



# ANNUAL REPORT

2023 – 2024

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**ISLINGTON CENTRE  
FOR REFUGEES AND MIGRANTS**

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# CEO Message

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The last year has been one of many challenges for refugees and people seeking asylum in the UK. 2023-24 saw repeated attempts by the Government at the time to fly migrants to Rwanda, followed by riots over the summer - all of which contributed to an increasingly hostile environment. We are proud that we were here throughout, offering unwavering support to the 202 people in our community.

Everyone who comes to us is working hard to create a better life in the UK. Our role is to provide the emotional support, practical tools and a sense of belonging people need to feel empowered and move forward in their lives.

Over the last year, we offered English classes, our creative and expressive sessions like art and writing, choir, dance and yoga, hot lunches, cultural trips and so much more. Alongside our classes and activities we offered casework to support people as they worked to overcome challenges like homelessness and seeking legal representation. This resulted in significant success for many people, as you will see in our outcomes figures on page 9.

Meanwhile, 2023-24 was a year of organisational progress for us too, with work to strengthen and develop our leadership team and a project to review our monitoring and evaluation methods with support from an external consultant. As an organisation, we are constantly developing to keep ahead, the impact of which can be seen in the pages of this report.

**ANDY RUIZ PALMA**

# Message from our Board Chair



[Board Chair Victoria Rae pictured left with English student pictured right]

As I reflect on the past year at Islington Centre, the recurring image that comes to my mind is the door to our base at Cross Street. It looks like an ordinary London street but behind it is the beating heart of what we do. Step inside and there is an overwhelming sense of welcome, lively talk, the noise of an enthusiastic dance class, tables set up for classes or space for one-to-one support. Now that we are replicating this with two other hubs in Islington and a full timetable of online activities is testament to the community that we provide for our clients; a haven of belonging.

This is set against an external environment for refugees, asylum seekers and migrants that is hostile; from the day-to-day challenges of getting by in times of rising prices to the waves of hate and violence in August 2024. We know that our clients felt traumatised, scared to go out. We were there for them, including some funders who unprompted made additional donations in a heartfelt gesture of generosity and friendship.

The Board and I are proud of the difference that we can make in people's lives and wellbeing as you will see in the following pages. During the year we have developed a robust organisational staff structure as part of the first strategic objective to enable the Centre to be the best it can be. And we have invested in gathering data and client voices in order to better show our work. At the very centre are our clients, responding to where we can help them most and designing our services from this.

This year has seen success in terms of funding from our generous supporters, trusts, foundations and companies. We thank them for their support and confidence in our work. It is the board's duty to look ahead and we know that across the UK charity sector there are real pressures as funders begin to tighten the amount they can give in the face of greatly increased demand and applications. We are planning for how this might impact us.

Most importantly I pay tribute to our talented staff team, welcoming new faces who have joined us this year and to our growing number of volunteers who give time and boundless energy to everything we do. This year saw the retirement of Victor de Waal after many years of invaluable wisdom as both Chair and Trustee. I thank him and our fellow board members who bring a diverse range of expertise and like me, find inspiration in visits to the Centre, joining with clients in activities and being an important part of the vibrant and hopeful community that is Islington Centre.

# Message from our Patron

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The Islington Centre for Refugees and Migrants is a lifeline for people who have been forced to flee their homes, arriving in the UK with little but hope and resilience. Now, more than ever, this community needs our support. The Centre provides essential services—English lessons, legal advice, wellbeing support, and, most importantly, a sense of belonging. Without it, many would be left struggling in isolation, unable to rebuild their lives.



Meeting the people who rely on the Centre is profoundly moving. Their courage in the face of hardship is extraordinary, and the warmth and kindness within this community are deeply inspiring. I am so proud to be a Patron of this remarkable charity, which stands for compassion, dignity, and humanity. If you can support its work, please do—because together, we can change lives.

**JULIET STEVENSON CBE**, Actor





# In conversation

## with Juliet Stevenson and Joseph

Below is a conversation between the patron of the Islington Centre, Juliet Stevenson CBE, an English screen and stage actor, and one of our community members, Joseph. Joseph shares in his own words what it means to have community, encouragement, and support as he continues to build his new life in the UK.



**What was it like when you first joined the community at the Islington Centre?**

At that time I was homeless. I had nowhere to go. No support. Coming to Islington Centre really did change my life because I was able to get - not everything that I needed - but most of my important needs were met by Islington Centre.



**What were you feeling after joining the Islington Centre?**

I got my mental health back – well not 100% back – but it was much better than it was before. Islington Centre helped me in finding my feet. Prior to that, I felt like a non-entity, lifeless, hopeless and joining the Centre gave me that hope. Being part of a community, it gave that sense of belonging, you know, this was like a home. A home from home.



**What activities and interests did you start to explore?**

Back home, I was missing some of my education, so when I joined Islington Centre I was supported to go to college. I studied IT. I did up to level three. I had Islington Centre's support and encouragement to get education. Also, I needed a computer back then and Islington Centre was able to provide me with that important device so that I could study.





# About Us

## Mission

To offer people the emotional support, practical tools and sense of community they need to build a happy life in the UK.

## Vision

We envisage a world where refugees, asylum seekers and migrants are integrated fully into their new communities with equal access to opportunities to progress their lives and fulfil their potential.

## Values

- 01** Offering a warm welcome to all who come to us
- 02** Working together to put the client first
- 03** Care and compassion
- 04** Respect and dignity for all
- 05** Improving our working model from our own learning
- 06** Showing grit and determination to be here for our clients

# What We Do



## Classes and Activities

Our comprehensive offering of classes and therapeutic activities includes English, art and writing, yoga, gym, exercise, dance, choir, and a sports discussion group. Classes are aimed at increasing language proficiency, improving physical and mental wellbeing and building a sense of community. Last year we offered 1,500 classes both online and in-person.



