

RAY (Refugee Action York)

**Charitable Incorporated Organisation
(Charity Number: 1154065)**

Trustees Annual Report & Financial Statements for the year ended

31 March 2021

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**Charity Accounts Independent Examination
Services**

RAY (Refugee Action York)

(Charity Number: 1154065)

Contents

Index	Page
Report of the Trustees	1
Independent Examiner's Report	6
Receipts & Payments Accounts	7
Statement of Assets and Liabilities	8
Notes to the Accounts	9

Trustees' Annual Report

From: 01/04/2020 To: 31/03/2021

Charity's full name RAY (Refugee Action York)

Registered Company number

Registered Charity number 1154065

Objectives and activities

Summary of the purposes of the charity set out in its governing document

To advance education and relieve financial hardship amongst migrants, those seeking asylum and those granted refugee status, particularly by the provision of advice and guidance. To advance the education of the public in general about the issues relating to refugees and those seeking asylum.

Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts

Following the initial COVID-19 lockdown restrictions in March 2020, we rapidly adapted our service offering to the new situation, implementing our Coronavirus Action Plan. Referring to our pandemic risk assessment, we shifted from face-to-face to digital channels, including Zoom, Whatsapp and phone in order to maintain effective and responsive service delivery, and outcomes for our service users. We also quickly set up procedures for keeping service users up-to-date, in multiple languages, with key changes in Government guidelines as they were released. This was a challenging undertaking and our staff, volunteers, service users, and partners worked together to ensure that RAY continued to successfully meet its objectives. This year we have provided information, support, and sign-posting to join up service users with other organisations by phone and video call; English lessons for adults by Zoom, phone, and socially-distanced walks; and Turkish and Arabic lessons and homework help for children by Zoom. Our youth group members also received ongoing support by phone and through volunteer mentors, and our vital weekly coffee mornings continued by Zoom. We also provided support to a large group of asylum seekers temporarily housed in a York hotel. Further, we have offered hardship support throughout the year for families and individuals facing destitution.

The trustees consider that they have complied with their duties to have due regard to the public benefit guidance published by the Charity Commission.

Achievements and performance

Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.

We adopted our Coronavirus Action Plan with speed and flexibility, effectively mobilising digital channels and staff and volunteers to ensure that, as the COVID-19 pandemic commenced, we were able to reach every service user who required support throughout the year. The shift to entirely digital channels at the start was a challenge owing to the lack of digital skills and/or access to the right technology for some of our service users. As a part of our action plan we adapted to ensure that no one faced barriers to our services, by utilising phone and, when guidelines allowed, socially-distanced walks to engage those in need - and in their native language. We also provided equipment where needed, such as laptops, tablets and smartphones, to remove barriers to accessing digital channels and increase digital capability in our service users.

In June 2020, the Home Office relocated 90 asylum-seeking men into a hotel in York, as temporary accommodation until they could be moved into Dispersal Accommodation in other cities. Over the year, we worked with a total of 200 asylum-seeking men in this hotel. We visited weekly to offer material support through donations, ESOL classes, a befriending scheme, and help with understanding the asylum system. This represented a huge increase in workload for us – over the year we worked with over 300 service users, compared to the previous year of around 130 - and we rapidly grew, trained and mobilised our volunteer workforce effectively to meet this challenge.

At the same time, we maintained a high level of service delivery to our regular service users. Volunteers who provided support as a part of our pre-pandemic face-to-face hubs provided direct and regular support to service users, through multiple channels, allowing experienced staff to focus resources towards the new group of asylum seekers.

The pandemic provided an opportunity for us to re-assess how we interact, and maintain meaningful contact, with the young people we work with in particular. Some services, such as the mother-tongue language classes we deliver adapted well to virtual delivery, and the young people were willing to engage. Other services were more challenging, with our service users reluctant to take part in group social activities virtually. We adapted to this with greater use of mentors and individual engagement, while recognising we couldn't replicate the experience of face-to-face group interaction – our service users will benefit from the relaunch of face-to-face services as we're able to reintroduce them.

Working with a new type of service user with our response to the Home Office's relocation of asylum-seeking men, and adapting our services to their needs, helped us to develop new skills and ways of working that greatly increased capabilities within the organisation and our workforce. The experience has also given us new opportunities to involve volunteers, developing new roles and responsibilities in the process.

