before or during a member's participation in the group work. It is at this stage that we also identify welfare, housing and/or legal protection needs, which are then followed up by our caseworkers. From March 2020, all our assessments were carried out remotely.

One-to-One Therapy

In 2020 we provided individual psychotherapy for 65 people in 610 therapeutic sessions. These included some individual therapy in preparation to join group therapy.

We provided more individual therapy sessions with existing community members than usual whilst they were isolated during lockdown. For many members, forced isolation triggered PTSD symptoms like flashbacks and nightmares.

Group Therapy

“Life is nothing except for love... all this I learnt from the group.”

(Community member, 2020)

“Before I be part of RTH it was almost impossible for me to speak openly to other people, I was very negative, sad and depressed. Just after one year at the group I felt a lot of changing - I start to speak and express how i feel, I become less negative and having good time within the community at RTH. It gave me confidence and feeling of being part of community - not rejected.”

(Community member, 2020 Annual Survey)

In 2020, we ran 79 group therapy sessions for 25 people (14 women, 11 men).

Our therapeutic support groups are the cornerstone of our therapeutic programme, animating and deepening our community. After torture and forced exile, people often become profoundly isolated and feel as if no-one else can possibly understand what they have been through. Through engaging in a therapeutic group, alongside people from all over the world who have this common experience, people come to understand at the deepest level that they are not in fact alone. This in itself is profoundly healing and very often is the beginning of a process of rediscovering the humanity in themselves and others.

Our weekly mixed-gender therapeutic groups enable mutually supportive and open interaction between members and our group therapists. This core activity reflects our community approach and drives all of what we do.

We normally run two therapy groups each week. In 2020, we ran 22 group therapy sessions before lockdown and then on 13th March 2020 we suspended face-to-face activities and focused on providing individual therapeutic support whilst we fundraised to buy laptops (refurbished) to loan to members to restart group therapy online. We were able to start group therapy sessions again in May and they carried on online via Zoom for the rest of 2020, providing in total 79 group sessions in 2020.

During the first lockdown and the temporary pause in group therapy (before we established remote therapy via Zoom) many members talked about how being separated had highlighted the importance of the relationships they developed at Room to Heal. When the online groups started, members were delighted to see each other again and very supportive of each other.

Unsurprisingly, not many group members left the groups during 2020, as the support provided during isolation was invaluable. Thus in 2020 the number of people that we were able to offer group therapy for was lower than average - 25 group members (14 women, 11 men).

Due to the success of our two remote therapy groups, we sought additional funding to set up a third remote therapy group, with referrals and assessments taking place towards the end of the year, ready for the group to start in 2021.

Community Activities and Gardening

Participating in community activities, sharing skills and knowledge, through cooking, gardening and creative activities, is an important part of what we do. We offer a safe space for members to show their real selves, not just their traumatised selves, and to come alive again.

We give our members a space where they are not labelled as a homogenous group of passive 'asylum seekers' who have little agency in their lives. Members decide on who is cooking and what dishes to make for our communal meals and go to the shops and buy the ingredients themselves, and they help decide what plants to grow in our community garden, sharing knowledge on growing techniques from around the world.

Members also make decisions on other creative activities that are organised at Room to Heal, for example, our remote book group was instigated by one of our members and he co-led the group with a psychotherapist.

Pre-pandemic, we had access to two beautiful gardens in Islington: the gardens at our office at Mildmay Community Centre, where we often held gardening sessions after our therapeutic support groups, and the Culpeper Community Garden at Angel where we held our social gardening session and meal on a Friday afternoon. In 2020 our gardening work stopped abruptly in March due to the pandemic. In place of this, and our other face-to-face activities, we developed a range of online community activities that are described on page 10. Fortunately, we were able to keep hold of our long-term spaces at Mildmay and Culpeper so that we can meet there again when safe to do so.

Casework Programme

"Room to Heal provided me food every month. I'm so proud of [my caseworker] who makes sure that I'm got what I need. Despite our low situation in this society, the RTH's support during the Covid-19 times can be considered as salvation. I also learned about booking food online."

(Community member, 2020 Annual Survey)

The practical support we offered to our members continued to be a vital part of our holistic programme, preventing destitution and homelessness and ensuring our members were able to access crucial welfare and support services they are entitled to.

Our casework team also supported members in shaping educational and employment opportunities, ensuring they can integrate meaningfully when they have the right to work, once they are successful in securing leave to remain in the UK.

Our caseworkers provided over 2,500 individual casework sessions/actions to support our members during 2020. In total, 105 people were supported with casework, including 60 community members with in-depth support in the following areas:

- 42 members prevented from destitution, including nearly 400 deliveries of food and essential items
- 10 members helped to secure housing/prevent homelessness 28 times and an additional 33 members advised on housing issues
- 28 people accessed education, training or employment
- 41 members accessed welfare/benefits
- 35 destitution and educational grants obtained for members with a value of £4,931
- 27 laptops provided to members to access group therapy and continue in education during the pandemic
- 14 people provided with regular data allowances to access the internet for group therapy and educational purposes

In our annual survey for 2020:

- 96% of members surveyed who faced an urgent crisis said that Room to Heal was able to support them with their problem
- 100% of respondents who needed help with basic necessities such as food and toiletries were able to access these through Room to Heal
- 100% of respondents were able to access advice, information and support with issues they were facing through Room to Heal casework support.

Destitution, Welfare and Homelessness

From the outset of the pandemic, our caseworkers significantly increased their level of support, as practical issues/crises increased dramatically. Many of our members are destitute, with no recourse to public funds (NRPF), or surviving on c. £35/week. After lockdown many of our members lost access to crucial support, such as daily meals, from NGOs that temporarily or permanently closed.

Unsurprisingly, since the pandemic started, many members struggled even more than usual to access basic necessities (food, toiletries, cleaning products) and had low/no phone credit to make essential calls or stay in touch with others. In response to this crisis, we secured over £20,000 worth of grants to be able to provide members with ongoing food vouchers, food deliveries, cash support, phone top-ups and emergency accommodation. We also secured white goods, mattresses, bedding, toiletries, winter clothes, boots and shoes. This was provided to 42 of our members who needed urgent additional support during this period.

“They provide me with some foods that help during the first lockdown. I don’t know what would have happened to me without it”

(Community member, 2020 Annual Survey)

In addition, in 2020 our caseworkers obtained 35 individual grants for members to the value of £5,000, primarily to help with destitution and education.