When I first came to the Centre it was a turning point and bright spot in my life. Before I always feel lonely because I didn't know anyone in the UK or speak any English. After coming to the Centre, I enjoy so many classes that encourage me. I feel now that I can speak much easier than before. I can express myself. I am very proud now."



## Support Service

The Support Service provides expert advice and one-to-one casework to overcome barriers migrants often face. Last year we supported 72 to have safe housing, 55 people to see a solicitor and get the legal support they needed to advance their asylum case, 62 people to apply for college and so much more.





## Centre Days

Every week, our Centre Days operate as a community hub with a space for migrants to come together, join engaging sessions, access advice, meet others, take items from the 'free shop', enjoy a shared meal, and feel at home in community space at our three sites in Islington. Last year we offered 80 Centre Days with over 16,000 attendances in total.



## Support Packages

Through our Support Package financial hardship grants scheme, people seeking asylum who are facing destitution avoid hunger, have the means to buy essentials and can live with dignity. We are proud that last year we distributed £80,000+ in 2,700+ disbursements.

“The Islington Centre has been my companion. They have arranged for whatever my baby needs and baby clothes. They give us some money so we can buy what we need. We can buy some food to eat or to travel. From English lessons we learn a lot of things. Whatever you need, you can learn from there. I love this Centre and is so beneficial.”



## Digital Inclusion

Online access is vital to securing resources, attending online classes, and pursuing education. Last year we distributed 89 smartphones and laptops and empowered our community to feel confident online through 1-1 digital support sessions.

# Outcomes

Across the year our community of 202 people achieved many positive outcomes in their lives through their own hard work and the advocacy, referrals and casework of our Support Service. Our Support Service offers advice on a wide range of issues, including healthcare, education and housing and is registered with the Immigration Advice Authority (formerly Office of the Immigration Services Commissioner, OISC) to provide advice at Level 1 (Asylum and Protection). Last year the issues people overcame through our referrals and support included:

**25**

people **gained permission to stay in the UK**

**33**

people accessed **food banks**

**46**

people saw a doctor or dentist to get **healthcare**

**72**

people avoided street-sleeping and had safe **housing**

**88**

people **negotiated the asylum system**

**62**

people applied to further their **education**

**55**

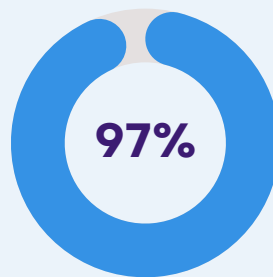
people accessed **legal support**

**22**

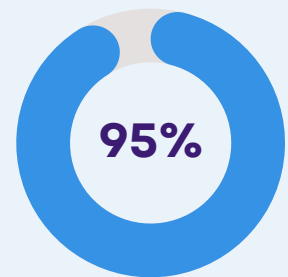
people created CVs and sought **employment**

# Outcomes

We closely monitor the services we offer to ensure that they are genuinely the services our community needs. We collect feedback twice each year, with a co-created survey to new starters every February and for all community members every July. Below are the results from our full community survey about the Centre's impact over the last 12 months:



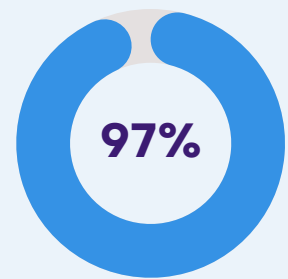
Quality of Life Improved



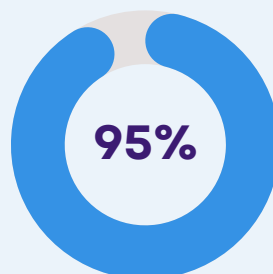
English Improved



Less Stressed



Less Isolated



Physical Wellbeing Improved



More Empowered

**“I like meeting people here. It makes me feel happy.”**

- Sade (not her real name)





*"Before I come here I'm always sad. But when I'm coming here and you see a lot of people it's so nice and helps a lot. Coming here even to dance is something great in my life. I cherish it."*

- Francine (not her real name)





# Our Year In Numbers



**1,077**  
English  
Classes

**440**

Therapeutic  
Arts + Fitness  
Classes



**80**  
In-person  
Centre  
Days

**1,772**

Support  
Service  
Appointments



**2,725**  
Support  
Packages

**1,760**

Home-  
cooked  
Meals Served



**19**  
Cultural +  
Educational  
Trips

**89**

Laptops +  
Phones  
Distributed

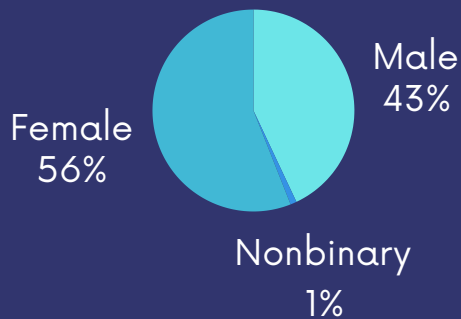


# Our Community

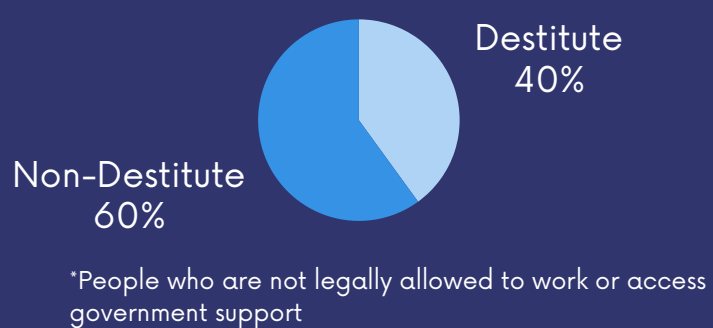


Our approach is not institutional, but compassionate and human. We have been in London for 27 years and have built many long-standing relationships with our 202 community members who originate from more than 40 countries.