Our work with asylum-seeking men in the hotel also necessitated close partnership working with other agencies, including weekly Skype calls to coordinate service delivery and a joined-up user journey - many of whom we hadn't worked with before. They include Mears (contracted by the Home Office to manage asylum accommodation in this region), local health services, North Yorkshire Police, City of York Council, local Councillors, York Learning, Yorkshire Aid, and York City of Sanctuary. The phenomenal success of our work at the hotel, and how we rapidly adapted and expanded to meet the humanitarian needs of hundreds of new service users in a short space of time, can be summarised by Mears, who said that "the York hotel has become a best practice hotel for Mears."

Financial review

Review of the charity's financial position at the end of the period

2020-21 has been an exceptional year for RAY in two contexts: firstly, due to the impact of the COVID-19 pandemic, requiring the charity to quickly fund solutions to the new challenges that we faced and, secondly, due to the need to find new ways to support existing users, providing core services via new channels. A focus of the year has been supporting the additional needs of those seeking asylum, who were relocated by the Home Office to a York hotel. RAY has received additional income from various sources over the year to enable us to meet this additional demand on our services, via both grants and donations. The income for the year is 75% higher than we received in 2019-20. Year-on-year comparison of expenditure is more complicated to calculate this year due the constraints of the pandemic, and the new ways of working that we implemented - plus the additional demand that we met through our work in the hotel. RAY is in a strong financial position at the end of the year, having an increased level of unrestricted and designated funds. The Board of Trustees continues to work hard to secure funding adequate to deliver RAY's services sustainably, whilst also maintaining reserves at an adequate level. RAY's existence and success is enabled by the generous support of individuals, community groups, businesses and trusts, both within York and from further afield. The Board of Trustees takes this opportunity to recognise and thank everyone who has contributed to RAY's financial position in 2020-21, without which our services and support provided to service users would simply not be possible.

Statement explaining the policy for holding reserves stating why they are held

The charity relies on funding to meet its objectives and at the end of the current year has a high level of unrestricted reserves in order to be able to meet its commitments should further grants and other funding obtained in the next year not be sufficient to meet these in the short term.

Amount of reserves held

At 31 March 2021, unrestricted reserves were £93,129

Reasons for holding zero reserves

n/a

Funds materially in deficit

n/a

Explanation of any uncertainties about the charity continuing as a going concern

n/a

Structure, governance and management

Description of the charity's trusts

Type of governing document Constitution

How the charity is constituted CIO

Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees Appointed at AGM/Trustee meeting

Reference and administration details

Charity's full name RAY (Refugee Action York)

Other names the charity is known by

Charity's principal address c/o Clifton Children's Centre
Kingsway North
York

Postcode YO30 6JA

Names of the trustees who manage the charity

Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
Sally Bourton	Chair	21.10.14 - 2.11.20	
Thomas Adamski	Chair (2.11.20 on)		
Sarah Nicholls	Treasurer (22.7.20 on)	22.7.20	
Margot Brown		16.9.14 - 13.1.21	
Catherine Wolterman		6.6.19 - 29.4.20	
Marwa Dorai			
Kate Harper		2.11.16 - 15.2.21	
Annette Maas			
Yaminda Perrera	Treasurer (1.4.20-22.7.20)	21.1.20 - .12.21	
Mary McCormack		1.7.20	
Scott Butterworth		22.9.20	
Jonathan Saha		18.11.18 - 26.6.20	
Aniko Shepherd		22.7.20	
Stephanie Cooper		15.2.21	

Declaration

The trustees declare that they have approved the Trustees Annual Report and Accounts

Signed on behalf of the charity's trustees

Signature

S. Nicholls

Full Name

SARAH NICHOLLS

Position

Treasurer

Date

17.11.21

Independent examiner's report to the trustees of RAY (Refugee Action York)

I report on the accounts of: **RAY (Refugee Action York)**
for the year ended: **31 March 2021** which are set out on pages 7 to 11.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').


