

REFUGEE SUPPORT EUROPE

England & Wales · Charity number 1174070

Details

Other names REFUGEE SUPPORT EUROPE LIMITED

Status Registered

Legal form CIO

Registered 2017-08-01

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

Contact

Address 61 Bridge Street
Kington
HR5 3DJ

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Website <http://www.refugeesupporteu.com>

Activities

Objects: THE OBJECT OF THE CIO IS FOR THE PUBLIC BENEFIT, THE RELIEF AND ASSISTANCE OF PEOPLE IN NEED IN ANY PART OF THE WORLD WHO ARE VICTIMS OF WAR OR CATASTROPHE BY SUPPLYING THEM WITH ANY HUMANITARIAN AID THAT WILL MAKE THEIR LIFE MORE BEARABLE. MANY REFUGEES ARE STUCK FOR VERY LONG PERIODS WITH VERY FEW RESOURCES. WHILE THEY WAIT FOR THE APPLICATIONS TO BE PROCESSED, REFUGEE SUPPORT DISTRIBUTES ESSENTIAL AID IN A WAY THAT OFFERS SOME NORMALITY AND UPHOLDS THEIR DIGNITY

Activities: Humanitarian aid to individuals fleeing violence

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Disability, The Prevention Or Relief Of Poverty, Overseas Aid/famine Relief
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- Cyprus
- Dorset

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-30	£382,738	£306,990	-	-
2024-03-30	£472,511	£528,677	-	-
2023-03-30	£704,207	£715,623	£207,006	2
2022-03-30	£382,188	£246,079	-	-
2021-03-30	£195,404	£203,603	-	-

Trustees

Name	Role	Appointed
Andrew David Tasker		2024-01-01
Bonnie Howard		2025-09-22
Brenda Shrewsbury		2023-05-05
Dina N Viergutz		2022-05-10
Eve Linieres		2018-12-07
Mark Lamprell		2025-09-22
Michael Thompson		2022-07-28

REFUGEE SUPPORT EUROPE

England & Wales - Charity number 1174070

Accounts

Dignified support at times of urgent need



**Annual Report
and Accounts
2024 - 2025**



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Refugee
support



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Introduction

We all need safety, community and a sense of belonging.

While local and national contexts may vary, the challenges faced by those we support are deeply human and common to us all. On top of that, people seeking sanctuary face structural injustices, cruel migration policies and widespread discrimination. In short, Refugee Support Europe's work has never been tougher and never been more necessary.

Whether in Cyprus or the UK, many arrive at our doors exhausted, isolated and with nowhere else to turn. Slow and confusing asylum procedures combined with an increasingly hostile environment continue to push many into poverty, homelessness and precarity. The very systems in place to protect fundamental rights seem instead designed to break people.

This year saw a rise in misdirected anger and targeted violence towards racialised and marginalised people. Following years of scapegoating rhetoric by governments across countries and continents, the violence in the UK in summer 2024 marked a deeply alarming escalation. Meanwhile, Trump's re-election, the continued genocide of Palestinians as well as largely forgotten wars in countries like Sudan, highlighted the global importance of our work while making it ever-more challenging.

RSE's ultimate goal is a world where our support is not needed – yet, with each passing year, this becomes harder to imagine. One of our Bournemouth members summarised the profound impact our work against the stark reality of the current context: "Being at the Dignity Centre, it does start to make you feel human again. We are a problem in this country, something that needs to be managed. But at the Centre we are seen as people."

In a year where hope has felt far away, we have found it time and time again at our Dignity Centres. Everyone involved – whether member, staff, volunteer, local resident, partner or donor – is treated as a stakeholder in shaping stronger, more connected communities. This is what solidarity means to us: standing shoulder to shoulder, recognising our shared humanity and rejecting the idea that one group 'saves' another. We will continue to push back against hatred and division, to push for a fair and compassionate asylum system, and, most importantly, to show up for our members – and each other.

Thank you for standing with us.

Rachel Ellis, Chief Executive

Andrew Tasker, Chair of Trustees

Our Mission & Vision

We envision a world where communities welcome people with dignity, solidarity and compassion. Our central mission is to co-create a future where our support is no longer needed because society has embraced a culture of inclusion and care.

RSE provides practical support for displaced people, fosters solidarity and advocates for systemic change. Since 2016, we have been bridging the critical gap between arrival and settlement through our dignified, choice-based system, offering essential goods in welcoming community spaces. Our advocacy is shaped by our on-the-ground work, demonstrating that a different kind of welcome is possible – one built on dignity, solidarity and community.



Our Projects

Dignity Centres remain the cornerstone of our work and the first pillar of how we support people seeking sanctuary. In 2024–25 we closed our Moldova project whilst continuing to expand and develop our Dignity Centres in Bournemouth, UK and Nicosia, Cyprus. Each responds to local realities in its own way, but all follow the same overarching approach anchored in our values and long-standing practices of care. Despite an increasingly challenging funding landscape and limited resources, our Dignity Centres continue to demonstrate the huge impact and benefits of an alternative welcome for members, volunteers and the local community alike.

Material support remains an integral part of what we do, both in terms of providing the essential items themselves and as a means to offering something much more; an alternative welcome for people with nowhere else to go. Every week, hundreds of people rely on our choice-based Dignity Markets for food, hygiene items and clothes. This year also underlined the growing importance of our Helpdesks, which provide practical, reliable support for people navigating new and unfamiliar systems, understanding their rights and accessing the services they need to build stability and take the next step. We are often the only organisation offering this support with an open-door policy.

In both the UK and Cyprus, our Centres show that an alternative welcome is possible. They demonstrate the mutual benefits that emerge when people are met with solidarity, consistency and respect, and when communities are supported to connect and co-create a sense of belonging.





The Nicosia Dignity Centre, Cyprus

In May 2024, after a brief closure to develop a more sustainable funding model, we reopened the Cyprus Dignity Centre in central Nicosia. Throughout the year the Centre supported members through our Dignity Market, providing food and hygiene products via our points-based 'free shop' system. Alongside material items, our Helpdesk assisted people to register for social support and the right to work, understand complex procedures, prepare their CVs and navigate referrals to specialist services. In addition, we ran a weekly barber service for new members.

The need for this work remains acute. Cyprus has consistently recorded the highest number of asylum applications per capita in the EU. In 2024 there were 8,664 applications, and more than 20,000 people were waiting for their first-instance decision – all on an island with a total population of around 1.2 million. At the same time, most people seeking asylum live in the community rather than reception centres, often in extremely poor conditions and with limited access to housing, healthcare and legal support.¹

In addition to the daily running of Dignity Centre services, we continue to mobilise during emergencies. In summer 2024, dozens of people seeking asylum, including children, were stranded for weeks in the buffer zone between the Republic of Cyprus and the Turkish-occupied north, enduring extreme heat and little sanitation. Just steps from the Green Line, our team prepared 50 hygiene bags to contribute to the coordinated response led by UNHCR Cyprus and UNFICYP.

In September, we strengthened our partnership with LDS, who generously contributed to funding the market, making a tangible difference to the lives of members who are newly arrived in Cyprus and without access other support. And in October, we were joined by the wonderful team at Caravan of Humanity, who brought a huge container of high-quality donated goods, along with a generous donation and even some joyful clown performances for children and families.

As the asylum landscape in Cyprus continues to shift, the need for a consistent, rights-focused space in the heart of Nicosia is clearer than ever. The funding landscape is becoming ever-more challenging and a growing number of partner NGOs are being forced to close or reduce their service offerings. It is essential that we continue to provide this lifeline for people facing uncertainty, isolation and increasingly limited access to essential services.

¹. AIDA Country Report on Cyprus – Update on 2024.



The Chişinău Dignity Centre, Moldova

In June 2024 we formally closed our Dignity Centre in Chişinău after a two-year journey that began soon after the Russian invasion of Ukraine. Between March 2022 and May 2024 the Centre supported over 100,000 people with food and hygiene items as thousands of displaced Ukrainians arrived and vulnerable local families faced mounting economic hardship.

As Ukrainian refugees became more established and supported in Moldova, it became clear that our emergency support was no longer where the greatest need lay. The most acute hardship had shifted towards local Moldovan communities living in poverty, beyond the specific mandate of our project. Staying true to our values of dignity, solidarity and community, we made a deliberate decision to step back at the right moment. Closing the project allowed us to avoid creating cycles of dependency and to hand over to trusted local organisations better placed to meet evolving local needs.

All furniture and equipment from the Centre was donated to Moldova for Peace's 'Moldova Film' food distribution point. Our intention is that closing the Chişinău Dignity Centre leaves a legacy of dignity and local empowerment, and creates space for others to lead while we focus where our model is most urgently needed.





The Bournemouth Dignity Centre, UK

In November 2024 we celebrated the first anniversary of our Bournemouth Dignity Centre, which is thriving and busier than ever. We provide an integrated support offer no one else locally is delivering: clothing and hygiene items in our choice-based Dignity Market, plus our expansive Helpdesk covering support navigating the asylum, housing and homelessness support, applying for Universal Credit, opening a bank account, family reunion, food bank referrals, careers advice and job search, education and training, healthcare access and more.

We also run a welcoming coffee corner with hot drinks, fruit and snacks; WiFi, laptops and charging points; books, board games and table tennis, all in a relaxing community space. Alongside this we have a dedicated Homelessness Support offering breakfast and hot drinks, washing facilities and a resting space plus Emergency Packs of warm, waterproof clothing and accessories.

We work closely with Bournemouth Christchurch and Poole Council and a wide network of local partners to ensure people can access the support they need, while avoiding overlaps in service offerings. We're also supported by an expanding team of volunteers, many with lived experience of migration or who are former members, whose insight and leadership strengthen the shared sense of community at the heart of our work.

In August, racist riots and anti-migrant violence swept across parts of the UK, reaching Bournemouth and creating real fear and division. Yet even amid the intimidation, we were deeply heartened by the outpouring of solidarity from communities up and down the country. This response reinforced exactly why our work matters — and why our focus on dignity and community is so essential. Against this backdrop, it was heartening and hugely impactful to receive the support of local grant-giving organisations including the Talbot Village Trust and Dorset Community Foundation.

With rhetoric and policy around migration becoming increasingly hostile, the need in Bournemouth has only intensified. People seeking sanctuary continue to experience prolonged uncertainty, isolation and homelessness – and the need for our presence is, sadly, growing.

Our Impact



Our Impact: April 2024 - March 2025

Supporting people seeking sanctuary in Cyprus and the UK



Dignity Centre Nicosia

82,355 food & hygiene items distributed



2,748 Helpdesk requests attended

294 visits to our community barber service



Dignity Centre Bournemouth

8,302 clothing & hygiene items distributed



3,620 Helpdesk requests attended

6,865 visits to our Coffee Corner



All this was achieved with a small team of just 3 full-time and 3 part-time staff across the entire organisation.

Stories from our Members

The most meaningful insights into our work come from the people we support. Their experiences show what dignity-first support looks like in practice.