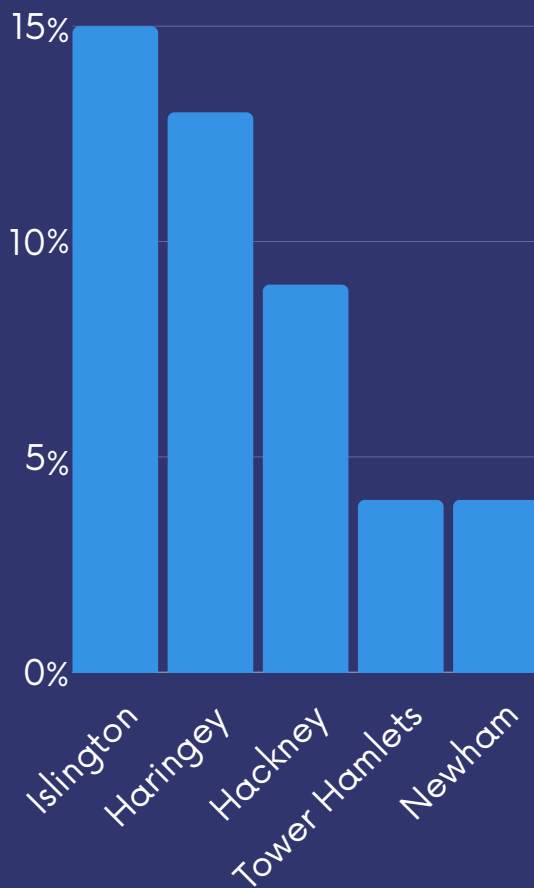
## Gender



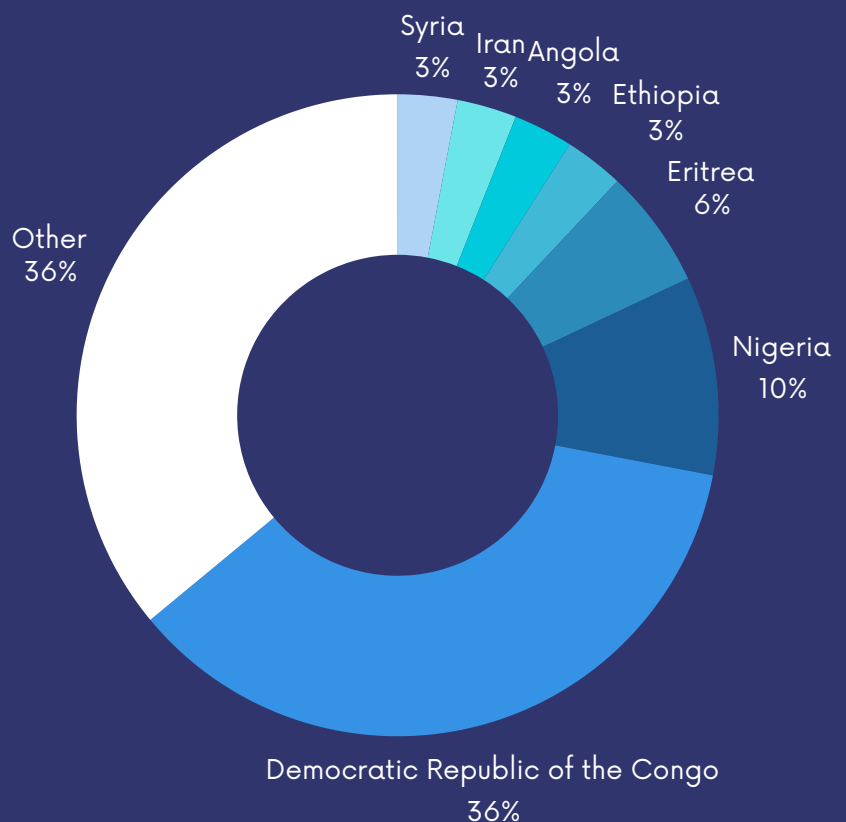
## Destitution\*



## Top 5 Boroughs



## Country of Origin





*“I've had a lot of problems which have happened to me but since I've started coming to the Centre it's strengthened me. Thank you for giving me this space.”*

- Joshua (not his real name)





# Community Stories



## Gladys

"I come to the Centre because they help me a lot with many things including paperwork and legal matters. I come here to see people and make friends. It's great to mix with people from different cultures. I make an effort to come every week because it's really important for me. I have even participated in singing and dancing projects. It's a great stress-buster!"



## Amba

"I come here for help with the difficulties experienced by me and my family. It's a relief to be able to come to the Centre for support. I hope to be able to continue coming to the Centre until our lives are on track."



# Partnerships



We partner with Speak Street, which provides fun, high-quality English classes.