During 2020 some of our members were made homeless in the midst of lockdown, or placed in a shared room, against Covid-19 restrictions, and put at a much higher risk of getting Coronavirus. Our caseworkers supported members to advocate for more appropriate accommodation and, on a number of occasions, where it was not safe to stay where they had been placed, or where they became homeless, we provided funds to accommodate them on a temporary basis until the issues were resolved.

Our casework team also assisted members with accessing asylum support (financial and housing) and mainstream welfare services, providing evidence and supporting letters and providing medical evidence for homelessness applications to local councils.

“The home office support stopped for a few weeks. I don’t know what I can do, from the first day Room to Heal helped me with voucher, also arranged food delivery to my home. In same time they sent email to the Home office about that issue and they kept supporting until the problem been fixed. Even after problems sorted out Room to Heal keep helping and assist with any issues, as well checking on my wellbeing”

(Community member, 2020 Annual Survey)

Legal Support and Protection

- 36 people helped through the asylum process
- 19 medico-legal letters/reports supporting asylum and housing actions
- 6 members secured legal representation

The casework team and therapists supported 36 people through the asylum process. This involved help in accessing appropriate and high-quality legal support, providing expert medico-legal evidence, and facilitating communication with solicitors. Where relevant, we also signposted members to legal advice centres and drop-ins.

The therapists and a psychiatrist we regularly work in partnership with wrote 19 medico legal reports / letters of support for members, primarily for immigration and asylum cases and sometimes to support inadequate housing. These reports are crucial for submitting comprehensive evidence in asylum claims and, through offering these services at Room to Heal, members are able to avoid the long waiting lists they would usually face in obtaining such reports. These reports also help ensure our members get social housing when they obtain leave to remain in the difficult context of a social housing crisis in the UK and particularly in London.

In 2020 we secured legal representation for 6 members. Another 5 members have been successful in their asylum and immigration claims over the year and many applications remain pending. Due to the pandemic, there was a significant delay in Home Office decision making and court hearings

over the year. Some members had to make the difficult choice of having to have their asylum appeal hearing at the tribunal online due to the pandemic.

Our therapists attended (either in person or online) members' tribunal hearings either to give evidence or in a supporting capacity. Our caseworkers also supported members to meet with their solicitors and help them understand what was happening at each stage of the asylum process.

The long-term external context of legal aid cuts, limited good quality legal representation and a long and flawed asylum process has made it very difficult for our members. We continued to get invaluable pro-bono support from a lawyer who has worked in the refugee sector for many years, who reviewed letters and reports written by our therapists and used as evidence in court. We also appreciated the expertise of Michelle Knorr, a high-profile immigration barrister at Doughty Street Chambers and Room to Heal Trustee, who was available to provide advice as and when required.

Members' Involvement in Decision-Making and Agency

"I was able to give my opinion about any matters been going, also help to be part of the decisions that taking place within the community, it gave me more feeling and confidence that im really part of the community, not only member who receiving help and support, instead it make me feel like part of family"

(Community member, 2020 Annual Survey)

In our 2020 survey:

- 73% of respondents felt they were given the opportunity to participate in decision making at Room to Heal
- 100% of respondents felt more confident to share their experiences as an asylum seeker or refugee with wider society
- 100% of respondents who participated in the anti-racist group found it helpful

A key part of user involvement in Room to Heal's work is the role that members play in the community. In group therapy, our members received support but were also able to give support, empathise, and relate to other group and community members. Giving support was also an important part in members' own healing: during this process, they are reminded of their own self worth and value. We witnessed group members grow in confidence as they started to understand that they themselves were valuable contributors to the group and larger community.

We ensured that members were part of key organisational decisions. Members normally take part in quarterly community forums where they discuss and give their views on organisational issues. In 2020, due to the pandemic, we ran two community forums during the year with 21 people attending (including members, volunteers and staff). These forums looked at: our criteria for who we provided food and phone top-ups to on a regular basis; establishing an anti-racism group; discussion on when it would be safe to meet again face to face; and which activities members would like to participate in.

Throughout the year, post-lockdown, we also met fortnightly on Zoom with members: this replaced our previous face-to-face community gatherings at Culpeper gardens, providing opportunities for

social interaction and this also became a more informal way of involving members in Room to Heal decision making. We aim to get back to regular community forums in 2021.

In 2020, we set up an anti-racist group. We created this space for members to come together and discuss issues they were facing in their day-to-day lives and any concerns they had about Room to Heal and our work. This group continued to meet monthly and, to date, the focus has been on sharing experiences of racism and sharing ideas of how members want to challenge this. This is a group that will develop over time and has the support of one of our new trustees who is a co-founder of Charities So White, alongside a therapist and caseworker at Room to Heal.

When recruiting for new staff, we continued to involve members on interview panels. This gives members ownership of the community, and gives them an important voice in shaping Room to Heal.

PARTNERSHIP WORK

Supporting our Members

Our partnership work increased massively during 2020. We collaborated with NGOs within the refugee sector to learn from each other about how to respond to the pandemic - many organisations were going through similar learning curves and it was useful to share our learnings during the early crisis period. We participated in a Hub set up by Refugee Action and our Director also attended a Women's Leadership Group, where leaders in the refugee sector came together to share information and resources to help respond to the evolving crisis. Information on health and safety of home working, wellbeing support for teams, establishing Covid-secure practices and offices were all regularly on the agenda.

When the pandemic hit, we quickly responded to offers of help from Mutual Aid groups that were forming across London to support people in their neighbourhood, which increased our reach significantly (e.g. with food deliveries to members) alongside ensuring the team were not required to travel long distances on public transport to support our members during the pandemic. We also developed a new safeguarding policy to cover this new work with Mutual Aid volunteers.

Throughout the year we continued to work with a range of organisations that provided hardship and education grants for individual members.

We set up a new partnership with the Royal Literary Fund, that enabled a published author and playwright to work with a group of members, alongside one of our therapists, to develop our members' writing skills. This will continue in 2021.

We partnered with a clinical psychologist who was completing her doctorate to undertake research on the efficacy of community relational therapy for refugees. This was at its early stages and she facilitated co-production meetings to help ensure the research is designed in an accessible and useful way for members of our community.