After arriving in Cyprus, Aziz struggled to afford food. "A friend told me about the Dignity Centre. I hoped they could help, but I didn't believe anyone would." When he first registered, the Centre was already supporting 200 people and couldn't help him that day. "I had to wait, and I was worried. But after a week, they told me to come back. That was a very good day for me." Since then, the Centre has become a crucial part of his life. "I've been able to get food, which helps me save money for rent. I even got a haircut!" More than that, Aziz has found a community. "At first, I felt completely alone. But when I came to the Centre, I met others from Sudan. We help each other, and that's really good."*

"Everything I was looking for, I found at the Dignity Centre. The Centre is so important for people like me. Many of us have been through a lot – Libya, Calais, Dunkirk. People arrive here with trauma. If the Centre wasn't here, I don't want to think what it would be like." - Samuel

**Name changed to protect privacy*

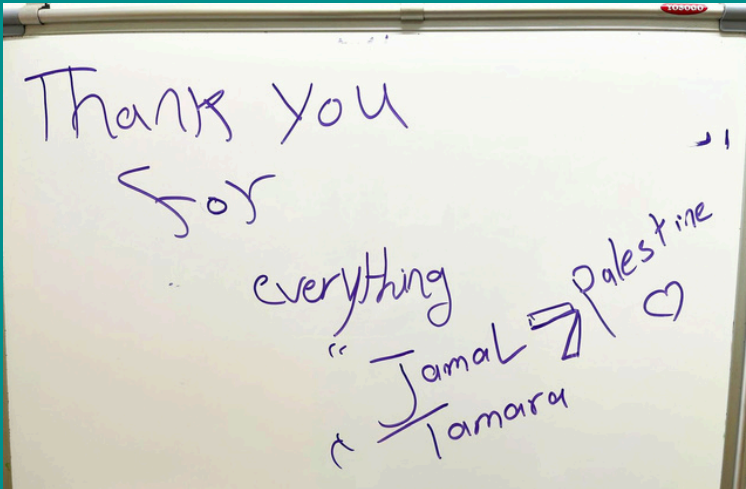


Messages from our Members

Thank you so much for your kind message. I truly appreciate all the support and care your team provides to people. You are doing such meaningful and beautiful work. ✓

I also wish, Inshallah, to become like your team in the future — someone who helps others with kindness, patience, and a sincere heart. Your example inspires me deeply, and I hope one day I can also serve people and make a positive difference in their lives, just like you do.

12:21



The meaning for me lies in the sincerity of intention and not in the amount of giving. I am grateful to you and to the entire team and I wish them a very, very, very, very happy life and that they have good people in their lives like them. You are very kind and nice.

17:48

Hello. You messaged my husband this morning and we registered on the labor office website. Thank you very much for your kindness and attention to me and my family. 🌹

12:55

When I come here, I always feel happy with you, you are good. I wish you always success in your beautiful humanitarian efforts.



I sincerely thank you from the bottom of my heart for your effort and support in preparing and correcting my work documents. Your kindness and professionalism mean a lot to me. I truly appreciate your help and will never forget it.

With respect and gratitude,

13:57

A Message of Gratitude and Appreciation to Dignity Center

I would like to express my heartfelt appreciation and deep gratitude to Dignity Center for their unwavering support and care for vulnerable people in need. I am personally one of the individuals who has directly benefited from their compassion and assistance, and I have experienced a real and positive change in my life because of it.

Dignity Center is not just a place to visit – it is a home of hope, a place where one feels valued, respected, and supported. The help they offer – whether it is emotional, financial, social, or skill-based – truly reflects their commitment to human dignity and well-being.

I sincerely commend their tireless efforts and the way they stand beside those whose voices are often unheard. To the team at Dignity Center, I say: Thank you. May God reward you abundantly and continue to bless the vital work you do for the community.

13:45

Thank so much dignity center 12:27

Sukye

Thank so much dignity center

We love dignity center 🤗👍 12:27



BUT WHAT CAN I DO? I'M JUST ONE PERSON...

Advocacy and Coalitions

In May, we spoke out against the UK government's Rwanda Bill – legislation that undermined the right to asylum and risked causing profound harm. We joined civil society organisations across the country in saying clearly: not in our name. Our CEO, Rachel Ellis, also contributed to the national conversation in a BBC radio interview, emphasising the real-world consequences for the people we support.

In July, to coincide with the first plenary of the newly elected European Parliament, we joined almost 100 human rights and humanitarian organisations calling on EU leadership to take a firm stance to maintain the right to asylum and the rule of law. In signing the joint statement, we reiterated our belief that dignity must be at the centre of all asylum systems, not eroded at moments of political pressure.

We also continued to call for safe routes to protection. As part of the United Against Inhumanity coalition, we highlighted the devastating human cost of Europe's deterrence-led approach, including avoidable deaths in the Mediterranean and the Channel. Drawing on what we witness daily in our Dignity Centres, our messaging stressed that dignity must begin long before people reach our doors: with legal, workable pathways to safety that prevent dangerous crossings, exploitation and prolonged instability.

In early 2025, we joined the Together With Refugees Campaign Organising Network, deepening our long-standing partnership with this broad coalition working for a fair, well-managed and compassionate asylum system. In Bournemouth, we hosted a special Valentine's Day event, encouraging community members to write love letters to their MP asking for a fair, well-managed and compassionate asylum system.

These advocacy efforts are a natural extension of our work on the ground. Every day we see the consequences of policies that fail people seeking safety, and the possibilities that emerge when dignity is upheld instead.



Outreach and Events

The past year has been a vibrant, community-driven period of fundraising and solidarity - translating to both financial impact and deeper public engagement with our mission.

Our team attended the Brunswick Festival in Brighton and the Greenbelt Festival in Kettering. These events offered the chance to bring our message of dignity, solidarity and community into new spaces, connect with like-minded people, and build relationships with both volunteers and donors.

In supporter-led events, our small but determined team took part in the South Coast Ultra Challenge in September, a multi-distance challenge on the stunning South Downs Way, raising over £1,000 for our work — and setting the stage for next year's participation in Ultras across the country.

In November, our flagship annual fundraiser, Dignify 2024, was an unforgettable night featuring live music from The Breaks, Lovelady and My Fine Companions, plus performances by Blingo: Hip Hop Bingo and DJ Rob Mello. Organised by our Trustee, Eve Linieres, and Ambassador, Philippa Brown, the event raised an incredible £83,000.

In the philanthropic sphere, our match-fund campaigns continue to demonstrate broad support for our model. In 2024, we ran not one but two Big Give campaigns – one during Refugee Week in June and one just before Christmas – raising a combined total of almost £45,000.

Then, in early 2025, we were honoured to be selected as a chosen charity for the Increase the Peace Festival in Bournemouth, a community-led day bringing together residents, grassroots groups and people with lived experience of migration. It was a heartening show of local support for our work.

These events and campaigns gave our finances a much-needed boost while increasing awareness of our work. In an unprecedentedly challenging fundraising environment, every donation makes a real difference.





Our Volunteer Community

Volunteers are at the heart of our operations and their stories show that even a single act of solidarity can have far-reaching impact, changing lives and communities.

Take the story of Sandy, who volunteered at the Chişinău Dignity Centre:

"My experience volunteering with Refugee Support Europe at the Dignity Centre is one I will never forget. I quickly realised that the rewards far outweighed the physical work — the smiles and gratitude from people choosing the items they needed, and the joy of children discovering the play area. We also formed lasting friendships with our fellow volunteers. Sharing a common purpose helped us bond quickly, and during our four weeks at the Centre my husband David and I met many wonderful, caring people. It was a special experience that will stay with us for a lifetime."

In Cyprus, the power of volunteering was captured by Callum, whose story reiterates how individuals can make a meaningful difference:

"I know that the scale of these problems can be overwhelming ... But I've seen firsthand how individual drops of kindness and solidarity can create ripples, then waves, that create real and lasting change."

Our global volunteer network is now more than 1,800 strong, with people from over 40 countries. This year our volunteers have helped us deepen that network, strengthen peer leadership and embody our values-led approach to transform lives while building sustainable, community-led models of welcome.



Our Ambassadors

In January 2025, we relaunched our Ambassador Programme, inviting long-term supporters and volunteers to help reshape the narrative around displacement and show that small, collective actions can drive monumental change.

Taking a strengths-based approach, the programme offers opportunities for Ambassadors to join us in one of three categories:

Fundraising Champions: Trailblazers who transform their passion into tangible support and help to sustain our Dignity Centres through creative campaigns, events and community engagement.

Assets: Skilled supporters who bring unique skills and expertise, on an ad hoc basis, to enhance our impact, from photography to translation, HR, IT, volunteer interviewing and much more.

Advocates: Storytellers and changemakers who champion our mission and values, whether speaking at public events, hosting workshops or using social media to spread the word.





Our Team

RSE remains proudly volunteer powered. Alongside rotating Dignity Centre volunteers, our dedicated supporters assist with everything from fundraising to accounting and IT, ensuring exceptional value for money and allowing funds to be channelled directly to the projects.

The Back Office function is fully remote, with no office costs or overheads. This year also saw a honing and strengthening of our volunteer Board of Trustees, each of whom have a dedicated remit and responsibility.

In Cyprus, our Field Director, Paula, provides steady, hands-on leadership at the Nicosia Dignity Centre. Alongside overseeing the day-to-day running of the project, Paula plays a central role in shaping how our work is delivered — embedding dignity into our processes, strengthening operational efficiency, and ensuring our impact reporting is both rigorous and transparent. Her oversight, experience and attention to detail are critical to the projects' effectiveness and accountability.

In the field, each Dignity Centre has a full-time Coordinator, and we are working hard to secure funding to bring in full-time additional Coordinators to keep up with growing demand. In July 2024, we were delighted to welcome Zoe Keeping as Coordinator of the Bournemouth Dignity Centre.

Since joining the team, Zoe has guided the Centre through a period of unprecedented growth, responding with agility and care to the urgent and continually evolving needs of our members. Under her coordination, services have expanded and adapted to ensure the Centre remains responsive, welcoming and effective at a time of increasing demand. In September, Zoe was joined by part-time Coordinator, Caroline Beale Johnson, strengthening the team's capacity and helping to ensure the continuity and consistency of service delivery.



2024-25 Annual Accounts: Financial Report for the Board



Financial year ending 31st March 2025

Author: Bea Shrewsbury (Trustee Treasurer)

We finished the financial year with a cash surplus over the year for the first time since 2021-22. This is particularly thanks to an uptick in grants and the success of events and campaigns such as Dignify and the Big Give.

Our overall turnover has decreased by 25% over the last year due to the closing of the Ukraine project in Moldova, which had been well supported by grants and donations.

Despite starting the year with confidence, the cashflow forecast continues to show a reducing balance. As needs grow, our financial situation remains extremely precarious and we must continue to work hard to secure income to maintain operations, month to month.