Speak Street leads an online English class for our community each week with **40 sessions across the year** as well as monthly field trips to art galleries with **11 art trips last year.**



We partner with Bloody Good Period, working together to ensure dignity through accessibility of period products to people in our community. Last year we **distributed 340 orders** directly to people's homes, **including 20,000 individual items.**



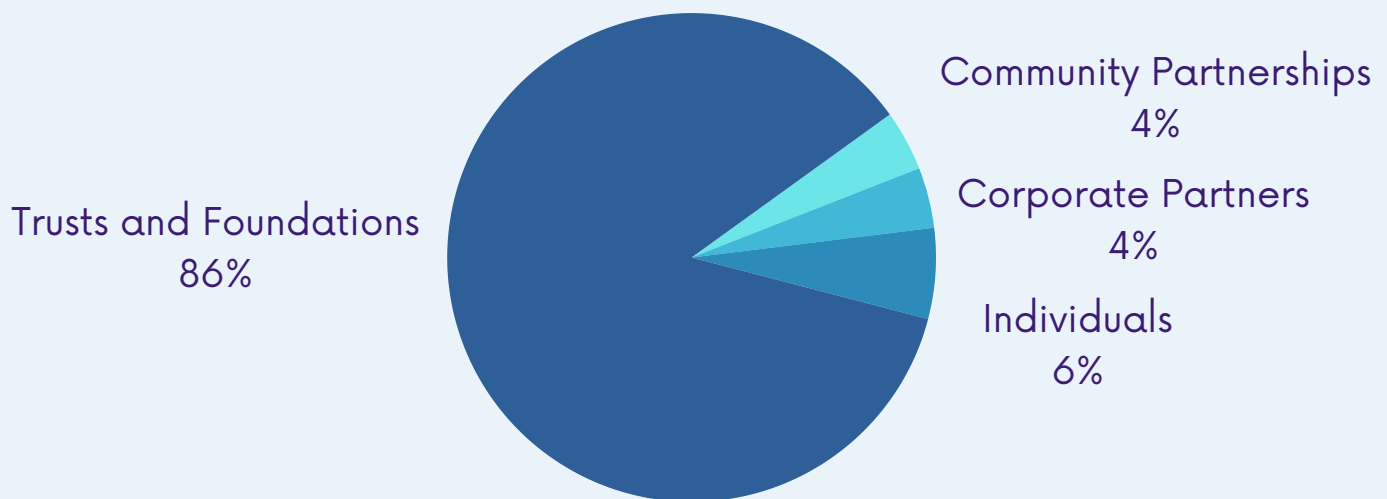
Lawyers Against Poverty leads a weekly online session providing information to our community in the areas of public law, social welfare, housing and homelessness, and immigration and asylum with **51 sessions across the year.**



NHS Central London Action on Sexual Health (CLASH) provides free and confidential sexual health advice sessions to our community with **11 sessions across the year.**

# Funding Overview

**Our income of £499,271 came from:**



In 2023/24 we continued to grow our services with the addition of more activities and new partnerships. Reflecting this development, our expenditure increased from £447,652 in 2022/23 to £505,227 in 2023/24. Our fundraising continued to be strong through the year, with a significant one-off grant secured from the National Lottery's Cost of Living Fund and excellent ongoing relationships with long-term funding partners, including Cloudesley, Islington Council, the City Bridge Foundation and others.

As the year progressed - like many small charities - we started to feel the effects of a sector-wide downturn in grant giving. Long-term low interest rates, the cost of living crisis and low returns on investments meant many funders began closing down funds, pausing funds or limiting their giving to very specific causes. We are proud that in such a tough economic climate, we were able to continue developing our services and achieved an almost balanced budget, spending just £5,956 of our reserves.

Moving into 2024/25 we knew that the fundraising environment would continue to be uncertain and put in place measures to strengthen our position, including recruiting a job share for our Head of Fundraising (part-time), creating a 5 year fundraising strategy and focusing on diversifying our income so we are more resilient in where our funding comes from.

# Our Funders

We rely entirely on the kindness and generosity of our supporters. Listed here are the trusts, foundations and companies which made our work possible in 2023-24. There are also many individuals who make our work possible. A huge thank you to each and every supporter!

## Funders

Action Funder - Greene King  
CAF Keystone Fund  
Church on the Corner  
City Bridge Foundation  
Cloudesley  
Coop Local Community Fund  
Cripplegate Foundation  
Garfield Weston Foundation  
Hope Church Islington  
Islington Council (via the VCS fund)  
Joffe Books Limited  
Leigh Charitable Trust  
Lewis Communications Ltd  
Lloyds Bank Foundation  
London Catalyst  
London Churches Refugee Fund  
Macquarie Group  
New Unity Church  
New York University in London  
Peter Stebbings Memorial Charity  
Protein Dance Limited  
Reel Fund  
Semble Network Ltd  
Songworks Choir  
Souter Charitable Trust  
St Mary's Church Islington  
Stanley Thomas Johnson Foundation  
The 29th May 1961 Charitable Trust  
The Albert Hunt Trust  
The Calypso Browning Trust  
The Diana Parker Charitable Trust  
The French Huguenot Church of London  
Charitable Trust  
The Hilcote Trust  
The Irving Memorial Trust

The Mercers' Company  
The Mishcon Family Trust  
The Mrs Smith & Mount Trust  
The National Lottery Reaching Communities  
The National Lottery's Community Organization Cost of Living Fund  
The Porta Pia 2012 Foundation  
The Parochial Church Council of the Ecclesiastical Parish of St Thomas  
The Swan Mountain Trust  
The Worshipful Company of Insurers  
Three Hands Ltd  
Together for London - London Community Foundation  
Tyl by Natwest  
Waylan Trust  
Westminster Abbey



Thanks to the Graduate Volunteers and Macquarie Group for their amazing support

# Community Support

Heartfelt thanks to our community partners:

- Arcola Theatre
- Barts and The London University Islamic Society
- Bellow Fellows
- Christ Church Highbury
- Church on the Corner
- Cross Street Baptist Church
- Crouch End Festival Chorus
- ETC Education
- GAIL's Bakery Islington
- Haberdashers' Girls' School
- Houghton University of New York
- Islington Choir
- Islington South Library
- Joffe Books Limited
- London St Pauli Fan Club
- LSE
- Macquarie Group
- NHS Whittington Health
- Nisaba
- NYU Shine Project
- Protein Dance
- Proud Sports
- Smith&Nephew
- Songworks Choir
- Speak Street
- Steve Hatt
- St Andrew's Church
- St Mary's Islington Church
- World Harmony Orchestra



Thank you to the **90 volunteers across the year** who generously gave their time and talents to make this work possible!