We also worked in partnership to advocate and campaign on the issues that impacted on our members - see 'Advocacy and Campaigns Work' below for more information.

We have a good network of organisations that we receive referrals from (see 'Referrals and Assessments' on page 11 and refer to, including the NHS, specialist and highly experienced immigration solicitors, and NGOs in this sector and beyond.

As part of our work in helping members access education, training and employment, we continued our partnerships with local social enterprises such as Luminary Bakery. Our collaborations with Doctors of the World and NHS Community Mental Health Teams ensured that specialist medical care was available for our members, and Covid-19 healthcare information was made available to members in many languages. We also worked with advice centres, housing hosting schemes, food banks, emergency shelters, and local funders offering small grants and other support to individual members.

We worked closely with Migrants Organise in 2020 who had been inundated with referrals during the pandemic and were looking to find appropriate mental health support for these new service users. Room to Heal was able to get funding to set up a new therapy group and in the latter half of 2020 we began to accept new referrals and assess people for this new group. We agreed that 50% of referrals would be taken from Migrants Organise and this group started in 2021. Following referrals, we continued to work closely with Migrants Organise and, in particular, with their casework team to work together to support our new members.

A list of our partners can be found on our website at www.roomtoheal.org/community/partners/

Sharing our Model and Learning

Prior to the pandemic, we had been approached by a number of small and large NGOs that are keen to run therapy groups and or develop community gardening projects with asylum seekers and refugees. Our strategic plan to develop this work is gathering pace and we appointed a part-time Programme Lead to explore collaborations with partners in this area.

We also started collaborating on a book on therapeutic community and group work with survivors of human rights abuses and were invited to write a chapter on our model of work. In addition, there are two other chapters being written which draw upon Room to Heal's experiences in working internationally and therapeutic gardening. This will be published in 2022.

Advocacy and Campaigns Work

There are many organisations that campaign on stopping and reverting inhumane government policies and attempt to make positive change. This is hugely important work, and we recognise that we have a moral duty to participate in challenging this, but we also acknowledge that significant positive change is unrealistic in the current political climate and the refugee sector needs to work collaboratively and beyond our normal refugee sector bubble to challenge and make inroads to stopping even worse policies being implemented. We also need to ensure that more attention is given to how statutory and NGO services can effectively support asylum seekers and refugees in this environment.

In 2020, our resources for partnership work were limited and so we chose a number of key partnerships to focus on that we believed were particularly important for the mental health of our members and that had a chance of success. For example, we are a member of 240+ organisations

who make up the award-winning campaigning coalition 'Lift the Ban' calling to allow asylum seekers to work in the UK.

In 2020 we participated in 34 external meetings/events with partner agencies and the Home Office. This included a series of Paul Hamlyn Foundation workshops on increasing provision of immigration advice in London, and a meeting at Freedom from Torture that brought together refugee organisation staff with service users to form an independent network of service users to campaign on issues that affect them, called One Strong Voice. We continued to be part of a number of thematic networking meetings between civil society and the government, including the National Asylum Support Forum and the Mental Health Forum. We also attended civil society forums including the Destitution Forum, which we sometimes hosted, and the Asylum Support Advice Network.

In 2020 we set up an anti-racist working group that members are developing with staff and trustees and, as they develop as a group, they will help us decide what campaigns we should focus on, and we support and encourage members to participate in this work.

We also participated in media activities, including radio interviews, a published news article and a podcast that has had a reach of approximately 14,000 people that covered many of the issues detailed above that were affecting our members.

International Work

In 2020, Room to Heal continued its training programme funded by the UNVFVT for a second year. The programme was co-facilitated by Mark Fish, the founder of Room to Heal, and Rim Ben Ismail, the President of Psychologues du Monde Tunisie, with the Refugee Consortium Kenya (RCK) in Nairobi and in Dadaab refugee camp, and solely by Mark Fish with St Andrew's Refugee Services (StARS) in Cairo, Egypt.

Due to the Covid pandemic and travel limitations we had to reschedule and reconfigure most of the work. Mark was able to go to Cairo for the first 3-day training workshop in January but subsequently all training was conducted online.

To mitigate Zoom fatigue, we converted our typical 3-day training workshops to 2-hourly sessions on a weekly or fortnightly basis over two 12-week periods during the year. We were thus able to fulfil our commitments to all our partners UNVFVT, RCK and StARS. However, whilst we were able to complete the programme as outlined, the limitations of the online platform were evident. We were not able to work at the same therapeutic depth as previously and a significant aspect of participant feedback was simply that they wanted us to be there in person.

Nonetheless, in general the participants in all the online groups were encouraged by the fact that we took the trouble to Zoom them every week. And, for example, it was amazing to be able to conduct such sessions with staff from three different refugee camps in Dadaab, Kenya, close to the Somali border, who were able to patch into the meeting.

The online sessions continued to provide experiential training in therapeutic group-work (albeit this time round in 2-hourly support groups) such that participants were able to further develop the skills and understanding necessary to facilitate similar groups with their own beneficiaries and/or other staff members.

Room to Heal continued to be an active member of the International Rehabilitation Council for Torture Survivors (IRCT) and signed up to their Global Rehabilitation Standards - a global commitment to survivors of torture to provide quality supports. For more information, see <https://www.roomtoheal.org/about/our-standards/>

ORGANISATIONAL DEVELOPMENT

This year has been an extraordinary year for everyone. We were quick to suspend face-to-face activities and switch to an emergency mode of working to ensure the safety and welfare of our community. The whole team - staff, volunteers, trustees - showed an immeasurable amount of commitment and ingenuity to support our members through an extremely difficult period and to keep the community aspects of our work going online. This included an initial successful fundraising campaign and rollout of emergency provisions for our members, ensuring our members were not digitally excluded, and establishing remote individual therapy and group therapy, casework and other online activities - all of this and much more has been a huge effort and achievement for the whole team and community.

Alongside this work, we were able to get some short-term funding to start to develop other aspects of our work, including:

Establishing a third therapy group - we raised funds in 2020 to set up a time-limited, one-year therapy group. This was different to our other two therapy groups that were open-ended groups and this group was set up to be a remote-only group. This group started in March 2021.