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Profit and Loss

Refugee Support Europe CIO For the year ended 31 March 2025

	2025	2024
Income		
Corporate Donations (not linked to a fundraiser)	5,590	3,832
Grant Income	160,372	215,773
Gift Aid from HMRC	8,255	20,705
Volunteer and Individual donations (after cost)	25,669	90,104
Non-Financial Donations	9,294	77,666
Fundraising Profit (loss)	37,825	17,880
on-line sales Profit (loss)	359	(261)
Interest Income	1,698	1,370
Local Group Donation	707	7,482
Regular Individuals donations	10,392	18,449
Fundraising Campaign (Big Give and similar) individual	4,044	-
Fundraising Campaign (Big Give and similar) Corporate	28,255	8,561
RSE Fundraising Event Sponsorship Trustee organised events	62,000	11,000
Total Income	354,461	472,561
Cost of Refugee Projects		
Cost of Country Specific Personel	67,648	66,105
Cost of Dignity Centres and Warehousing	56,464	75,784
Cost of Clothing for Refugees	21,314	3,215
Cost of Food Purchased	60,594	263,334
Cost of Misc. Activities for Refugees	9,311	14,700
Cost of Misc. Items for for Refugees	15,872	27,508
Project legal, Accounting and Insurance	3,015	-
Total Cost of Refugee Projects	234,218	450,646
Surplus (Deficit) after Direct Costs	120,243	21,915
Operating Expenses		
Head-Office Staff	57,390	62,605
General Head Office Costs	3,901	11,021
Depreciation	1,232	1,625
Banking Costs	1,249	2,780
Bad Debt (promised but unpaid donations)	-	50
Total Operating Expenses	63,773	78,081
Surplus after all Costs	56,470	(56,166)
Surplus (Deficit) Carried Forward	56,470	(56,166)

Balance Sheet

Refugee Support Europe CIO As at 31 March 2025

	31 MAR 2025	31 MAR 2024
Fixed Assets		
Tangible Assets	739	1,633
Total Fixed Assets	739	1,633
Current Assets		
Cash at bank and in hand	209,860	134,623
Prepayments and accrued income	9,698	9,758
Accounts Receivable	-	10,000
Total Current Assets	219,559	154,381
Creditors: amounts falling due within one year		
Creditors including credit card and cash accounts	755	1,801
Salaries and HMRC Payable	1,361	(7,500)
Total Creditors: amounts falling due within one year	2,116	(5,699)
Net Current Assets (Liabilities)	217,443	160,080
Total Assets less Current Liabilities	218,182	161,712
Net Assets	218,182	161,712
Capital and Reserves		
Retained Income account	161,712	217,878
Current Year Earnings	56,470	(56,166)
Total Capital and Reserves	218,182	161,712



Our Valued Partners



Special thanks

We are especially grateful to these generous individuals, businesses and organisations who were instrumental in supporting us this year.

Organisations

- Amazon Europe
- Carry the Future
- Caravan of Humanity
- Church of Jesus Christ of Latter-day Saints
- Citibank
- Dorset Community Foundation
- Evan Cornish Foundation
- Ford Family Foundation
- JP McManus
- London Lites
- Lucille Foundation
- LUSH
- Talbot Village Trust
- Talon Outdoor
- Warburg Pincus

Ambassadors and Key Supporters

- Andrew Betts
- Mark Vrionides
- Eileen Lunga
- Eve Linieres, Philippa Brown, and the whole Dignify 2024 Committee
- Gerry Clancy
- Gulwali Passarlay
- Gopi Chelliah
- Janet Windeatt
- Jo Davies
- Madeline Holder
- Paul Hutchings
- Phil Billingham
- Russell Merrett
- Silke Hollander
- Stephan Pretorius





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This is where I finally feel safe. The Dignity Centre is the cornerstone for refugees here. It creates an environment that encourages resilience.

- Bournemouth Dignity Centre member



RSE Management Report YE 2025 Audited

Refugee Support Europe CIO
For the year ended 31 March 2025

Prepared by BB Solutions

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Executive Summary

Refugee Support Europe CIO For the year ended 31 March 2025

	2025	2024	VARIANCE
Cash			
Cash received	390,695	459,949	-15% ↓
Cash spent	315,436	507,628	-38% ↓
Cash surplus (deficit)	75,259	(47,679)	258% ↑
Foreign currency gain (loss)	(60)	(322)	81% ↑
Closing bank balance	209,106	133,907	56% ↑
Profitability			
Income	373,776	479,101	-22% ↓
Direct costs	259,607	472,853	-45% ↓
Gross profit (loss)	114,169	6,248	1,727% ↑
Other income	8,255	20,705	-60% ↓
Expenses	65,955	83,119	-21% ↓
Profit (loss)	56,470	(56,166)	201% ↑
Balance Sheet			
Debtors	-	10,000	-100% ↓
Creditors	-	1,085	-100% ↓
Net assets	218,182	161,712	35% ↑
Sales			
Number of invoices issued	12	13	-8% ↓
Average value of invoices	3,410	1,073	218% ↑
Performance			
Gross profit margin (%)	31	1	2,242% ↑
Net profit margin (%)	15	(12)	229% ↑
Return on investment (p.a.) (%)	26	(35)	175% ↑
Position			
Average debtor days	-	8	-100% ↓
Average creditor days	-	1	-100% ↓
Short term cash forecast	-	8,915	-100% ↓
Current assets to liabilities	161	(24)	771% ↑
Term assets to liabilities	-	-	-

Profit and Loss

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Total Cost of Refugee Projects	234,218	450,646
Surplus (Deficit) after Direct Costs	120,243	21,915
Operating Expenses		
Head-Office Staff	57,390	62,605
General Head Office Costs	3,901	11,021
Depreciation	1,232	1,625
Banking Costs	1,249	2,780
Bad Debt (promised but unpaid donations)	-	50
Total Operating Expenses	63,773	78,081
Surplus after all Costs	56,470	(56,166)
Surplus (Deficit) Carried Forward	56,470	(56,166)

Balance Sheet

Refugee Support Europe CIO As at 31 March 2025

	31 MAR 2025	31 MAR 2024
Fixed Assets		
Tangible Assets	739	1,633
Total Fixed Assets	739	1,633
Current Assets		
Cash at bank and in hand	209,860	134,623
Prepayments and accrued income	9,698	9,758
Accounts Receivable	-	10,000
Total Current Assets	219,559	154,381
Creditors: amounts falling due within one year		
Creditors including credit card and cash accounts	755	1,801
Salaries and HMRC Payable	1,361	(7,500)
Total Creditors: amounts falling due within one year	2,116	(5,699)
Net Current Assets (Liabilities)	217,443	160,080
Total Assets less Current Liabilities	218,182	161,712
Net Assets	218,182	161,712
Capital and Reserves		
Retained Income account	161,712	217,878
Current Year Earnings	56,470	(56,166)
Total Capital and Reserves	218,182	161,712

Cash Summary

Refugee Support Europe CIO For the year ended 31 March 2025

	2025	2024	VARIANCE
Income			
Sales	462	130	255% ↑
204 - Fundraising ticket sales, auction and pledges	41,494	47,284	-12% ↓
204a - RSE Fundraising Event Sponsorship Trustee organised events	72,000	10,000	620% ↑
208 - Fundraising Campaign (Big Give and similar) Corporate	28,255	8,561	230% ↑
208a - Fundraising Campaign (Big Give and similar) individual	4,044	-	-
Individual one-off donations	49,468	112,655	-56% ↓
210a - Regular Individuals donations	10,392	18,449	-44% ↓
213 - Local Group Donation	707	7,482	-91% ↓
214 - Corporate Donations (not linked to a fundraiser)	5,590	3,832	46% ↑
215 - Grant Income	160,372	215,773	-26% ↓
218 - Gift Aid from HMRC	8,255	20,705	-60% ↓
270 - Interest Income	1,698	1,370	24% ↑
Total Income	382,738	446,241	-14%
Less Expenses			
Cost of Food	60,594	185,668	-67% ↓
Misc. Activities for Refugees	23,331	42,208	-45% ↓
325 - Cost of Clothing for Refugees	13,872	3,215	332% ↑
329 - General Camp Expenses	82	1,721	-95% ↓
Cost of Country Specific Personnel	67,061	65,806	2% ↑
331 - Rent for Dignity Centres, warehouses and offices	40,050	61,839	-35% ↓
332 - Projects Repairs and Maintenance	4,567	785	482% ↑
328 - Project Phone, mobile and internet (not HQ)	1,316	592	122% ↑
327 - Project Office Printing & Stationery (not HQ)	699	735	-5% ↓
333 - Project legal, Accounting and Insurance	2,856	-	-
335 - Utilities for Projects (not HQ)	7,770	4,995	56% ↑
340 - RSE Fundraising Event Expenses	3,669	4,404	-17% ↓
342 - Fundraising Support	23,799	20,551	16% ↑
On-line selling costs	103	291	-65% ↓
400 - Software Service Charges	-	1,855	-100% ↓

	2025	2024	VARIANCE
404 - Bank Fees	916	1,627	-44% ↓
405 - Bank charges (Wise)	123	777	-84% ↓
408 - Cleaning	1,596	4,739	-66% ↓
413 - HQ Legal, Accounting and Insurance Charges	550	939	-41% ↓
425 - Freight & Courier	277	892	-69% ↓
433 - Insurance	-	1,980	-100% ↓
441 - Legal expenses	-	2,494	-100% ↓
453 - General Administration costs	201	276	-27% ↓
455 - Bad Debt (promised but unpaid donations)	-	50	-100% ↓
461 - HO Printing & Stationery	431	431	0% ↓
477 - Wages and Salaries	33,464	54,200	-38% ↓
478 - Pension	815	1,284	-37% ↓
479 - Staff training & Development	109	139	-22% ↓
480 - Administrator self-employed HQ	24,637	10,726	130% ↑
485 - Subscriptions	2,425	2,154	13% ↑
489 - HO Phone, mobile & Internet	18	-	- —
493 - Expenses for volunteers (MISC)	586	299	96% ↑
505 - Employers National Insurance	(1,635)	82	-2,086% ↓
620 - Prepayments	1,568	7,608	-79% ↓
825 - PAYE & NI Tax Payable	(8,776)	7,797	-213% ↓
826 - Pension Payable to NEST	(85)	113	-175% ↓
860 - Rounding	-	15	-100% ↓
Total Expenses	306,990	493,286	-38%
Surplus (Deficit)	75,748	(47,046)	261%
Plus Other Cash Movements			
Fixed Assets	(339)	(1,550)	78% ↑
750 - Employee Loan (Cycle to work)	-	980	-100% ↓
Total Other Cash Movements	(339)	(570)	41%
Plus Foreign Currency Gains and Losses			
499 - Realised Currency Gains	(150)	(63)	-139% ↓
Total Foreign Currency Gains and Losses	(150)	(63)	-139%
Net Cash Movement	75,259	(47,679)	258%

	2025	2024	VARIANCE
Summary			
Opening Balance	133,907	181,908	-26%
Plus Net Cash Movement	75,259	(47,679)	258% ↑
Currency Adjustment	(60) ●	(322) ●	81% ↑
Cash Balance	209,106	133,907	56%

● Exchange rates used to convert foreign currency into GBP are shown below. Rates are provided by XE.com unless otherwise stated.

• **31 Mar 2025**

-  155.843 BDT (Bangladeshi Taka)
-  1.19394 EUR (Euro)
-  23.1500 MDL (Moldovan Leu)
-  49.0234 TRY (Turkish Lira)
-  1.29177 USD (United States Dollar)

• **31 Mar 2024**

-  138.652 BDT (Bangladeshi Taka)
-  1.14887 EUR (Euro) – rate provided by Bea Shrewsbury
-  22.2737 MDL (Moldovan Leu)
-  40.9631 TRY (Turkish Lira)
-  1.26317 USD (United States Dollar)

Head Office and Income Budget Variance

Refugee Support Europe CIO For the year ended 31 March 2025

Location is Unassigned.