"Anytime I go to Islington Cenre I am so happy to get see all the people and my friends. I always look forward and know that something positive is happening in the week. **You can feel the joy.**"





# Trustees' Annual Report and Financial Statements

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# Reference and Administrative Details

**REGISTERED COMPANY NUMBER:** 07076199

**REGISTERED CHARITY NUMBER:** 1135205

**TRUSTEES:** Victoria Rae (Chair)  
Teresa Dodgson (Secretary)  
Imran Malik (Treasurer)  
Charlotte Lilley  
Francis Bowondo  
Gabrielle Samuels  
Ghadeer Al-Seragi  
Gladys Jusu-Sheriff  
Kathy Margerison

**REGISTERED OFFICE:** Islington Centre for Refugees and Migrants  
Cross Street Baptist Church  
16-18 Cross Street  
London  
N1 2BG  
[islingtoncentre@gmail.com](mailto:islingtoncentre@gmail.com)  
[www.islingtoncentre.co.uk](http://www.islingtoncentre.co.uk)

**PRIMARY BANKERS:** The Co-operative Bank  
PO Box 250, Delf House  
Southway  
Skelmersdale  
WN8 6WT

**INDEPENDENT EXAMINER:** Mr J P Foxwell FCCA FCIE  
[independent-examiner.net](http://independent-examiner.net)  
PO Box 9846  
Poole  
BH15 9JZ

# Trustees' Annual Report

The Trustees of the charity for the purposes of UK Charity Law are also the directors of the company for the purposes of UK Company Law. The Trustees are responsible for overseeing the overall management and governance of the charity, ensuring it operates in line with its stated purpose, complies with relevant laws, and manages its resources responsibly by making strategic decisions that prioritise the best interests of the beneficiaries, all while acting with reasonable care and skill. The Trustees delegate day-to-day management to the CEO and the leadership team.

The Trustees of Islington Centre for Refugees and Migrants ("the Charitable Company" or "Centre") for the purposes of the Companies Act, submit their report and the financial statements for the year ending 31 August 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the governing document, the Charities Act 2011, the Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice ("SORP") applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland.

**STATUS:** The Charitable Company, Islington Centre for Refugees and Migrants is:

- (a) a company limited by guarantee, incorporated on 13 November 2009 with registered company number 07076199
- (b) a charity, registered on 25 March 2010 with charity number 1135205

The Articles of Association is the governing document of the Charitable Company. The limit of the members' guarantee is £10. No provision for taxation has been made on the basis that the Charitable Company is exempt from corporation tax on its charitable activities.

**PRINCIPAL ACTIVITY:** The principal activity of the Charitable Company in the year under review was Education - Adult and other education.

**CHARITABLE PURPOSES:** The Objects as described in the Articles of Association read as follows:

1. To advance education and relieve financial hardship amongst those seeking asylum and those granted refugee status by the provision of advice, training and support.
2. To advance the education of the public in general about the issues relating to refugees and those seeking asylum.
3. To advance the Christian religion by living out our love for neighbour and bringing the stranger of any or no faith into our community.

All work of the Charitable Company has been dedicated to the furtherance of these purposes.

## BANK ACCOUNTS

The Centre's main bank account is with the Cooperative Bank. The Centre has a savings deposit account with Triodos Bank UK and no further bank accounts were opened throughout the year. The Centre has an account with PayPal in order to receive online donations. Donations are also received via Charities Aid Foundation, Donorfy and Just Giving donations platforms

## TRUSTEES' ANNUAL REPORT (CONTINUED)

### PUBLIC BENEFIT

Trustees have given due consideration to the Charity Commission guidance on Public Benefit - SORP reference 1.18.

Islington Centre for Refugees and Migrants is committed to its charitable purposes in all its activities. The principal activities, in line with the Charity Commission's public benefit description are:

- The advancement of education comprising the delivery of a range of services including English to refugees, asylum seekers and migrants ("Clients"), art and creative writing, dance, choir and exercise based activities in order to build confidence within and up-skill all those who access our services.
- A Support Service offering practical help, referrals, signposting and guidance for Clients needing help on a range of issues including but not limited to asylum, destitution, accommodation, health and accessing benefits.
- Relief of Hardship so destitute Clients have access to a range of services that help to relieve both short-term and long-term hardship. This includes our Support Package programme for destitute asylum seekers. This helps destitute Clients with essential living costs that they would otherwise not be able to afford.

On completing activities at the Centre many of our Clients progress onto their next steps which includes further education courses in their chosen subject area, volunteer roles in the community or to paid employment positions. Asylum seekers who are prohibited from working are welcomed to continue attending the Centre while they await the outcome of their asylum application.

The Centre has a comprehensive website and internet profile in order to present its work and the wider impact of its activities and services on refugees, asylum seekers and migrants. It shines a light on the struggles of its service users in order to educate the public on the issues faced by its Clients.

Volunteering is a critical element in the development of a strong community and it is this which mutually benefits the wider community and the Centre. At any given time there are around 40 volunteers contributing to the work of the Centre undertaking activities as varied as preparing food parcels, supporting Clients with their everyday or more complex problems, facilitating arts and craft groups and furthering their experiences of British life through our enrichment programme.