Partnership work development - we recruited a part-time, 2-days a week Programme Lead who is making contact with potential partners across the UK to collaborate on future projects. This is part of our long-term strategy to collaborate with partners to facilitate peer support through holistic, therapeutic, community and casework activities for partners' beneficiaries (see 'Ongoing Strategic Plan' on page 21 for more information).

Diversifying funding - we worked closely with the Foundation for Social Improvement, kindly funded by Lloyds Bank Foundation, to develop a fundraising strategy to diversify our income and, towards the end of 2020, the trustees agreed an additional post (part-time, 2-days a week) to focus on digital fundraising to improve our communications and fundraising with individual supporters.

Diversifying our board - three new trustees joined Room to Heal in 2020. We advertised for new trustees through the Reach programme. They brought additional expertise in monitoring and evaluation, policy and campaigning, and financial management. We also continued to appreciate the expertise on our Board of a leading immigration barrister, a specialist NHS psychiatrist in working with refugees, and management skills of our new Chair who is a behavioural psychologist and Director of BlackRock. Fifty percent of Room to Heal's current trustees identified as black or a person of colour. We also set up a trustee working group to recruit people with lived experience onto the board: plans were slowed somewhat by Covid-19 but we continue to aim to do this in a safe and sustainable way over the coming year.

Strengthening our evidence base - there is limited academic research on group and community-based interventions with asylum seekers and refugees. We are currently part of a PhD research panel to build this evidence. What is available confirms that our approach is effective (e.g. Goodkind,

2013, and Morgan, 2017). The latest research (Morgan, 2017) indicates that interventions aimed at the intra-psychic level (the internal psychological processes of an individual) such as Cognitive Behavioural Therapy are severely compromised by the enforced powerlessness of individuals to alter their situation. This research called for professionals to advocate for their clients outside of typical therapeutic encounters, whilst at the same time avoiding further disempowerment of individuals. It advocates for group-and community-based interventions to empower clients to use their own resources whilst connecting them to others. The psychologist undertaking the research with Room to Heal facilitated co-production meetings to help ensure the research was designed in an accessible and useful way for service users and the research should be completed towards the end of 2021.

During 2020 we implemented our new comprehensive clinical evaluations and completed two data sets aiming for more rigorous evaluation and findings. We adapted our group evaluations so that members could complete them online during lockdown. Given the difficulties that members have faced during the pandemic, it was not an ideal period in which to compare data sets and attempt to assess the impact of our group work. Despite this, the data has corroborated the progress that the therapists witness in group members through the participation in the group and also what members tell us in the annual survey.

Overall, the data showed a significant improvement in the majority of participants' mental health, however, they also present a non-linear recovery path for some members during the year. It is also clear to see a correlation with external factors on members' mental health for example when receiving a refusal from the Home Office on their immigration application, or when becoming homeless.

Ongoing Strategic Plan

Room to Heal's 5-year strategy was put on hold at the beginning of the pandemic as we focused on the emergency at hand. We recently started to get back on track, working towards our aim of developing partnerships across London, the UK and internationally to increase access to group and community support to asylum-seekers and refugees. Our aim is to work with organisations that recognise the long-term impact of refugees' experiences and trauma and the limitations of statutory and NGO services that focus on short-term interventions. Demonstrating the relationship between mental health and the protracted dehumanising asylum system in this country, we hope to build a coalition that will offer therapeutic interventions that enable people to live as unique, individual human beings despite the challenges they face. To help us develop this work we have recently employed a Programme Lead and she is starting to develop a partnership framework to identify like-minded partners that we can work with.

In 2020 we started to collaborate with a number of organisations in different parts of the country to support each other's work and explore more formal partnerships.

FINANCIAL REVIEW

The majority of income raised in 2020 was via Trusts and Foundations, as in previous years. The fundraising environment changed significantly with the onset of the pandemic. Many funders were swift to recognise that marginalised people like our members would be hit particularly hard and adapted their funding to help. Consequently, we received some fantastic support, with many funders

being quick to respond. We greatly valued the speed of response, their flexibility in approach, and the commitment to meeting members' needs. Without this help, some of our members would have remained homeless, without food and basic provisions, and extremely isolated.

Our total income for 2020 was £485,106 and expenditure was £286,969, which compares with an income of £273,618 and expenditure of £262,863 in 2019. We received a number of restricted grants in 2020 for projects that continued into 2021, so £150,712 of restricted reserves has been carried over to 2021.

The UNVFVT grant for direct assistance (Project P-829-DA-20) has been spent in the period examined in these accounts (1st January 2020 - 31st December 2020) and in accordance with the terms of the offer letter. The UNVFVT grant for the international training project (P-829-TS-20) was granted a no-cost 4-month extension due to the impact of the Covid-19 pandemic on travel restrictions.

Thank You

We would like to say a huge thank you to every supporter who donated to Room to Heal in 2020 and made our work possible.

Thank you to the following funders, as well as our anonymous donors, who very generously provided unrestricted grants and donations:

The 29th May 1961 Charitable Trust
A B Charitable Trust
The Alan & Babette Sainsbury Charitable Fund
The Bromley Trust
Doughty Street Chambers Donations Committee
G&H Roberts Community Trust
LGS Migrants

We are extremely grateful too for the support shown by funders who provided restricted grants, much of which was given in response to the pandemic and very specific needs of our members - such as delivery of food, phone/data top-ups, laptops, etc. Thank you to all of these funders, who are listed in the Financial Statements on page 43.

We would also like to thank all of our incredible individual supporters who very generously donated to our emergency appeals during the pandemic, and to our loyal and committed supporters who very kindly and generously support our work every month. Thank you to each and every one of you.

Fundraising Practices Statement

The Trustees reviewed the Charity Commission guidance *Charity fundraising: a guide to trustee duties* (CC20) and are confident that obligations are being met.

In 2020 we had a part-time salaried Fundraiser who carried out our fundraising. The Fundraiser is a member of the Chartered Institute of Fundraising and abides by the Code of Fundraising Practice and keeps up to date with information issued by the Fundraising Regulator and Chartered Institute of Fundraising.

We did not use third party fundraisers or commercial participators during the year.