	2025	2025 HEAD OFFICE AND INCOME	VARIANCE	VARIANCE %	2025	2025 HEAD OFFICE AND INCOME	VARIANCE	VARIANCE %
Income								
Corporate Donations (not linked to a fundraiser)	2,590	-	2,590 ↑	- —	2,590	-	2,590 ↑	- —
Grant Income	65,206	-	65,206 ↑	- —	65,206	-	65,206 ↑	- —
Donations from Individuals	21,653	-	21,653 ↑	- —	21,653	-	21,653 ↑	- —
Interest Income	1,698	-	1,698 ↑	- —	1,698	-	1,698 ↑	- —
Local Group Donation	500	-	500 ↑	- —	500	-	500 ↑	- —
Net Fundraising Events	38,307	-	38,307	-	38,307	-	38,307	-
Net income / loss Sales	329	-	329	-	329	-	329	-
Regular Individuals donations	10,392	-	10,392 ↑	- —	10,392	-	10,392 ↑	- —
Fundraising Campaign (Big Give and similar) individual	3,544	-	3,544 ↑	- —	3,544	-	3,544 ↑	- —
Fundraising Campaign (Big Give and similar) Corporate	28,255	-	28,255 ↑	- —	28,255	-	28,255 ↑	- —
RSE Fundraising Event Sponsorship Trustee organised events	62,000	-	62,000 ↑	- —	62,000	-	62,000 ↑	- —
Total Income	234,475	-	234,475	-	234,475	-	234,475	-
Direct Cost of Projects								
Fundraising Support	19,285	-	19,285 ↑	- —	19,285	-	19,285 ↑	- —
Total Direct Cost of Projects	19,285	-	19,285	-	19,285	-	19,285	-

	2025	2025 HEAD OFFICE AND INCOME	VARIANCE	VARIANCE %	2025	2025 HEAD OFFICE AND INCOME	VARIANCE	VARIANCE %
Gross Profit	215,189	-	215,189	-	215,189	-	215,189	-
Other Income								
Gift Aid from HMRC	8,255	-	8,255 ↑	- —	8,255	-	8,255 ↑	- —
Total Other Income	8,255	-	8,255	-	8,255	-	8,255	-
Operating Expenses								
Head Office Staff Costs	57,312	-	57,312 ↑	- —	57,312	-	57,312 ↑	- —
General Head Office Costs	2,687	-	2,687 ↑	- —	2,687	-	2,687 ↑	- —
Cost of Banking	450	-	450 ↑	- —	450	-	450 ↑	- —
Total Operating Expenses	60,449	-	60,449	-	60,449	-	60,449	-
Net Profit	162,996	-	162,996	-	162,996	-	162,996	-

Nicosia Project Budget Variance

Refugee Support Europe CIO For the year ended 31 March 2025

Location is Nicosia.

	2025	2025 NICOSIA	VARIANCE	VARIANCE %	2025	2025 NICOSIA	VARIANCE	VARIANCE %
Income								
Grant Income	50,652	-	50,652 ↑	- —	50,652	-	50,652 ↑	- —
Donations from Individuals	11,079	11,100	(21) ↓	0% ↓	11,079	11,100	(21) ↓	0% ↓
Local Group Donation	207	-	207 ↑	- —	207	-	207 ↑	- —
Non-financial Donations	1,577	-	1,577 ↑	- —	1,577	-	1,577 ↑	- —
Total Income	63,515	11,100	52,415	472%	63,515	11,100	52,415	472%
Direct Cost of Projects								
Cost of Food for Refugees	56,503	73,740	(17,237) ↓	-23% ↓	56,503	73,740	(17,237) ↓	-23% ↓
Cost of Activities for Refugees	15,907	23,256	(7,349) ↓	-32% ↓	15,907	23,256	(7,349) ↓	-32% ↓
Cost of Dignity Centres and overseas offices	27,257	35,520	(8,263) ↓	-23% ↓	27,257	35,520	(8,263) ↓	-23% ↓
Cost of Country Specific Personnel	28,908	30,600	(1,692) ↓	-6% ↓	28,908	30,600	(1,692) ↓	-6% ↓
General Camp Expenses	-	6,100	(6,100) ↓	-100% ↓	-	6,100	(6,100) ↓	-100% ↓
Project Office Printing & Stationery (not HO)	288	-	288 ↑	- —	288	-	288 ↑	- —
Project legal, Accounting and Insurance	2,736	-	2,736 ↑	- —	2,736	-	2,736 ↑	- —
Project Phone, mobile and internet (not HQ)	850	420	430 ↑	102% ↑	850	420	430 ↑	102% ↑
Total Direct Cost of Projects	132,449	169,636	(37,187)	-22%	132,449	169,636	(37,187)	-22%

	2025	2025 NICOSIA	VARIANCE	VARIANCE %	2025	2025 NICOSIA	VARIANCE	VARIANCE %
Gross Profit	(68,934)	(158,536)	89,602	57%	(68,934)	(158,536)	89,602	57%
Operating Expenses								
Cost of Banking	67	1,200	(1,133) ↓	-94% ↓	67	1,200	(1,133) ↓	-94% ↓
Depreciation	145	-	145 ↑	- —	145	-	145 ↑	- —
Total Operating Expenses	213	1,200	(987)	-82%	213	1,200	(987)	-82%
Net Profit	(69,147)	(159,736)	90,589	57%	(69,147)	(159,736)	90,589	57%

UK Project Budget Variance

Refugee Support Europe CIO For the year ended 31 March 2025

Location is UK Project.

	2025	2025 UK PROJECT	VARIANCE	VARIANCE %	2025	2025 UK PROJECT	VARIANCE	VARIANCE %
Income								
Corporate Donations (not linked to a fundraiser)	3,000	-	3,000 ↑	- —	3,000	-	3,000 ↑	- —
Grant Income	27,000	-	27,000 ↑	- —	27,000	-	27,000 ↑	- —
Donations from Individuals	173	-	173 ↑	- —	173	-	173 ↑	- —
Non-financial Donations	7,717	-	7,717 ↑	- —	7,717	-	7,717 ↑	- —
Net Fundraising Events	(586)	-	(586) ↓	- —	(586)	-	(586) ↓	- —
Total Income	37,303	-	37,303	-	37,303	-	37,303	-
Direct Cost of Projects								
Cost of Food for Refugees	3,054	-	3,054 ↑	- —	3,054	-	3,054 ↑	- —
Cost of Activities for Refugees	28,348	20,400	7,948 ↑	39% ↑	28,348	20,400	7,948 ↑	39% ↑
Cost of Dignity Centres and overseas offices	22,245	19,800	2,445 ↑	12% ↑	22,245	19,800	2,445 ↑	12% ↑
Cost of Country Specific Personnel	31,738	28,800	2,938 ↑	10% ↑	31,738	28,800	2,938 ↑	10% ↑
General Camp Expenses	82	4,200	(4,118) ↓	-98% ↓	82	4,200	(4,118) ↓	-98% ↓
Project Office Printing & Stationery (not HO)	324	-	324 ↑	- —	324	-	324 ↑	- —
Project legal, Accounting and Insurance	279	-	279 ↑	- —	279	-	279 ↑	- —

	2025	2025 UK PROJECT	VARIANCE	VARIANCE %	2025	2025 UK PROJECT	VARIANCE	VARIANCE %
Project Phone, mobile and internet (not HQ)	466	1,200	(734) ↓	-61% ↓	466	1,200	(734) ↓	-61% ↓
Total Direct Cost of Projects	86,534	74,400	12,134	16%	86,534	74,400	12,134	16%
Gross Profit	(49,231)	(74,400)	25,169	34%	(49,231)	(74,400)	25,169	34%
Operating Expenses								
Cost of Banking	9	600	(591) ↓	-99% ↓	9	600	(591) ↓	-99% ↓
Head Office Staff Costs	1	-	1 ↑	- —	1	-	1 ↑	- —
General Head Office Costs	3	-	3 ↑	- —	3	-	3 ↑	- —
Depreciation	785	-	785 ↑	- —	785	-	785 ↑	- —
Total Operating Expenses	798	600	198	33%	798	600	198	33%
Net Profit	(50,029)	(75,000)	24,971	33%	(50,029)	(75,000)	24,971	33%

Statement of Cash Flows

Refugee Support Europe CIO For the year ended 31 March 2025

	2025	2024
Operating Activities		
Receipts from customers	374,482	425,536
Payments to suppliers and employees	(314,282)	(477,753)
Cash receipts from other operating activities	8,255	20,705
Cash payments from other operating activities	(150)	(63)
Net Cash Flows from Operating Activities	68,306	(31,575)
Investing Activities		
Payment for property, plant and equipment	(339)	(1,550)
Other cash items from investing activities	(1,568)	(7,608)
Net Cash Flows from Investing Activities	(1,908)	(9,158)
Financing Activities		
Other cash items from financing activities	8,861	(6,946)
Net Cash Flows from Financing Activities	8,861	(6,946)
Net Cash Flows	75,259	(47,679)
Cash and Cash Equivalents		
Cash and cash equivalents at beginning of period	133,907	181,908
Net change in cash for period	75,259	(47,679)
Effect of exchange rate changes on cash	(60)	(322)
Cash and cash equivalents at end of period	209,106	133,907

● Exchange rates used to convert foreign currency into GBP are shown below. Rates are provided by XE.com unless otherwise stated.

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-  1.26317 USD (United States Dollar)



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Refugee Support Europe CIO

**On accounts for the year
ended**

March 2025

**Charity no
(if any)**

1174070

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025.

**Responsibilities and
basis of report**

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

I report in respect of my examination of the Trust'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**

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of Chartered Institute of Management Accountants

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect,;

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Signed:

Date:

26/11/25

Name:

Shane Kaye

**Relevant professional
qualification(s) or body
(if any):**

Chartered Institute of Management Accountants
Member No: 1-H3FT

Address: 6 Hangleton Manor Close

Hove, East Sussex

BN3 8AJ

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here details of any items that the examiner wishes to disclose.

REFUGEE SUPPORT EUROPE

England & Wales - Charity number 1174070

Accounts



Annual Report
and Accounts
2023 - 2024

1. Contents



- Page 2: Introduction
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- Page 5: The Chisinau Dignity Centre
- Page 6: The Bournemouth Dignity Centre
- Page 7: Our Impact
- Page 8: Advocacy and Coalitions
- Page 9: Outreach and Events
- Page 10: The Power of Volunteering
- Page 11: The Team
- Page 12: Gratitude to our Founders
- Page 13: Annual Accounts
- Page 16: Our Valued Partners and Donors



2. Introduction



The geopolitical backdrop this year has been defined by worsening conflicts and violence, alongside a rise in hostility and hate towards people on the move—with profound and devastating consequences. It's hard not to share a sense of despair about the direction of travel for those seeking sanctuary, as well as individuals and organisations who, like ours, stand in solidarity. From the continuing war in Ukraine and escalations in the Middle East to under-represented, even forgotten, conflicts in Yemen and Sudan, the need for Refugee Support Europe is, regrettably, greater than ever.