We welcome people who have been displaced from their countries of origin, wherever they have come from, whatever has happened in their lives and regardless of any or no faith. The refugees and migrants who come to us have been through extremely difficult times. Leaving your country because of war, persecution or incarceration takes real grit, determination and courage. But for many, arriving in London is just the beginning of a long journey towards settled status and a decent life.

At the Islington Centre for Refugees and Migrants, we welcome people, talk with them, listen to what they need and respond to that. Whether someone tells us they need English lessons, advice on housing, accessing healthcare, applying to college or any of the many challenges of being a migrant in London – we are here for our Clients.



## TRUSTEES' ANNUAL REPORT (CONTINUED)

### THE CHANGE WE WANT TO SEE

We work to ensure positive, sustainable change for asylum seekers, refugees, and migrants.

#### **Our Centre is a place where:**

- Refugees, asylum seekers and migrants feel safe and welcome
- Refugees, asylum seekers and migrants can meet with each other and with the local community to build friendships and share stories
- Refugees, asylum seekers and migrants are supported to improve their emotional and physical wellbeing

#### **We support our Clients to:**

- Be independent and empowered
- Be confident in communicating with people around them, and in a position to seize opportunities to build new skills and experiences
- Have access to income, housing, healthcare, education and a stable immigration status

#### **We do this through providing the following services and activities:**

- **A warm welcome**, safe space and a sense of community at our in-person Centres and online.
- **English language** lessons to improve Clients' language skills and to give a sense of community and connection. We strongly believe that overcoming language barriers is key to allowing people to integrate in their communities.
- **Support Service** to provide support, signposting and referrals to help overcome and resolve Clients' issues including asylum, housing, homelessness, destitution and health.
- **Support Packages** to provide asylum seekers in destitution access to essential food, phone and data top ups, travel and other essential items.
- **Online and In-Person Activities** including art and writing, gym, choir, yoga, book group, information sessions with external partners, dance and community trips that build fluency and confidence in speaking English.
- **Digital Inclusion** to help people to feel confident online through: (i) providing phones/laptops to those without equipment, (ii) assistance by phone or online to help people use equipment and IT and (iii) assistance with digital issues at our In-Person Centre days.
- **Hot food** and lunches at our in-person Centres.
- **Donations** of toiletries, food and clothes.
- **Access to sanitary products** and other related items through our partnerships and donations.
- **Sharing our work** with the community to encourage support and to better understand our Clients.

## TRUSTEES' ANNUAL REPORT (CONTINUED)

### TRUSTEES

The trustees (who also act as directors for Companies Act purposes) who served during the year 2023-24 are as follows:

	Appointment Start	Appointment End
Victoria Rae (Chair)	17/01/22	Continuing
Teresa Dodgson (Secretary)	21/06/12	Continuing
Imran Malik (Treasurer)	15/05/23	Continuing
Rev Victor de Waal	01/09/10	02/05/24
Gladys Jusu-Sheriff	21/06/12	Continuing
Kathy Margerison	14/03/22	Continuing
Francis Bowondo	13/03/23	Continuing
Gabrielle Samuels	15/05/23	Continuing
Charlotte Lilley	15/05/23	Continuing
Ghadeer Al-Seragi	10/07/23	Continuing
Alice Billin	10/07/23	26/01/24

### STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees are required to prepare financial statements for each financial year, which give a true and fair view of the state of the Charitable Company's affairs and of the surplus or deficit for the year.

In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and whether the financial statements have been prepared in accordance with the Charities SORP; and
- 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:

- ensuring proper accounting records are maintained which disclose with reasonable accuracy at any time the financial position of the charity; and
- safeguarding the assets of the charity and hence for taking reasonable steps for prevention and detection of fraud and other irregularities.

The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. They include:

- agreement on strategy and an annual budget approved by the Trustees;
- regular consideration by the Trustees of financial results, variance from budgets, and non-financial performance indicators;

- delegation of authority and segregation of duties;
- identification and management of risks; and
- adequate unrestricted funds remain in place to meet the future projected financial commitments in a 12 month period from the year end.

## **RISK MANAGEMENT**

The Trustees have developed and work closely with an active risk register in order to manage any issues and to minimise disruption in the event of a realised risk.

The Centre has insurance policies as follows:

- Employers' Liability insurance with Markel International Insurance Company Limited
- Public Liability insurance with Markel International Insurance Company Limited
- Directors and Officers Management Liability Insurance with Marsh Omega

### **The Centre has in place the following policies:**

Safeguarding Policy suite for vulnerable adults and children that it works with

Health and Safety Policy

Equity, Diversity and Inclusion

Privacy and Data Protection Policy

Finance Policy and Procedure (including delegation of authority matrix)

Reserves Policy

Investment Policy

Pay and Reward Policy

Grievance/Disciplinary Procedure

Complaints Procedure

Incident Reporting Procedure

Business Continuity Plan

The Trustees have prepared and agreed to comply to a Trustee Code of Conduct

All Centre Personnel agree to comply with a Centre Code of Conduct as part of our safeguarding commitment to our Clients.

## **RESERVES**

### **Reserves Statement:**

The net current assets at year end 31 August 2024 of £241,489 (at year end 31 August 2023 £247,445) comprise restricted funds of £41,663 and unrestricted reserves of £199,826 (at year end 31 August 2023 £189,363). The unrestricted reserves represent 4.3 months (year end 31 August 2023 was 4.5 months) of the total expenditure budget for year 2024-25 (from 1 September 2024 to 31 August 2025).

### **Designated Redundancy Fund:**

£28,000 has been designated to a redundancy fund giving free undesignated reserves of £171,826. The free reserves element of the current assets represents approximately 3.7 months' running costs of the expenditure budget for year 2024-25.