We had pro-bono support from the Foundation for Social Improvement, kindly funded by Lloyds Bank Foundation, who undertook a review of our fundraising and created a new fundraising development strategy to help Room to Heal diversify its income sources. Implementing the strategy was heavily delayed by Covid-19 and the consequent urgent need to seek funds for new types of service delivery in 2020 (such as delivering food to members, providing phone/data top ups to members, equipping community members and staff with technology to enable members to be supported remotely during the pandemic). Nevertheless, Trustees agreed to progress with investing in a new part-time salaried Digital Fundraiser post to focus on developing fundraising and communications with individual supporters, to be progressed in 2021.

We have a complaints process, which the Trustees reviewed and agreed. We didn't receive any fundraising complaints in 2020.

Financial oversight of income generation and expenditure is provided by the Director and Finance Manager, who report to the Trustees at quarterly Board meetings and at interim Finance Sub-Committee meetings.

Reports are filed in accordance with the regulations set out by Companies House and the Charity Commission.

Reserves Policy

The Trustees reviewed the reserves policy this year in light of the Covid-19 pandemic and the predicted instability of the global economy and now aims to hold free reserves equivalent to between three and six months of the current working budget (currently between £87,000 and £174,000). This will allow the charity to continue normal activities in the event of a significant drop in funding or increased overheads and run efficiently to meet the needs of its members and staff. In addition, the reserves may also be used for innovation and development opportunities that are in line with the charity's objects. The reserves level continues to be reviewed on a quarterly basis by the board of trustees. The unrestricted funds available to the charity as at 31 December 2020 were £144,865.

RISK MANAGEMENT

Room to Heal trustees regularly review the major strategic, business and operational risks faced by the charity and systems have been developed to mitigate the significant risks. Our Risk Register analyses these risks in terms of probability, potential impact and actions necessary to mitigate these risks.

TRUSTEES' RESPONSIBILITIES

Company and charity law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- 1) Select suitable accounting policies and then apply them consistently
- 2) Make judgements and estimates that are reasonable and prudent
- 3) Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiner

Patrick Morello of Third Sector Accountancy Ltd was appointed as Independent Examiner to the charity in March 2019.

Small Company Exemptions

This report has been prepared and delivered in accordance with the provisions in Part 15 of Companies Act 2006 applicable to companies subject to the small companies' regime.

This report was approved by the board and signed on their behalf.



Emily Haisley - Chair

26 / 07 / 2021



Rim Rahimtulla - Treasurer

25 / 07 / 2021

Independent Examiner's Report to the trustees of Room To Heal

I report on the accounts of the charity for the year ended 31 December 2020 set out on pages 26 to 45.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Patrick Morrello ACA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

27 / 07 / 2021

Room To Heal
Statement of Financial Activities
(including Income and Expenditure account)
for the year ended 31 December 2020

	Note	Unrestricted funds £	Restricted funds £	Total funds 2020 £	Unrestricted funds £	Restricted funds £	Total funds 2019 £
Income from:							
Donations and legacies	3	97,030	379,501	476,531	62,524	210,370	272,894
Other trading activities	4	8,244	-	8,244	488	-	488
Investments	5	331	-	331	236	-	236
Total income		105,605	379,501	485,106	63,248	210,370	273,618
Expenditure on:							
Raising funds	6	29,823	-	29,823	24,787	488	25,275
Charitable activities	7	28,660	228,486	257,146	43,902	193,686	237,588
Total expenditure		58,483	228,486	286,969	68,689	194,174	262,863
Net income/(expenditure) for the year	9	47,122	151,015	198,137	(5,441)	16,196	10,755
Transfer between funds		1,758	(1,758)	-	14,741	(14,741)	-
Net movement in funds for the year		48,880	149,257	198,137	9,300	1,455	10,755
Reconciliation of funds							
Total funds brought forward		95,985	1,455	97,440	86,685	-	86,685
Total funds carried forward		144,865	150,712	295,577	95,985	1,455	97,440

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

Room To Heal
Company number 6744055

Balance sheet as at 31 December 2020

	Note	2020		2019	
		£	£	£	£
Fixed assets					
Tangible assets	14		3,657		4,556
			3,657		4,556
Total fixed assets					
Current assets					
Debtors	15	3,330		1,591	
Cash at bank and in hand		306,055		102,021	
		309,385		103,612	
Total current assets					
Liabilities					
Creditors: amounts falling due in less than one year	16	(17,465)		(10,728)	
		291,920		92,884	
Net current assets					
			291,920		92,884
Total assets less current liabilities			295,577		97,440
Net assets			295,577		97,440
The funds of the charity:			295,577		97,440
Restricted income funds	17		150,712		1,455
Unrestricted income funds	18		144,865		95,985
			295,577		97,440
Total charity funds			295,577		97,440

For the year in question, the company was entitled to exemption from an audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 29 to 45 form part of these accounts.

Approved by the trustees and signed on their behalf by:



Emily Haisley (Chair)

26 / 07 / 2021



Rim Rahimtulla (Treasurer)

25 / 07 / 2021

Room To Heal

Statement of Cash Flows
for the year ending 31 December 2020

	Note	2020 £	2019 £
Cash provided by/(used in) operating activities	20	205,048	(15,696)
<hr/>			
<i>Cash flows from investing activities:</i>			
Interest		331	236
Purchase of tangible fixed assets		(1,345)	-
<hr/>			
Cash provided by/(used in) investing activities		(1,014)	236
<hr/>			
Increase/(decrease) in cash and cash equivalents in the year		204,034	(15,460)
Cash and cash equivalents at the beginning of the year		102,021	117,481
<hr/>			
Cash and cash equivalents at the end of the year		306,055	102,021
		<hr/> <hr/>	<hr/> <hr/>

Notes to the accounts for the year ended 31 December 2020

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

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 applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Room To Heal meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

b Judgments and estimates

The trustees have made no key judgments which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

c Preparation of the accounts on a going concern basis

The trustees have reviewed the charity's forecasts and projections and in particular have considered the potential implications of the Coronavirus (COVID-19) pandemic. Whilst the eventual financial impact of the pandemic on the charity, and on the overall economy, remains uncertain, the trustees are confident that the charity will be able to remain operational throughout the pandemic. The charity has now reviewed its expenditure and projects and, based on donor commitments already received or confirmed at the date of approval, and its reserves, the trustees are confident that the charity can also fulfil its commitments to its beneficiaries for the period ending 31 December 2021.

The charity therefore continues to adopt the going concern basis in preparing its financial statements.