2023-2024 also marked a period of significant organisational change. In December 2023, after eight years of achieving the unachievable, co-founder, Paul Hutchings, stepped down from his role of CEO. Although not in the remit of this year's report, we also wanted to pay tribute to RSE's other co-founder, John Sloan, who sadly passed away in the summer of 2024. This tragic news prompted messages of love and thanks from perfect strangers, epitomising John's lasting impact. You can read more about the remarkable work our founders and how we continue building on their legacy on page 12.

In spite of seemingly insurmountable challenges, this year RSE has continued to expand its interventions to those who need it most. "If you build it, they will come" is foundational to our approach. Whether its the local volunteers translating in Moldova, Bournemouth Dignity Centre members insisting on cleaning before closing time, or volunteers running marathons to fundraise for food in Cyprus, time and again we are reminded that in the face of profound adversity and unimaginable tragedy, people continue to show up. This is the story of Refugee Support Europe.

As we look back on this year, whilst planning and preparing for what's next, we remain more committed than ever to our values of *dignity, solidarity and community*, and our mission: *To provide dignified support in times of urgent need.*

Thank you for continuing to show up.

3. Our Projects



Honing What We Do: The Dignity-First Model

With Refugee Support Europe entering its eighth year, our dignity-first model has supported an incredible 152,000 people with the distribution of food and hygiene items in Greece, Bangladesh, Mexico, Türkiye, Cyprus, Moldova and the UK.

One of this year's objectives was to hone what we do, so we can continue to target our interventions to those who need it most. The **three intersecting pillars** that uphold our mission: to provide *dignified support in times of urgent need*, reflect the complexities of the current environment, demanding an expansion of our work on the ground, whilst also pushing for systemic change:

Pillar 1 - Dignity Centres: RSE maintains Dignity Centres in areas with large refugee and/or asylum-seeking communities trapped in protracted emergencies.

Pillar 2 - Crisis response: RSE responds quickly to crises where our expertise in dignity-first distribution can be used to support displaced people.

Pillar 3 - Advocating for an alternative: RSE challenges the prevailing hostility towards displaced people through practical action, to demonstrate the advantages of a welcome based on our values of *dignity, solidarity and community*,

Dignity Centres

Dignity Centres are the cornerstone of our work. At the end of 2023, the Dignity Centres in Cyprus, Moldova and the UK were supporting an incredible 1,500 people every week with the provision of material items, plus hundreds more with access to essential services, bureaucratic support, workshops and activities.

Unlike traditional models of distribution, where people are given aid parcels, Dignity Centre members are allocated points that can be spent on essential items such as food, hygiene products and clothes via our pioneering 'free shop' system.

Our Dignity Centres belong to the communities we serve and are safe spaces where everyone is treated with respect and compassion. While we work closely alongside advocacy organisations to push for systemic change, our Dignity Centres are places where these values can be expressed, lived and experienced right now.



4. The Nicosia Dignity Centre: Our Flagship Project in Cyprus



Since 2019, Refugee Support Europe has been a steadfast presence in Cyprus, where the need for services supporting displaced people has continued to grow. Amid the highest per capita asylum applications in Europe, Cyprus's location at the crossroads of three continents, and the escalating tensions in the Middle East since October 2023, our Dignity Centre in Nicosia stands as a beacon of hope, providing a welcoming space where members can access food and hygiene products as well as critical services to help them reclaim their autonomy and stability.

In addition to the 500 percent increase in arrivals to Cyprus since 2016, the first three months of 2024 saw more than 2,000 people arrive by sea, compared to just 78 in the same period the previous year.^[1] Despite the evolving needs on the ground and life-changing impact of the Dignity Centre's interventions, public awareness remains low and the fundraising landscape for our flagship project has become particularly challenging. As our project with the highest, consistent running costs at around 15,000 Euros per month, we were forced to temporarily suspended activity in our Cyprus Dignity Centre for three months from February 2024. This pause was necessary to reassess our funding model and ensure we could continue to offer reliable and consistent support in a rapidly changing environment. Throughout this period we remained connected to members and partners to monitor the needs on the ground and respond accordingly.

In spite of these challenges, in December 2023 we were encouraged by the success of our first Big Give Christmas Challenge, which leveraged match funding and raised over £12,000 in just 24 hours—an inspiring testament to the generosity of our supporters. This funding allowed us to keep the Dignity Centre open through Christmas and the New Year, providing much-needed continuity for the people we serve. While the challenges in Cyprus are immense, we have the experience and agility to continue standing alongside those who need us most. Having reopened in May 2024, we are committed to adapting and growing, and we know that with the right support, we can be a lifeline for thousands more.

^[1][Cyprus declares migration crisis, calls for EU to help – POLITICO](#)

5. The Chisinau Dignity Centre: Supporting Ukrainian Refugees and Community-Building in Moldova

Refugee
support



As with our Cyprus project, the Dignity Centre in Chisinau was the only England and Wales-registered charity operating on the ground with displaced people. Set up in the immediate aftermath of the 2022 Russian invasion to support the huge number of arrivals from neighbouring Ukraine, our Moldova project has been made sustainable via a partnership with the global NGO, Action Against Hunger. This collaboration enabled us to upscale our delivery in a way that ensured resources reached those in greatest need, supporting up to 1,200 members per week.

With a focus on essential food and hygiene items, the project has extended beyond Ukrainian refugees to support vulnerable Moldovans, reflecting the profound economic and social strain that the war has placed on neighbouring countries. As prices soar and resources become scarcer, many Moldovans have struggled to meet their basic needs. By expanding our services to specific individuals identified as 'at risk' by social services, we acknowledge the shared challenges in this difficult situation and strive to foster a spirit of solidarity that transcends borders.

Crucial to the success of our operations in Moldova has been the involvement of the local community, who have joined our team to provide essential logistical and linguistic support. Longstanding partner, Moldova for Peace, are integral to referring people to us and members of both the Moldovan and refugee community are instrumental in ensuring smooth communication and efficient operations. Their contributions have not only helped us navigate the logistical complexities of the region but have also strengthened community bonds between Dignity Centre members. These collaborations demonstrate one of the core tenets of our approach, highlighting the importance of local engagement in delivering effective and culturally sensitive humanitarian interventions.

Despite the challenges of operating in a region so profoundly affected by conflict, our Chisinau Dignity Centre has remained a space of interconnection and support for both Ukrainian refugees and local Moldovans.

6. The Bournemouth Dignity Centre: Our First UK Project



This year, RSE opened its first UK Dignity Centre. Since 2016, we have been driven by where we could best respond to urgent needs. The establishment of the Bournemouth Centre is therefore, regrettably, a sign of the increasing challenges and hostilities faced by displaced people in the UK. Whilst initially launched in response to the Bibby Stockholm accommodation barge moored in Portland, Dorset, our needs assessment quickly identified a growing demand for long-term assistance for displaced people in and around Bournemouth, not just those housed on the barge.

This project was launched in partnership with key local organisations and has become an essential part of the support network for people seeking asylum in the area. Our partners, including BCP Council, ICN, City of Sanctuary and the Red Cross, played a vital role in helping us identify specific needs, ensuring a coordinated and effective response.

Led by a Coordinator and staffed by a team of regular local volunteers, the Bournemouth Dignity Centre operates like any other, offering a range of support to people seeking asylum, many of whom arrive with next-to-nothing and face significant challenges navigating a new environment.

The Dignity Market offers essential clothing and hygiene items, allowing members to select what they need, which facilitates choice, agency and a sense of normality. In addition to immediate material support, the Centre also serves as a community hub where members can participate in activities designed to promote wellbeing and connection, or simply rest, relax and build crucial support networks. These activities are an integral part of fostering a sense of belonging and community, which can play a healing role for those who have experienced isolation, loss and trauma.

As with all our interventions, our approach has been guided by the understanding that effective support requires deep community engagement and collaboration. By working closely with local partners, we ensure that the services we provide are complementary to existing offerings. Together, we help people seeking asylum in Bournemouth receive the support and opportunities they need to rebuild their lives and take the next step.

7. Our Impact

By the end of 2023, our Dignity Markets in Moldova, Cyprus and the UK were supporting around 1,500 people per week with the dignified distribution of essential items.

Our Impact: Dignity in Action Across Europe

Supporting 44,911 people seeking safety in Moldova, Cyprus and the UK, 2023-24



Testimonies

The true measure of our work is in the voices of those we serve. Members' personal stories provide glimpses of resilience, dignity and hope, and give an idea of the profound impact of what we do.

"The Dignity Centre made me feel like I could belong here. The people I met showed me a view of life that I just hadn't had before. They have played a vital role in who I am today, and who I will be tomorrow." -Cyprus member

"The Dignity Centre is the only place with an open door. For people in these situations, to be able to turn up somewhere, drop in, see a person, take advice—it's invaluable." -Cyprus member

"I am actually making a life for myself through the contacts, the friendships, the collaborations and conversations I have had here [at the Dignity Centre]." -Cyprus member

"We are very grateful to this organisation for their work, such necessary positiveness, kindness. This is one of the few places where we always go with a good mood and know that we will get the necessary goods. [They] are incredible!" -Moldova member

"Simply the best, greatest attitude, your smiles, point system. Thanks a lot for your help, your team will be always in our hearts!!" -Moldova member

8. Advocacy and Coalitions

Throughout 2023-2024, the worrying trend of increased violence towards racialised people, including refugees and migrants, continued, accompanied by attacks against allied individuals and organisations .

In August and September 2023, Cyprus saw a spate of deeply racist “pogrom-like attacks” against people and property and in January 2024 the office of anti-racist NGO KISA was hit by an improvised explosive device.[2] In the UK, the scandalous conditions on the Bibby Stockholm barge and high-profile policies around so-called Rwanda Act only served to amplify the hostile environment and stoke division and hatred in the heart of our communities.



This year our work has necessarily seen an expansion of our mission to advocate for systemic change that upholds the dignity and rights of displaced people. This commitment drives our participation in key coalitions to push for fairer, more compassionate policies on a national and international level. We believe this third pillar of our work is fundamental to shift the narrative and perception on displacement, so everyone can live with dignity. This year, we have strategically joined three coalitions, both UK- and Europe-focused.

We are proud to be part Lift the Ban, a campaign led by Refugee Action that advocates for the right to work for people seeking asylum in the UK. Currently, people are trapped in limbo for months, or even years, unable to work and forced to live on less than £10 a week. Lift the Ban seeks to change this by allowing people seeking asylum to work after six months of waiting for their claims to be processed.

We are also a member of Together with Refugees, a coalition that campaigns for a well-managed asylum system, grounded in compassion and fairness. Bringing together over 400 organisations, TwR works to challenge the hostile environment that has shaped much of the UK's asylum policies in recent years.



Internationally, we are part of the United Against Inhumanity campaign, which unites over 100 organisations to demand accountability for the violence and human rights abuses at Europe's external borders, advocating for an overhaul of border practices that violate the rights of refugees, and calling for more humane and lawful responses to people seeking safety.

Our campaign work is a natural extension of our commitment to ensuring refugees are treated with dignity and respect at every stage of their journey. We draw on our direct experience working with displaced people to shape campaigns that challenge systems perpetuating displacement and suffering.