### **Reserves Policy:**

The policy is to maintain unrestricted funds of between 3 to 6 months of average operating costs as an Operating Reserve Fund to ensure the sustainability of the Charitable Company and future delivery and development of services.

This report was approved by the Board of Trustees on 17 March 2025 and signed on its behalf by:

A handwritten signature in black ink, reading "Victoria Rae". The signature is written in a cursive style with a long horizontal line extending from the end.

**Victoria Rae**  
Chair of Trustees



# Independent Examiner's Report To The Trustees Of Islington Centre For Refugees And Migrants

I report on the financial statements of the charity for the year ended 31 August 2024 which comprise a Statement of Financial Activities, Balance Sheet and related notes.

## Responsibilities and basis of report

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

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

## Independent examiner's statement

Since the Charitable Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of both the Association of Chartered Certified Accountants (ACCA) and the Association of Charity Independent Examiners (ACIE), both of which are listed bodies.

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

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

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



Mr J P Foxwell FCCA FCIE  
independent-examiner.net

PO Box 9846  
Poole  
BH15 9JZ

Date: 17 March 2025

## Statement of Financial Activities for the year ended 31 August 2024 (including an Income and Expenditure Account)

	Notes	Unrestricted £	Restricted £	2024 £	2023 £
<b>INCOME</b>					
Donations and legacies		121,688	22,000	143,688	176,321
Activities for generating funds		-	-	-	1,496
Charitable activities	2	89,817	265,706	355,523	297,305
Other income		60	-	60	35
<b>Total income</b>		211,565	287,706	499,271	475,157
<b>EXPENDITURE</b>					
Costs of generating income		396	-	396	984
Charitable activities	3	200,705	304,126	504,831	446,669
<b>Total expenditure</b>		201,101	304,126	505,227	447,652
<b>Net income/(expenditure) and net movement in funds</b>		<b>10,464</b>	<b>(16,420)</b>	<b>(5,956)</b>	<b>27,504</b>
Funds brought forward		189,363	58,082	247,445	219,941
Funds carried forward		199,827	41,662	241,489	247,445
		=====	=====	=====	=====

The Statement of Financial Activities reflects the results of continuing activities for the year.

There are no recognised gains and losses other than those shown in the Statement of Financial Activities.

## Balance Sheet at 31 August 2024

	Notes	£	2024 £	£	2023 £
<b>CURRENT ASSETS</b>					
Debtors and accrued income	5	10,417		24,524	
Cash at bank and in hand		260,905		247,683	
		<b>271,322</b>		<b>272,207</b>	
<b>CREDITORS – amounts falling due in less than one year</b>	6	(29,833)		(24,762)	
<b>NET CURRENT ASSETS</b>			<b>£241,489</b>		<b>£247,445</b>
<b>FUNDS</b>					
General fund			171,827		161,363
Designated fund	7		28,000		28,000
Total unrestricted funds			199,827		189,363
Restricted funds	10		41,663		58,082
Total funds			<b>£241,489</b>		<b>£247,445</b>
			<b>=====</b>		<b>=====</b>

The Directors are satisfied that the Charitable Company is entitled to exemption from the provisions of the Companies Act 2006 ("the 2006 Act") relating to the audit of the financial statements for the year ended 31 August 2024 by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the 2006 Act.

The Directors acknowledge their responsibilities for complying with the requirements of the 2006 Act with respect to accounting records and the preparation of financial statements. These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the Trustees on 17 March 2025. and signed on their behalf by:



**Victoria Rae**  
Chair of Trustees

# Notes to the Financial Statements

## For the Year Ended 31 August 2024

### 1. ACCOUNTING POLICIES

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice ("SORP") applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) – Charities SORP (FRS102) and the Companies Act 2006.

Islington Centre for Refugees and Migrants 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 notes.

There have been no changes in accounting policies or application of such policies during the year.

#### (a) Company status

The Charitable Company is a registered charity and a company limited by guarantee. The members of the company are those persons included in the register of members and include the Trustees named on page 24.

In the event of the Charitable Company being wound up, the liability in respect of the guarantee is limited to £10 per member.

#### (b) Fund accounting

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

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

#### (c) Income

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

#### (d) Pensions

During the financial year ending 31 August 2024 pension provision continued with the employer's contribution being 8% for all eligible staff. The Centre adheres to the Auto Enrolment Scheme and is compliant with the requirements as set out by the Pensions Regulator.

The Centre's pensions' service provider is The Pensions Trust.

#### (e) Expenditure

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Governance costs, now included within charitable activity costs, are those incurred in connection with administration of the Charitable Company and compliance with constitutional and statutory requirements.