I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- 1 accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
- 2 the accounts do not accord with those records

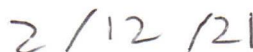
I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Jeff Todd (FCA)

Outsource independent examination
services

The Hiscox Building
Peasholme Green
York YO1 7PR



Date:

RAY (Refugee Action York)
(Charity Number: 1154065)

Receipts & Payments Accounts for the year ended:

31 March 2021

	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Receipts				
Grants (Note 2)	37,835	117,493	155,328	81,327
Donations	43,495	-	43,495	31,942
Bank interest	8	-	8	120
Total receipts	81,338	117,493	198,831	113,389
Payments				
Salaries & pensions	5,789	70,474	76,263	64,461
Staff expenses	267	-	267	1,968
Training and other staff costs	50	770	820	582
Asylum seeker costs	7,794	17,569	25,363	-
Taxis & travel	311	-	311	10,688
Hardship	4,202	3,600	7,802	5,724
Running costs	1,157	2,284	3,441	7,881
Finance & admin	3,383	575	3,958	2,267
Evaluation	-	1,000	1,000	1,750
Volunteer training	-	650	650	-
Volunteer costs	-	284	284	2,839
Governance	257	-	257	558
Language teaching	-	3,390	3,390	-
Translation & interpreting	240	1,533	1,773	2,648
Activity costs	-	892	892	943
Refugee week	15	-	15	171
BL Building capabilities	-	-	-	1,653
Venue hire	-	207	207	-
Total payments	23,465	103,228	126,693	104,133
Net of receipts/(payments)	57,873	14,265	72,138	9,256
Transfers between funds	92	(92)	-	-
Balance brought forward	35,164	11,861	47,025	37,769
Balance carried forward	93,129	26,034	119,163	47,025

RAY (Refugee Action York)
(Charity Number: 1154065)

Statement of Assets and Liabilities at:

31 March 2021

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Assets				
Cash at bank and in hand				
Current bank account	72,918	26,034	98,952	27,025
Savings account	20,008	-	20,008	20,000
Petty cash	203	-	203	-
	93,129	26,034	119,163	47,025

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Liabilities				
Independent Examination Fee	280	-	280	280
	280	-	280	280

RAY (Refugee Action York)
(Charity Number: 1154065)

Notes to the Accounts for the year ended:

31 March 2021

1. Basis of preparation

The Trustees have taken advantage of section 144 (2) of the Charities Act 2011 and prepared the accounts on a receipts and payments basis.

2. Funds analysis

Unrestricted funds

Unrestricted funds are funds that can be used in accordance with the objects of the charity at the discretion of the trustees

Designated funds

Designated funds are unrestricted funds allocated for use on specific projects

Restricted Funds

Restricted funds are subject to specific conditions by donors as to how they can be used.

Movement of funds:

	Brought forward	Receipts	Payments	Transfers	Carried forward
	£	£	£	£	£
Unrestricted funds	34,181	43,504	11,838	92	65,939
Designated funds		-	-		
Hardship	-	4,834	865		3,969
Lloyds Bank	-	33,000	9,779	-	23,221
Mind	983	-	983	-	-
	35,164	81,338	23,465	92	93,129
Restricted funds					
The Hub	2,556	-	2,464	(92)	-
Awards for All	2,479	-	1,497	-	982
Information and support	1,862	-	1,862	-	-
MIND	-	3,723	541	-	3,182
Hardship	3,000	-	3,000	-	-
BBC Children in Need	1,403	10,332	11,735	-	-
Women's health project	561	-	561	-	-
Big Lottery	-	55,819	42,880	-	12,939
Brelms	-	4,996	4,996	-	-
Evan Cornish	-	4,996	4,124	-	872
Hotel public donations	-	8,611	8,611	-	-
JHRT	-	6,766	6,704	-	62
Jill Franklin	-	1,100	1,096	-	4
MEX	-	10,000	4,786	-	5,214
Two Ridings	-	7,500	6,314	-	1,186
Bresleff	-	3,500	2,042	-	1,458
Refugee week	-	150	15	-	135
	11,861	117,493	103,228	(92)	26,034
Total	47,025	198,831	126,693	-	119,163

Transfers from restricted funds represents closure of the funded project.

Approval of Accounts for the year ended:

31 March 2021

The report and accounts were approved at a meeting of the
Trustees held on:

23.11.21

Date

[Signature]

Signed for and on behalf of the Trustees

17.11.21

Date

SARAH NICHOLLS

Print Name

TREASURER

Position (e.g. Chair etc)