[2] [Cyprus: 'Despicable' attack against anti-racism NGO KISA highlights rise in racist violence—AMNESTY](#)



9. Outreach and Events

2023 was filled with vibrant, community-driven events that not only raised essential funds but also brought people together in solidarity with refugees. In June, we celebrated Refugee Week in Cyprus with a heartwarming festival held in the heart of Nicosia. The event featured numerous stalls hosted by local organisations and groups that support refugees, together creating a lively atmosphere of cultural exchange, music and food. Organised by the Cyprus Refugee Council and Bridges for Tomorrow under the auspices of UNHCR and the Municipality of Nicosia, the event served as a powerful show of solidarity amidst the challenges faced by displaced individuals. It offered both refugees and locals a chance to connect, share stories and demonstrate the collective strength of community-led support.



Also in June, a team of staff, trustees and supporters took on the Lake District Ultra, an incredible challenge that tested their endurance as they trekked up to 100km through the rugged terrain of the Lake District, one of the UK's most scenic yet demanding landscapes, raising significant funds to support our ongoing work.



Adding some flair to our calendar, July's Brighton Zumbathon was a lively and energetic event that brought supporters together. Held in the spirit of movement and joy, the dance-fitness fundraiser was attended by participants of all ages and fitness levels.

In November, we hosted Dignify 2023, our annual music festival fundraiser, which once again brought together an extraordinary mix of music lovers, artists and supporters. Held at The Bedford in London, this year's event featured an incredible lineup of floor-filling acts, including The Molotovs and My Fine Companions, as well as entertainment from the inimitable Hip Hop Bingo.

Finally, in December, we launched our Big Give Christmas Challenge, a match fund initiative that exceeded all our expectations. The campaign was a huge success and we surpassed our target within 24 hours, raising over £12,000. This was our first time experimenting with the Big Give platform, and we were thrilled by the results, which also provided valuable learnings for future campaigns.



10. The Transformative Power of Volunteering



This year, volunteers continued to serve at the core of our operations. Their stories are testament to the transformative power of volunteering, proving that small acts of kindness and support can have a ripple effect far beyond the immediate moment. In 2023-2024, 120 volunteers from 19 countries spent 2,040 days volunteering in Cyprus and Moldova. A further seven helped us establish the Dignity Centre in Bournemouth and spent at least half a day per week volunteering..

Caroline, who volunteered with us in both Cyprus and Moldova, perfectly encapsulates the ethos of our volunteer community: *"For me, volunteering is a form of solidarity. It's not about offering charity—it's about standing with people. I've seen firsthand how a simple smile or letting someone choose the food they want can transform a person's day. It reminds them that they still have control over their lives, even if it's just in small ways."*

Barry, who volunteered in Moldova, reflected on the powerful shift from frustration to action that many experience: *"I was so angry about the situation, about how little was being done for people in need. But anger isn't enough—you have to do something. Volunteering with Refugee Support turned that anger into action. Whether it was through the food and hygiene products we distributed or the conversations we had, we were offering more than just supplies, we were offering dignity and hope."*

Volunteering is often as transformative for the volunteers as it is for the people they support. Clare, who worked at our Cyprus Dignity Centre, described how the experience reshaped her perspective: *"What stood out to me was the resilience of the people we were helping. They had been through so much, yet they showed up every day with strength and hope. Volunteering gave me a new appreciation for the human spirit."*

For Isobel, volunteering in Cyprus provided a meaningful way to contribute while learning about the realities on the ground: *"Volunteering was such a fulfilling experience because it was hands-on. You're not just reading about the refugee crisis—you're there, meeting people who have been directly affected. The work Refugee Support does is vital, and being part of that has been one of the most rewarding things I've ever done."*

11. The Team

Refugee Support Europe is driven by a small, passionate team of individuals who each bring a unique set of skills and experiences. In December 2023, Rachel Ellis, who previously managed our Operations and Admin, took over the role of CEO from co-founder, Paul Hutchings.

Rachel has spent nearly 10 years working with displaced people across Europe. Her leadership and vision for RSE's future are grounded in a commitment to human rights, longstanding operational experience and a deeply-held belief in being part of the change you want to see, guaranteeing what we do is always efficiently managed and in-line with our values of dignity, solidarity and community.



Also in the fully remote "back office" team are Natalie Holmes (Fundraising and Communications) and Frederica Cerqueira (Operations and Admin). In the field, our incredible rotating Coordinators this year included: Meri, Abi, Dan and Andrea, as well as Summer Koplin, who left this year to new adventures, and Anna Lyttle, who has since become a Trustee. Our operations are spearheaded by Field Director, Paula Tamarit, who, eight years after first volunteering with RSE, remains the beating heart of the organisation.



This year also saw changes to our Board of Trustees. We were delighted to welcome back Bea Shrewsbury as Treasurer. Bea has been an integral part of RSE since the beginning, and her financial skills and experience are matched only by her passion and enthusiasm for what we do.

Andy Tasker replaced Chris Goodson as Chair. Chris has been part of the Refugee Support family since 2016, volunteering and coordinating across various camps on five occasions as well as supporting Paul and a small team setting up [The Dignity Centre in Moldova](#). He remains a dedicated ally of our work and we wish him all the best.

In addition to the Trustees, at any one time, RSE has around 30 people all committing their time and expertise to what we do. This ranges from volunteers in the Dignity Centres to Ambassadors, communications, events and tech support, audit and legal assistance, and much more.

RSE remains truly volunteer-powered and we are grateful every day for those who do what they can to help so we can continue to provide dignified support to displaced people.

12. Moving Forward, Looking Back: Gratitude to our Founders



Our founders, John Sloan and Paul Hutchings, are the reason RSE exists. We build on their legacy with gratitude, respect and a recognition of that history to forge the organisation's next chapter.

In December 2023, we said a heartfelt goodbye to co-founder Paul, whose passion, commitment and unwavering optimism laid the foundation for Refugee Support Europe. Driven by a deep sense of justice and compassion, Paul and John co-founded RSE in 2016 in response to the lack of coordinated support for refugees in Europe. The mission was clear: to create a model of humanitarian support that prioritised dignity, choice and respect for all. Since then, RSE has superseded all expectations, harnessing the power of volunteers from all over the world to make an impact on the lives of displaced people during some of the hardest moments of their lives.

Paul was instrumental in building the organisation from the ground up, shaping its ethos and ensuring that the values of dignity and compassion were at the heart of everything we do. From opening our first operations in Greece and responding to global emergencies, to setting up Dignity Centres in Cyprus, Moldova and the UK, Paul's strategic vision and hands-on leadership enabled RSE to reach displaced people in the hundreds of thousands.

Paul's commitment to the dignity-first approach has defined the way we continue to deliver support. His leadership, marked by openness, humility and a genuine desire to connect, has shaped our organisational culture and his work demonstrates that it is possible to provide support that is both practical and dignified.

Whilst with one foot firmly in his next (ad)venture, Paul continues to support and advocate for all that we do and we have the feeling that next year might have exciting developments in that arena. Watch this space.



13. Annual Accounts: Financial Report for the Board

Financial year ending 31st March 2024

Author: Bea Shrewsbury (Trustee)
3rd April 2024 (updated 13 November '24)

Our total income for the financial year ending March 2024 was £473K, 33% lower than the same period the previous year. This includes non-cash donations in the form of food from Action on Hunger. Please note that due to the way Action Against Hunger paid directly for food we distribute, it doesn't appear in our cash report.

It's worth noting that in this financial year 46% of our income is from grants, compared to just 4.5% two years ago. This reflects the growing difficulty for all charities in raising funds from individuals.

In the past year, our income totalled £472,511. We dedicated 85% of our total spending directly to supporting refugees. Of the remaining 15%, which includes all our overheads, 11% was allocated from our reserves, demonstrating our unwavering commitment to meeting the urgent needs of those we support. This careful stewardship underscores our focus on delivering high-quality, dignity-first support to those in need while maintaining transparency and efficiency in our operations.

Looking at our current projects:

- We are preparing to reopen Nicosia after a prudent suspension of activity there. We had budgeted to spend £100K on this project but due to the unprecedented number of refugees that arrived over this last year our spend was £132K over the year. It has been almost impossible to secure grants to cover the Dignity Centre here. Our food spend was double the budget and almost all costs had to be covered by private donations.



This financial year 46% of our income is by grant, compared to just 4.5% two years ago. This reflects the growing difficulty for all charities in raising funds from individuals."

- We have had generous grants to cover the Moldova project, but we still had a £57K shortfall. Our total spend in the year for this project is £286K. The shortfall has come from individual supporters.
- Our newly opened UK project has so far cost us £30K, predominately in rent and personnel costs. This is a relatively low-cost, high-profile project and we are confident that costs can be covered by grants.

We completed the year with a reserve of over £160K with cash in bank of £134.6K. This is lower than the last two years but enough to cover average monthly expenditure for over three months.



In the past year, we dedicated 85% of our total spending directly to supporting refugees, which demonstrates our commitment to meeting members' urgent needs.

Profit and Loss

Refugee Support Europe CIO For the year ended 31 March 2024

	2024	2023	2022
Income			
Company Donations	13,832	28,926	123,332
Grant Income	215,773	206,358	15,457
Local Group Donation	7,482	-	-
Regular Individuals donations	18,449	-	-
Gift Aid from HMRC	20,705	25,647	7,750
Volunteer and Individual donations (after cost)	90,104	353,019	215,344
Fundraising events Profit (loss)	27,392	88,361	23,569
on-line sales Profit (loss)	(261)	469	(3,190)
Non-Financial Donations	77,666	1,014	-
Interest Income	1,370	413	8
Total Income	472,511	704,207	382,271
Cost of Refugee Projects			
Cost of Country Specific Personnel	66,105	63,149	37,926
Cost of Dignity Centres and Warehousing	75,784	70,617	58,015
Childrens activities Materials	-	18	273
Cost of Clothing for Refugees	3,215	-	122
Cost of Food Purchased	263,334	369,934	83,786
Cost of Other Activities and Items for Refugees	42,208	71,946	21,451
Sewing Room Materials - not for items to be sold	-	-	18
Donation to another Charity	-	48,481	-
Total Cost of Refugee Projects	450,646	624,146	201,590
Surplus (Deficit) after Direct Costs	21,865	80,061	180,680
Less Operating Expenses			
Salaried Staff	62,605	74,183	31,395
Insurance	1,980	503	96
HQ Legal, Accounting and Insurance Charges	939	-	-
Legal expenses	2,494	329	23
General Head Office Costs	5,608	9,858	9,569
Depreciation	1,625	965	18
Banking Costs	2,780	1,902	1,551
Total Less Operating Expenses	78,031	87,741	42,652
Surplus after all Costs	(56,166)	(7,680)	138,028
Surplus (Deficit) Carried Forward	(56,166)	(7,680)	138,028

Balance Sheet

Refugee Support Europe CIO As at 31 March 2024

	31 MAR 2024	31 MAR 2023	31 MAR 2022
Fixed Assets			
Tangible Assets	1,633	1,707	1,780
Total Fixed Assets	1,633	1,707	1,780
Current Assets			
Cash at bank and in hand	134,623	190,662	204,591
Prepayments and accrued income	9,758	681	681
Accounts Receivable	10,000	34,100	21,243
Employee Loan (Cycle to work)	-	980	1,491
Stock to resell	-	2,000	2,000
Total Current Assets	154,381	228,423	230,006
Creditors: amounts falling due within one year			
Creditors including credit card and cash accounts	1,831	8,045	1,031
Salaries and HMRC Payable	(7,500)	4,238	5,227
Total Creditors: amounts falling due within one year	(5,669)	12,282	6,257
Net Current Assets (Liabilities)	160,050	216,141	223,748
Total Assets less Current Liabilities	161,682	217,848	225,528
Net Assets	161,682	217,848	225,528
Capital and Reserves			
Retained Income account	217,848	225,528	87,500
Current Year Earnings	(56,166)	(7,680)	138,028
Total Capital and Reserves	161,682	217,848	225,528



16. Our Valued Partners



Our major supporters

Special thanks to these particularly generous individuals, businesses and organisations who were instrumental in supporting us this year.