# Notes to the Financial Statements For the Year Ended 31 August 2024

## 2. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted funds	Restricted funds	Total 2024	Total 2023
	£	£	£	£
CAF Keystone Fund	35,000	-	35,000	10,000
City Bridge Foundation	-	49,443	49,443	27,251
Cloudesley Principal Grant Extension	-	35,000	35,000	-
Cripplegate Foundation	-	-	-	8,000
Garfield Weston	-	25,000	25,000	25,000
Islington Council VCS	-	20,417	20,417	20,000
Lloyds Bank Foundation	23,000	-	23,000	29,250
Lloyds Bank Foundation (Uplift)	2,500	-	2,500	-
Lloyds Bank Foundation (Specialist Programme)	4,167	-	4,167	-
Islington Council Local Initiative Fund (LIF)	-	-	-	1,000
London Catalyst	-	-	-	3,000
London Churches Refugee Fund	-	1,650	1,650	1,850
The Mercers' Company	25,000	-	25,000	-
National Lottery - Reaching Communities	-	30,000	30,000	78,000
National Lottery - Community Organisation Cost of Living Fund	-	59,215	59,215	14,524
Cloudesley (Catalyst)	-	4,993	4,993	5,000
Cloudesley (Welfare)	-	15,000	15,000	15,000
Cloudesley Principal Grant Fund)	-	-	-	30,000
Cloudesley (Presentation)	150	-	150	-
Cloudesley (Training)	-	-	-	4,760
Cloudesley (Welfare Uplift)	-	5,000	5,000	5,000
Cloudesley (Principal Grant FundUplift)	-	-	-	5,000
Stanley Thomas Johnson Foundation(Extension)	-	19,989	19,989	-
Stanley Thomas Johnson Foundation	-	-	-	4,670
Together for London – Community Foundation	-	-	-	10,000
	<u>£89,817</u>	<u>£265,706</u>	<u>£355,523</u>	<u>£297,305</u>

## Notes to the Financial Statements For the Year Ended 31 August 2024

### 3. COSTS OF ACTIVITIES IN FURTHERANCE OF THE CHARITABLE OBJECTS

	Unrestricted funds	Restricted funds	Total 2024	Total 2023
	£	£	£	£
Client Activities	10,708	-	10,708	5,058
Client Hardship Payments	28,220	49,842	78,062	73,445
Client Travel and Subsistence	1,494	2,100	3,594	2,374
Governance Costs	2,866	650	3,516	2,183
Running Costs	19,545	13,846	33,391	32,408
Salaries and Associated On-Costs	121,970	220,302	342,272	294,693
Sessional Workers	12,322	10,700	23,022	21,003
Staff and Volunteer Development	1,971	6,128	8,099	15,064
Volunteer Costs	1,609	558	2,168	442
	_____	_____	_____	_____
	£200,705	£304,126	£504,831	£446,669
	=====	=====	=====	=====

### 4. STAFF COSTS

	Total 2024	Total 2023
	£	£
Salaries and wages	293,815	255,531
Social security costs	23,803	17,605
Pension costs	23,552	20,460
	_____	_____
	£341,170	£293,595
	=====	=====

Staff costs exclude payroll service provider costs.

One employee received employee benefits within £60,000 - £70,000 band during the year (2023: nil).

The average monthly headcount was 9 staff (2023: 7 staff).

# Notes to the Financial Statements For the Year Ended 31 August 2024

## 5. DEBTORS AND ACCRUED INCOME

	<b>Total 2024</b>	<b>Total 2023</b>
	<b>£</b>	<b>£</b>
Accrued grant income	£10,417	£24,524
	<u>          </u>	<u>          </u>

## 6. CREDITORS AND DEFERRED INCOME

	<b>Total 2024</b>	<b>Total 2023</b>
	<b>£</b>	<b>£</b>
Creditors	2,000	1,762
Deferred grant income	27,833	23,000
	<u>          </u>	<u>          </u>
	£29,833	£24,762
	<u>          </u>	<u>          </u>

## 7. DESIGNATED FUND

The Trustees have designated £28,000 as a contingency against unexpected staff costs. (2023: £28,000).

## 8. TRUSTEES

No Trustee received any remuneration during the year. No expenses were reimbursed to any Trustee during the year ending 31 August 2024 (2023: nil).

## 9. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total 2024</b>	<b>Total 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Current assets	229,659	41,663	271,322	272,207
Creditors	(29,833)	-	(29,833)	(24,762)
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
	£199,826	£41,663	£241,489	£247,445
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

# Notes to the Financial Statements For the Year Ended 31 August 2024

## 10. RESTRICTED FUNDS

	Balance b/f	Income	Expenditure	Balance c/f
	£	£	£	£
Islington Council VCS	387	20,417	(20,804)	-
London Churches Refugee fund	-	1,650	(1,650)	-
Cloudesley (Catalyst)	1,667	4,993	(5,000)	1,660
Cloudesley (Welfare)	-	15,000	(15,000)	-
Cloudesley (Welfare Uplift)	-	5,000	(5,000)	-
Cloudesley (Principal Grant Fund Extension)	-	35,000	(32,083)	2,917
Cloudesley (Principal Grant Fund)	2,500	-	(2,500)	-
City Bridge Foundation	3,028	49,443	(41,885)	10,586
Stanley Thomas Johnson Foundation	-	19,989	(19,989)	-
Reel Fund		20,000	(20,000)	-
National Lottery - Reaching Communities	15,000	30,000	(45,000)	-
National Lottery - Community Organisation Cost of Living Fund	-	59,215	(59,215)	-
Action Funder – Greene King	-	2,000	(2,000)	-
The French Huguenot Church of London Charitable Trust	6,000	-	(6,000)	-
Swan Mountain Trust	4,500	-	(3,000)	1,500
Garfield Weston	25,000	25,000	(25,000)	25,000
	<hr/>	<hr/>	<hr/>	<hr/>
	£58,082	£287,706	£(304,126)	£41,663
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>





# **Islington Centre for Refugees and Migrants**

**Address: 16-18 Cross Street London N1 2BG**

**General enquiries email address: [info.islingtoncentre@gmail.com](mailto:info.islingtoncentre@gmail.com)**

**Website: [islingtoncentre.co.uk](http://islingtoncentre.co.uk)**

**Facebook: [@IslingtonCentre](https://www.facebook.com/IslingtonCentre)**

**Instagram: [@IslingtonCentre](https://www.instagram.com/IslingtonCentre)**

**Islington Centre for Refugees and Migrants is a registered charity  
in England and Wales**

**Charity number: 1135205**

**Company number: 07076199**