Notes to the accounts for the year ended 31 December 2020 (continued)

d Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

e Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

f Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

g Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Notes to the accounts for the year ended 31 December 2020 (continued)

h Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on cost of raising funds includes the costs of fundraising wages and associated costs and support costs
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. The bases on which support costs have been allocated are set out in note 8.

j Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

k Tangible fixed assets

Individual fixed assets costing £500 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Leasehold improvements	3 years
Equipment	3 years

l Debtors

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

m Cash at bank and in hand

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

Notes to the accounts for the year ended 31 December 2020 (continued)

n 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.

o Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 10. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 8.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

Room To Heal

Notes to the accounts for the year ended 31 December 2020 (continued)

3 Income from donations and legacies

	Unrestricted £	Restricted £	Total 2020 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2019</i> £
Grants and donations	89,853	379,501	469,354	58,544	210,370	268,914
Donated services	7,177	-	7,177	3,980	-	3,980
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total	97,030	379,501	476,531	62,524	210,370	272,894
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

4 Income from other trading activities

	Unrestricted £	Restricted £	Total 2020 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2019</i> £
Fundraising events	-	-	-	488	-	488
Invoiced services	8,244	-	8,244	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	8,244	-	8,244	488	-	488
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Room To Heal

Notes to the accounts for the year ended 31 December 2020 (continued)

5 Investment income

	Unrestricted £	Restricted £	Total 2020 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2019</i> £
Income from bank deposits	331	-	331	236	-	236
	<u>331</u>	<u>-</u>	<u>331</u>	<u>236</u>	<u>-</u>	<u>236</u>
	<u><u>331</u></u>	<u><u>-</u></u>	<u><u>331</u></u>	<u><u>236</u></u>	<u><u>-</u></u>	<u><u>236</u></u>

6 Cost of raising funds

	Unrestricted £	Restricted £	2020 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>2019</i> £
Staff costs	20,359	-	20,359	19,105	-	19,105
Fundraising expenses	5,087	-	5,087	430	488	918
Publicity and materials	178	-	178	59	-	59
Events	-	-	-	477	-	477
Support costs (see note 8)	3,745	-	3,745	4,265	-	4,265
Governance costs (see note 8)	454	-	454	451	-	451
	<u>29,823</u>	<u>-</u>	<u>29,823</u>	<u>24,787</u>	<u>488</u>	<u>25,275</u>
	<u><u>29,823</u></u>	<u><u>-</u></u>	<u><u>29,823</u></u>	<u><u>24,787</u></u>	<u><u>488</u></u>	<u><u>25,275</u></u>

Fundraising expenses include £3,815 strategic fundraising consultancy costs provided pro-bono.

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Notes to the accounts for the year ended 31 December 2020 (continued)

7 Analysis of expenditure on charitable activities

	Total 2020	Total 2019
	£	£
Staff costs	140,575	122,041
Staff training and supervision	5,835	5,773
Recruitment and CRB checks	413	461
Other project costs	646	1,432
Member travel	1,896	8,273
Community meal expenses	705	3,904
Project equipment (gardening materials etc)	157	404
Therapeutic retreats	-	2,630
Therapeutic report	2,710	777
Intl training project: consultant fees	11,096	19,425
Intl training project: other expenses	1,548	9,575
Intl training project: evaluation and finance costs	2,517	4,058
Covid-19 Emergency fund expenditure for members	17,656	-
Covid-19 Emergency fund expenditure additional tech costs	14,956	-
Database	3,230	2,280
Professional membership	828	272
Depreciation	2,244	2,244
Therapy rooms and office rent	21,148	23,912
Support costs (see note 8)	25,851	27,244
Governance costs (see note 8)	3,135	2,883
	<u>257,146</u>	<u>237,588</u>
Restricted expenditure	228,486	193,686
Unrestricted expenditure	28,660	43,902
	<u>257,146</u>	<u>237,588</u>

Room To Heal

Notes to the accounts for the year ended 31 December 2020 (continued)

8 Analysis of governance and support costs

	Support £	Governance £	Total 2020 £	Support £	Governance £	Total 2019 £
Staff costs	19,890	2,088	21,978	19,416	1,933	21,349
Insurance (ELI)	2,206	-	2,206	2,207	-	2,207
IT consumables	-	-	-	412	-	412
IT support	950	-	950	3,508	-	3,508
Consultancy	-	-	-	401	-	401
Volunteer expenses	57	-	57	250	-	250
Rent	2,350	-	2,350	2,657	-	2,657
Telephone and internet	330	-	330	189	-	189
Stationery	83	-	83	158	-	158
Office admin and expenses	3,730	-	3,730	2,311	-	2,311
Governance admin & expenses	-	121	121	-	165	165
Independent examiner's fees	-	1,380	1,380	-	1,236	1,236
	<u>29,596</u>	<u>3,589</u>	<u>33,185</u>	<u>31,509</u>	<u>3,334</u>	<u>34,843</u>
Allocated as follows:						
Cost of raising funds	3,745	454	4,199	4,265	451	4,716
Charitable activities	25,851	3,135	28,986	27,244	2,883	30,127
	<u>29,596</u>	<u>3,589</u>	<u>33,185</u>	<u>31,509</u>	<u>3,334</u>	<u>34,843</u>

Support and governance costs are allocated in proportion to staff costs.

Notes to the accounts for the year ended 31 December 2020 (continued)

9 Net income/(expenditure) for the year

This is stated after charging/(crediting):	2020	2019
	£	£
Depreciation	2,244	2,244
Operating lease rentals:		
Property	23,497	26,569
Independent examiner's fee	1,380	1,200
	<u><u> </u></u>	<u><u> </u></u>

10 Staff costs

Staff costs during the year were as follows:

	2020	2019
	£	£
Wages and salaries	169,480	141,888
Social security costs	7,937	6,825
Pension costs	3,187	2,440
Freelance staff	2,308	11,342
	<u> </u>	<u> </u>
	182,912	162,495
	<u><u> </u></u>	<u><u> </u></u>
Allocated as follows:		
Cost of raising funds	20,359	19,105
Charitable activities	140,575	122,041
Support costs	19,890	19,416
Governance costs	2,088	1,933
	<u> </u>	<u> </u>
	182,912	162,495
	<u><u> </u></u>	<u><u> </u></u>

No employees has employee benefits in excess of £60,000 (2019: Nil).

The average number of staff employed during the period was 11 (2019: 8).