Grant-Giving Organisations

- Action Against Hunger
- Ashworth Trust
- Bryan Guinness Foundation
- Carry the Future
- Evan Cornish Foundation
- JP McManus
- LDS Charities
- Marsh Christian Foundation
- Souter Trust

Businesses

- London Lites
- Talon

Individuals & Fundraisers

- Gerry Clancy
- Cathie Amin
- Madeline Holder
- Ellie Kostick
- Peter Nagle
- Don and Joanne O'Sullivan
- Patrick Smith
- Andrew Ridyard
- Eve Linieres, Philippa Brown, and the whole Dignify 2023 Committee



Our work relies on collective efforts — from our partners and volunteers to every donation, large or small, that helps make our impact possible.



“

—
“The Dignity Centre made me feel like I could belong here. The people I met showed me a view of life that I just hadn't had before. They have played a vital role in who I am today, and who I will be tomorrow.”

- Cyprus Dignity Centre member



Profit and Loss

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Section A

Independent Examiner's Report

Report to the trustees/ members of

Charity Name
Refugee Support Europe CIO

On accounts for the year ended

March 2024

Charity no (if any)

1174070

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024.

Responsibilities and basis of report

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

I report in respect of my examination of the Trust'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

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of Chartered Institute of Management Accountants

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

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Signed:

Date:

6/11/2024

Name:

Shane Kaye

Relevant professional qualification(s) or body (if any):

Chartered Institute of Management Accountants
Member No: 1-H3FT

Address: 6 Hangleton Manor Close

Hove, East Sussex

BN3 8AJ

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here details of any items that the examiner wishes to disclose.

REFUGEE SUPPORT EUROPE

England & Wales - Charity number 1174070

Accounts



Annual report and accounts | 2022/23

Dignity knows no borders



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This year has been one of huge growth and change. Our emergency visit to Moldova became our largest ever operation, we responded immediately to the Türkiye earthquake and never served so many people in such a short space of time, and we maintained our critical service in Cyprus.

The war in Ukraine triggered an enormous outpouring of support which enabled us to begin fulfilling our plan to help more people in more places. We took the decision to focus on emergency needs so were happy to find such a good partner in Greece who could take over our Dignity Centre Ioannina. And that gave us the flexibility to make a real difference in the chaotic aftermath of the disaster in Türkiye. This increase in operations needed more robust management systems, so we were delighted to welcome so many new trustees and expand our team of regular volunteers. As the year ends, it feels like we have all the pieces in place to create a world where refugees can lead a life with dignity. The challenge for the coming year is how—as their needs increase, Europe becomes increasingly hostile, and donors feel the cost-of-living squeeze—we can continue to fund it all.

Paul Hutchings | Chief Executive





This year showcased everything that Refugee Support represents and clearly delivered on our strategic goals. The doubling of our revenue highlights the fact that our community is committed, active and reacts positively when called upon. During this year, this community reaction was due to horrendous incidents including the war in Ukraine and the earthquake

in Türkiye. These incidents showed again that our dynamic approach to emergency relief is not only fast and efficient but also financially viable and built upon strong systems and processes. There is no doubt that we are operating in extremely tough times. However, we continue to operate effectively with admin costs accounting for a little over 10% of our revenue. This, combined with our nimble, dynamic approach to both fundraising & operations means we can look forward positively to 2024.

Chris Goodson | Chair of Trustees



WHERE WE HAVE HELPED

1 Consolidated our foundational support in Cyprus



We began our fourth year operating in [Cyprus](#) firmly established as one of the core services offering support to new arrivals to the island. All asylum seekers have to register at the Pournara refugee camp before finding somewhere to live and getting a job. We helped between 100-200 new people every week to navigate this heavily bureaucratic process, with practical help and reassurance. We also ensured they

did not go hungry by providing four to five weeks' worth of food support from our unique Dignity Market.

People are invited to register for the shop and issued with a shopping card, which has their Dignity Centre membership number and expiry date, for using the shop. Every item in the shop is priced in points where €1 = 100 points. We give every adult 840 points to spend each week (and every child in the family is allocated 420 points).

It's dignified, offers choice and allows for a little normality. The food is critical, but what we are really doing is feeding spirits. Fundamentally, people are given choices, and they have agency.

People are happier and chat more to volunteers. They're not there just to pick up some supplies. They appreciate efforts to make the shop look the best it can. It's community. All items stocked in the shop are sourced from local businesses.

From April 2022 to March 2023, we served 16,098 adults and 1,793 children with a shopping basket of food and hygiene items chosen by them. They were from



44 different nationalities—primarily Nigeria, Afghanistan, Democratic Republic of Congo, Cameroon, Iraq and Somalia. We also completed 2,877 Labour Cards, 687 CVs and 602 haircuts to help people get a job.

2 Set up a large and ongoing Centre in Moldova

Less than one month after the Russian invasion of Ukraine, we arrived in Moldova to help where the need was greatest. Once again, we went with the knowledge that we could help and the understanding that our offering would be shaped by the specific local needs and context. By connecting with other good people, listening carefully and thinking hard about how best to help and then acting quickly, it all came together.

In just two weeks, we **created a beautiful Dignity Market**, supporting 1,200 Ukrainian refugees—more than half of them children—every week, with essential food and hygiene items. We work in partnership with a local organisation, **Moldova for Peace**, which refers people to our centre.



Our community of donors funded our operations there until September 2022, and then we worked as a delivery partner of **Action Against Hunger**, which secured

funding from the Disasters Emergency Committee. Since we set up in March 2022, we have served over 50,000 Ukrainians at our Dignity Centre in Chisinau, Moldova.



Then, in March 2023, we also started serving vulnerable Moldovan households identified by the Chisinau Social Services Department. Even before the war, Moldova was struggling economically—that's one of the reasons we went to help there. Since the war the country has faced increased **security threats**; the

arrival of almost **800,000 refugees, of whom 100,000 have remained**; trade disruptions; an inflation rate of over 30% in 2022; and a severe energy crisis. The cost of all this has fallen most heavily on poor Moldovan households.

3 Emergency response to the Türkiye earthquake

The earthquake on 6th February in Southern Türkiye was truly devastating. More than 50,000 died and two million people were forced to move into temporary shelters. It was an area where many displaced people were already living—in Gaziantep and Hatay, about 20% of the population were refugees from the war in Syria, and many Afghan refugees also lived in the area.



When we arrived, we saw endless rows of collapsed and crumbling buildings, emergency services and people on the move. And everywhere there were tents. Nowhere was it worse than in Hatay province: the whole city of Antakya was laid to waste, entire blocks exposed or destroyed. Amid mountains of rubble were field kitchens, security forces, heavy machinery and a huge number of Turkish workers and volunteers.



After an initial exploration and rapid needs assessment, we set to work.

One of the most pressing problems was the lack of available toilets and showers. Poor sanitation was causing serious infectious diseases to spread, putting vulnerable people at even greater risk.

Within two weeks of arriving, we partnered with local organisations and started **delivering essential hygiene items to those in greatest need**. We relied heavily on our

local coordinators, Ibrahim, Hatim, Lina and Rami, who worked tirelessly in the most difficult circumstances.

What we achieved in **Türkiye** surpassed all our expectations. We served over 10,000 people in just four weeks, distributing a more than 38,000 much-needed food and hygiene items to some of the worst affected communities in both urban and remote areas. At the same time, our new local partners became lifelong friends.

4 Successfully resettled a family in Birmingham

In June 2021, under the [Community Sponsorship Scheme](#), we welcomed a family a family of six, originally from South Sudan, to the UK, direct from a refugee camp in Jordan. This is one of the 'safe and legal routes' the government talks about. It is a great scheme, but in six years it has only managed to settle 169 families – a pitifully low number.

It took a lot of preparation and, thanks to a team of volunteers led by our co-founder John Sloan, they moved into a comfortable house in Birmingham with three good sized bedrooms at an affordable rent. Then the hard work started of getting the three oldest children into school, both parents into college to start learning English, opening a bank account, applying for Universal Credit, registering with GPs, getting Covid vaccinations, and all the small but significant parts of rebuilding a life.



The difficulties did not end there. The family faced the same challenges as so many others in the UK: the impact of Covid on everyone's mental health, the limited options for getting work, the increase in the cost of living, dealing with an unsympathetic Universal Credit system, and a private landlord who would not invest to resolve a severe black mould problem.

One year later, [our responsibility](#) for supporting the family has ended as they move into the

next stage: an independent life with links forged in their local community. While it has been rewarding to witness the family settling into a new life in the UK, away from the dead end of a refugee camp, we are also acutely aware of how difficult it has been for them, and will continue to be.

5

Handing over a fully operational Dignity Centre in Ioannina Greece

When we returned to [Ioannina](#) in October 2021, it was clear that life was tough for a large number of refugees in the area. So, when we located a former Community Centre, we thought it was too good an opportunity to miss. It was empty and



run-down, but had huge potential as a hub in the city centre. We spent 2 months renovating it, and Refugee Support's Dignity Centre Ioannina was born.

Since then, we had **1800 visits to our Dignity Market and served a total of 5,000 people with an essential basket of items that they chose for themselves**. They also had a place where they would be welcome and the opportunity to access other

services like sports activities and language learning. Half were from Afghanistan, a third from the Middle East and the rest from 15 other nations.

In June 2022, we transferred management of the Dignity Centre and all the services it offers to another organisation, [Be Aware and Share \(BAAS\)](#).

Our strengths as an organisation are in building new projects and providing short-term, emergency support. We invested a huge amount of time and energy in converting that run-down shell of a building into a vibrant and welcoming community place for the refugee community in the city once again. We were happy to hand it over.

Our plan was to run a Dignity Market offering food and hygiene at its heart and to have other services delivered by other organisations. That was beginning to work out but, since March 2022, a lot of our key resources were being taken up responding to the emergency in [Ukraine](#). The needs of the local refugee population in Ioannina were also changing, increasingly focused on services to help them integrate or move on.

In humanitarian work, you need to stay flexible and take advantage of great opportunities when they come along. We were so impressed with BAAS's professionalism, communications and dedication to helping refugees. As expected, the Dignity Centre has been in good hands with them.