The average full time equivalent number of staff employed during the period was 5.1 (2019: 4.5).

The key management personnel of the charity comprise the trustees and the Director. The total employee benefits of the key management personnel of the charity were £36,358 (2019: £35,154).

Notes to the accounts for the year ended 31 December 2020 (continued)

11 Trustee remuneration and expenses, and related party transactions

Neither the management committee nor any persons connected with them received any remuneration or reimbursed expenses during the year.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

Aggregate donations from related parties were £1,150 (2019: £nil).

12 Government grants

Room to Heal does not receive any direct government funding. The two funders in this category are: the United Nations Voluntary Fund for Victims of Torture, managed by the UN's Office of the High Commissioner for Human Rights and funded by voluntary contributions mostly from UN member states; and the National Lottery Community Fund and The Barrow Cadbury Trust/National Lottery Community Fund, a statutory corporation established by the National Lottery Act 2006, which distributes money raised for good causes through the National Lottery.

The government grants recognised in the accounts were as follows:

	2020	2019
	£	£
The National Lottery Community Fund	34,024	2,236
The Barrow Cadbury Trust/National Lottery Community Fund	46,200	
UNVFVT International Training Programme	38,200	38,250
UNVFVT Direct Assistance Programme	33,616	37,485
UNHCR The Office of the United Nations High Commissioner for Refugees	3,500	
	<hr/>	<hr/>
	155,540	77,971
	<hr/> <hr/>	<hr/> <hr/>

There were no unfulfilled conditions at the end of the accounting period.

13 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Notes to the accounts for the year ended 31 December 2020 (continued)

14 Fixed assets: tangible assets

	Leasehold improvements £	Equipment £	Total £
Cost			
At 1 January 2020	6,800	-	6,800
Additions	-	1,345	1,345
	<hr/>	<hr/>	<hr/>
At 31 December 2020	6,800	1,345	8,145
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Depreciation			
At 1 January 2020	2,244	-	2,244
Charge for the year	2,244	-	2,244
	<hr/>	<hr/>	<hr/>
At 31 December 2020	4,488	-	4,488
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Net book value			
At 31 December 2020	2,312	1,345	3,657
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
<i>At 31 December 2019</i>	<i>4,556</i>	<i>-</i>	<i>4,556</i>
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

15 Debtors

	2020 £	2019 £
Accrued income	3,146	1,407
Prepayments	184	184
	<hr/>	<hr/>
	3,330	1,591
	<hr/> <hr/>	<hr/> <hr/>

16 Creditors: amounts falling due within one year

	2020 £	2019 £
Accruals and deferred income	14,125	7,708
Grants owed to beneficiaries	120	10
Taxation and social security costs	2,552	2,433
Pensions	668	577
	<hr/>	<hr/>
	17,465	10,728
	<hr/> <hr/>	<hr/> <hr/>

Notes to the accounts for the year ended 31 December 2020 (continued)

17 Analysis of movements in restricted funds

	Balance at 1 January 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 December 2020 £
The Arsenal Foundation - Gunners Fund	-	1,000	(1,000)	-	-
The Barrow Cadbury Trust/National Lottery Community Fund	-	46,200	(12,907)	-	33,293
The Blue Moon Trust	-	5,000	(3,655)	(1,345)	-
City Bridge Trust	-	18,000	(16,354)	(413)	1,233
Evan Cornish Foundation	-	5,000	(5,000)	-	-
Freedom from Torture	-	2,000	(1,532)	-	468
Garden Court Chambers Special Fund	-	2,000	(2,000)	-	-
Garfield Weston Foundation	-	45,000	(15,000)	-	30,000
The Henry Smith Charity	962	35,400	(30,996)	-	5,366
The International Rehabilitation Council for Torture Victims	-	5,965	-	-	5,965
The London Community Foundation/London Community Response Fund (Wave 2)	-	10,465	(10,465)	-	-
The London Community Foundation/London Community Response Fund (Wave 3)	-	9,945	(9,638)	-	307
Lloyds Bank Foundation Fund	-	24,930	(23,999)	-	931
Lloyds Bank Foundation Covid React Fund	-	6,522	(6,522)	-	-
London Catalyst	-	1,250	(17)	-	1,233
Martin Lewis Coronavirus Charity Fund	-	10,000	(10,000)	-	-
Merchant Taylors' Foundation	-	5,900	(2,762)	-	3,138
The National Lottery Community Fund	-	34,024	(9,600)	-	24,424
People's Postcode Lottery	-	19,284	-	-	19,284
The Roddick Foundation	493	15,500	(10,357)	-	5,636
London Churches Refugee Fund	-	800	(169)	-	631
UNVFVT International Training Programme	-	38,200	(19,397)	-	18,803
UNVFVT Direct Assistance Programme	-	33,616	(33,616)	-	-
UNHCR (The Office of the United Nations High Commissioner for Refugees)	-	3,500	(3,500)	-	-
	<u>1,455</u>	<u>379,501</u>	<u>(228,486)</u>	<u>(1,758)</u>	<u>150,712</u>

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Notes to the accounts for the year ended 31 December 2020 (continued)

Comparative period

	<i>Balance at 1 January 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers £</i>	<i>Balance at 31 December 2019 £</i>
<i>Big Lottery Fund</i>	-	2,236	(2,236)	-	-
<i>BlackRock</i>	-	9,494	(9,494)	-	-
<i>Clothworkers Foundation</i>	-	7,400	(556)	(6,844)	-
<i>Evan Cornish Foundation</i>	-	12,000	(10,000)	(2,000)	-
<i>The Henry Smith Charity</i>	-	32,225	(31,264)	-	961
<i>Lloyds Bank Foundation</i>	-	24,930	(24,930)	-	-
<i>London Catalyst</i>	-	3,000	(3,000)	-	-
<i>Merchant Taylors</i>	-	6,000	(5,000)	(1,000)	-
<i>Mrs Smith & Mount Trust</i>	-	5,000	(3,750)	(1,250)	-
<i>Newby Trust</i>	-	10,000	(10,000)	-	-
<i>Roddick Foundation</i>	-	15,150	(12,156)	(2,500)	494
<i>London Churches Refugee Fund</i>	-	2,700	(2,700)	-	-
<i>Sutasoma Trust</i>	-	4,500	(4,500)	-	-
<i>UNVFVT International Training Programme</i>	-	38,250	(37,103)	(1,147)	-
<i>UNVFVT Direct Assistance</i>	-	37,485	(37,485)	-	-
<i>Total</i>	-	210,370	(194,174)	(14,741)	1,455

Notes to the accounts for the year ended 31 December 2020 (continued)

Name of restricted fund	Description, nature and purposes of the fund
The Arsenal Foundation - Gunners Fund	This grant contributed to the salary costs of a caseworker.
The Barrow Cadbury Trust / National Lottery Community Fund	COVID-19 Support Fund - this grant contributed to salary costs of therapists, caseworkers and operations staff as well as direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic.
The Blue Moon Trust	This grant covered direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic as well as the purchase of essential additional laptops for staff to work effectively from home during the pandemic.
City Bridge Trust	This grant covers the salary of a caseworker and contributes to the salary of a therapist as well as associated running costs.
Evan Cornish Foundation	Coronavirus Emergency Funding - this grant funded costs to help us adapt our services to supporting members remotely during the pandemic, plus contributed towards a therapist and caseworker salaries.
Freedom From Torture	This grant covered direct assistance costs of food and essentials to support members through the impacts of the pandemic.
Garden Court Chambers Special Fund	This grant contributed to the salary costs of a caseworker.
Garfield Weston Foundation	Funding for core costs to be spread over 3 years (2020-2022)
The Henry Smith Charity	This grant contributed to the salary costs of the director, with a contribution to overheads.
The International Rehabilitation Council for Torture Victims (IRCT)	This grant contributed to the salary costs of a therapist and the programme lead as well as additional technology costs for members to support activities that addressed Covid-19 related obstacles.
Lloyds Bank Foundation	This grant contributed to salaries of part-time caseworker, clinical administrator and finance manager, as well as database and and IT expenses and rent costs.
Lloyds Bank Foundation Covid React Fund	This grant covered additional staff time and support costs needed to provide support to members digitally during the pandemic.
London Catalyst	This grant covered direct assistance costs of food and essentials to support members through the impacts of the pandemic.
London Churches Refugee Fund	This grant funded phone cards/top-ups for members during the pandemic.

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Notes to the accounts for the year ended 31 December 2020 (continued)

The London Community Foundation / London Community Response Fund (Wave 2)	London Community Response Fund – Coronavirus Appeal (Wave 2) - This grant covered additional costs of overtime worked by staff in the initial months of the pandemic as well as additional technology costs for staff and members.
The London Community Foundation / London Community Response Fund (Wave 3)	London Community Response Fund – Coronavirus Appeal (Wave 3) - This grant covered direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic.
Martin Lewis Coronavirus Charity Fund	This grant provided direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic, plus a contribution to the salary costs of a caseworker.
Merchant Taylors	This grant contributed to therapist salaries and overheads to help continue our therapeutic support programme.
Mrs Smith & Mount Trust	This grant contributed to our casework programme, covering salary costs of a caseworker and clinical administrator
The National Lottery Community Fund	Coronavirus Community Support Fund - This grant provided funding for the initial set up of a third digital therapy group, covering associated therapy, casework and operations staff costs as well as direct assistance of food, phone top ups and additional technology needed.
People's Postcode Lottery	This grant is to continue covering the associated costs of the third therapy group online in 2021.
The Roddick Foundation	This grant contributed to therapist, caseworker, supervision and operational costs to help ensure we could deliver our services through the pandemic.
UNVFVT - International Training Programme	(Project P-829-TS-20) This grant was allowed a no-cost 4 month extension due to the impact of the Covid-19 pandemic and resulting travel restrictions. At the year end £19,397 had been spent in line with the grant application and offer letter leaving a balance of £18,803 to be spent in the first 4 months of 2021
UNVFVT Direct Assistance Programme	(Project P-829-DA-20) This grant has been spent in the period examined in these accounts (1 January 2020 - 31 December 2020) and in accordance with the terms of the offer letter. The grant was spent as follows: therapeutic staff salaries £15,868, caseworker salaries £5,000, director's salary £8,000, member travel fares for attending group therapy sessions £1,748 and contribution to rent costs £3,000.
UNHCR (The Office of the United Nations High Commissioner for Refugees)	This grant contributed towards emergency direct assistance for members plus a contribution to a therapist salary.

Room To Heal

Notes to the accounts for the year ended 31 December 2020 (continued)

18 Analysis of movement in unrestricted funds

	Balance at 1 January 2020 £	Income £	Expenditure £	Transfers £	As at 31 December 2020 £
General fund	95,985	105,605	(58,483)	1,758	144,865
	<u>95,985</u>	<u>105,605</u>	<u>(58,483)</u>	<u>1,758</u>	<u>144,865</u>
Comparative period					
	Balance at 1 January 2019 £	Income £	Expenditure £	Transfers £	As at 31 December 2019 £
General fund	86,685	63,248	(68,689)	14,741	95,985
	<u>86,685</u>	<u>63,248</u>	<u>(68,689)</u>	<u>14,741</u>	<u>95,985</u>

**Name of
unrestricted fund**

Description, nature and purposes of the fund

General fund

The free reserves after allowing for all designated funds

Notes to the accounts for the year ended 31 December 2020 (continued)

19 Analysis of net assets between funds

	General fund £	Designated funds £	Restricted funds £	Total 2020 £
Tangible fixed assets	3,657	-	-	3,657
Net current assets/(liabilities)	141,208	-	150,712	291,920
	<hr/>	<hr/>	<hr/>	<hr/>
Total	144,865	-	150,712	295,577
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Comparative period				
	General fund £	Designated funds £	Restricted funds £	Total 2019 £
Tangible fixed assets	4,556	-	-	4,556
Net current assets/(liabilities)	91,429	-	1,455	92,884
	<hr/>	<hr/>	<hr/>	<hr/>
Total	95,985	-	1,455	97,440
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

20 Reconciliation of net income to net cashflow from operating activities

	2020 £	2019 £
Net income for the reporting period	198,137	10,755
Depreciation	2,244	2,244
Interest received	(331)	(236)
(Increase)/Decrease in debtors	(1,739)	2,569
Increase/(decrease) in creditors	6,737	(31,028)
	<hr/>	<hr/>
	205,048	(15,696)
	<hr/> <hr/>	<hr/> <hr/>