ADVOCACY AND CAMPAIGNS

Measuring our impact: When is a shop not a shop?

We collect a large amount of data on what we give and how we serve, and this year, with the help of anthropologist Jonathan Newman, we sought to understand more about our impact on the ground.

Jonathan concluded that we help refugees foster resilience in their daily lives. His finding is backed by [abundant research](#) which demonstrates that people who become refugees are better able to adjust to their new environment and develop resilience when given opportunities to practice familiar daily routines among community, where they can be proactive players in their transformed lives, making choices that fit their own needs and meeting people with similar and relatable life experiences.

Building resilience has different pillars, including economic and social support, which helps people maintain a [sense of identity and belonging](#).

Addressing the loss of resources and control, which define much of a refugee's experience, is a key intervention to support [resilience](#) and [adaptation](#). A [2020 study](#) defined resilience as the, "...aesthetics of life-making in the everyday, requiring the employment of those micro-strategies which help one to live with the present despite an uncertain future."

The Dignity Centre offers a safe place for people to help support each other not just with material things like food, but also with warmth, compassion, respect and a sense of solidarity.



Volunteering as a selfishly altruistic act



We advocate for the benefits of volunteering and are always careful to give people the opportunity to show solidarity without undermining refugees' independence.

Volunteering is a deeply fulfilling experience, and to optimize its impact for all involved, we have clear codes of conduct. We carry out training and education to change the perspectives

of those who might see themselves as 'saviours' or in a position to impose what they think is best.

We spread that message through our podcast series, [The Selfish Altruist](#), which features insightful reflections from volunteers about their experiences.

We published nine episodes, which are available through all the main channels.

Spreading the word through other channels

[Hannah Kleine](#) volunteered in Cyprus last year and then gave Chief Executive, Paul Hutchings, the opportunity to talk about our work on the [European Student Think Tank](#) podcast. We were also really happy to show journalists [Giacomo Sini](#) and [Dario Antonelli](#) what we do at Nicosia's Dignity Centre—they came to Cyprus in October to report on the situation and published an article in Swiss publication, Echo Magazine.



Tastes and Tales: From a Distant Homeland is our unique cookbook created by two amazing volunteers who worked with us in Katsikas camp in northern Greece. This year we gave out or sold over 200 copies. It's a wonderful collection of authentic recipes, inspiring thoughts and heartfelt stories from refugees from the Middle East and Africa, featuring the dishes that they miss from home.

OUR TEAM

Big changes to the Board

This year saw big changes to the board of trustees. We said goodbye to three trustees:

Alan Strang, our Chair for two and a half years, together with his wife Katherine, helped steer Refugee Support Europe through some of its most challenging times with Covid-19, promoting and then sunsetting our sewing cooperative Refumade, and supporting asylum seekers stuck in **Birmingham**. We are still selling their fantastic recipe book **Tastes & Tales from a Distant Homeland**.



Bethan Edwards helped take our **volunteer operation** to a new level. With her hard work and sound guidance, we created an improved feedback programme, aftercare support and our team of **Ambassadors**. She could also always be counted on to ask probing questions about our accountability and be a friendly, helpful support to our Chief Executive.



Amanda Solomon was a trustee for Refugee Support Europe for two years, helping us to build a strong and united volunteer community. She put together a fantastic **Volunteer Handbook** for volunteers and supports, which detailed the need for our projects, and how people can get involved and build a strong movement.



And in order to drive our development, we substantially increased the strength of our trustee team with these six new trustees:

Chris Goodson has been part of the Refugee Support family since 2016, volunteering and coordinating across various camps on five occasions. He was part of the small team who set up The Dignity Centre in Moldova, aiding Ukrainian refugees—we talk about that difficult and rewarding experience here. Every time he's volunteered,

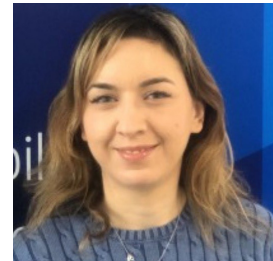


he has completely immersed himself into the role, raised large sums of money and helped us strive for improvement. As our new Chair of Trustees, Chris brings brilliant leadership skills and critical experience as founder and MD of a [successful recruitment business](#) with offices across the UK.

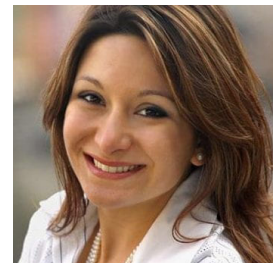
Mohammed Nour, a former member of the [White Helmets](#), first became a member of the Refugee Support community when we met him in a camp in Greece in 2016, where he was living with his family after fleeing Aleppo in Syria. We saw almost immediately that Mohammed was a compassionate leader, always eager to get involved and help where he could. Mohammed and his family now live in Switzerland and their story is one of resilience, determination and compassion.



Serra Cinar, originally from [Türkiye](#), has a breadth of knowledge and experience with all things Finance, having worked for 15 years in various roles with large multinational corporations. This year saw a substantial increase in our revenue and spending, so Serra introduced more rigorous processes to improve our accountability, transparency and financial control. With her contacts in Türkiye, she was instrumental in guiding us to our support there in February.



Dina Nayeri is a multi-award-winning author, who regularly writes about refugee experiences and actively works to build a better understanding of migration in public discourse through her writing, sharing her story at events and speaking in schools. She was born during the Iranian revolution and lived as a refugee for two years before being granted asylum in the United States. Dina has been a part of our movement since she travelled to Greece with Refugee Support in 2017 and 2018, her first visit to a refugee camp since living in one as a child. The experience was transformative and inspiring. She wrote about it in [The Ungrateful Refugee](#) and has been writing and speaking about Refugee Support since then.



Michael Thompson was born in Malawi and has worked in and visited over 70 countries. He is a biochemist with an MBA and a day job as Managing Director of [Enchange](#), an international supply chain and route to market consultancy firm. He's worked with well over 100 organisations and led several 100's of projects, many of which have been transformational.



Alison Behrens has a strong business and marketing background. From our very first days she has been central to our growth and development. A key advisor to the team, Alison gathered feedback from returning volunteers and was part of our volunteer interviewing team. She has also walked many, many miles to raise funds!



Our other Trustees

Gulwali Passarlay is author of [The Lightless Sky](#) and a tireless campaigner for refugee rights. This year he visited our Dignity Centre in Chisinau. He said: "It was lovely visiting [our centre] and spending time with the volunteers. I saw dignity in action with the way people receiving help were treated with kindness and respect. This was a humanising experience for me to see refugees provided with agency and choice of what they need and want without being judged. I enjoyed my visit and time here in Moldova".



Eve Linieres organises our flagship fundraising event, **Dignify**, and for the third year running we had 300 people fill [The Bedford](#). This year we raised an incredible £58,800! Eve's organising committee of Philippa Brown, Nick Kidney and Tony Moore secured generous sponsors such as [Talon Outdoor](#), and three brilliant floor-filling acts who gave their time for free to raise money for the cause: [My Fine Companions](#), [Yardlander](#) and [Police Dog Hogan](#). For something a little different, they were joined by incomparable and outrageous drag act Boss and Tamara, and the night was rounded off in style with Glastonbury veteran DJ [Rob Mello](#).



Rock for Ukraine

The financial planning community also organised an event to support our work and raised over £45,000. Following on from the [PFS](#) and the [Lang Cat](#) conferences which each raised over £4,000, the organisers once again rallied



the community to mark the [one year anniversary of the invasion of Ukraine](#) with a brilliant night of song, dance and auctioneering. The band Consumer Duty played two sets of floor fillers. With any event of this scale, there are a huge number of people involved in helping: Phil Billingham, David Crozier and Mark Polson were instrumental in organising it, Ruth Sturkey was our MC, Kate Shaw collected

pledges on the night, Mark Locke ran around raising sponsorship, Tom Baigrie facilitated the fantastic auction, and Carmen Reichman was photographer.

The people who came along dug into their pockets on the night and we had solid sponsorship support from Nucleus, Novia, Morningstar, M&G Wealth, Quilter, Transact, the Lang Cat, Threesixty, Abrdn, The Yardstick Agency, and Lifesearch.

Our major supporters

And special thanks to these particularly generous individuals and organisations who were instrumental in helping during the year:

- Individuals Giles Palmer, Peter Nagle, Eugene Tsyklevich
- Fundraisers Gerry Clancy, Cathie Amin, Barry Kenny, Jen and Mohan Dsouza, Scott Nadler, Gerard Garnica, Anne Baker, Jodie Brookes, Andrew Smith, Ashley Stockwell, Chris Goodson, Clemmie Linieres, Stephen Summers, Josie Mossman, Peter Greenburg, Tony Conn, Kay Haytch and many more
- The Lyceum School
- Trusts and foundations JP McManus, LDS Charities, Aid for People Affected by War, Souter Charitable Trust, Humanity Now, Carry the Future, CAMCrag, Share and Herts for Refugees

Coordinators and volunteers

Critical to our operations are the talented Coordinators, who support our members, manage volunteers and ensure the Centres run efficiently. This year, [Paula Tamarit](#), who has played a critical role in our success and development,



completed three years at the heart of RSE. She's a true gem who always goes the extra mile and prioritises the needs, thoughts and feelings of refugees above all else, while remaining fair and compassionate to volunteers and considerate of all our stakeholders.

We're tremendously lucky at RSE that we've had so many superstar coordinators over the years. This year the team included Summer Koplin, Maggie Duff, Abi Izzard, Maria Marga and Anna Lyttle.

They have been supported by 201 volunteers from 23 countries who freely gave a total of 3,790 days. They even paid for their own travel, accommodation and food, and raised money to help fund our activities.

Building the management team

In May, we welcomed Hannah Phillips to run head office and improve our admin systems. Then, in January, we welcomed friend of Refugee Support, [Natalie Holmes](#), as our Fundraising and Communications Manager to help fund all our important work.



The organisation relies on a huge team of 50 people who perform the critical job of keeping everything running smoothly. Here they all are (as of the end of the year):

TRUSTEES Oversight and Governance

Chris Goodson Chair
Eve Linieres Events
Alison Behrens Volunteers

Dina Nayeri Advocacy
Gulwali Passarlay Advocacy
Mohammed Nour Advocacy

Michael Thompson Development

PATRON Glamour

Ian Shaw Musician

Vacancies!

AMBASSADORS Support and Promotion

Alison Behrens
Gerry Clancy
Dan Ransom
Bea Shrewsbury
Andrew Robillard
Mel Hughes

Bob Maddams
Natalie Holmes
Maddie Holder
Maggie Duff
Ian McAuslane
Bella Aquilina

Cathie Amin
Desiree Birinci
Leslie Lunga
Frederica Cerqueira
Tony Conn

PAID EMPLOYEES Office

Paul Hutchings
 Chief Exec

Rachel Ellis
 Office Manager

Natalie Holmes
 Fundraiser

OPERATIONS IN MOLDOVA, CYPRUS AND TURKIYE

Operations

Paula Tamarit Operations Director

Coordinators

Summer Koplín Senior Coordinator

Abi Izzard Centre Coordinator

Anna Lyttle Centre Coordinator

Maria Marga Centre Coordinator

UNPAID VOLUNTEERS

3-5 people for 2-4 weeks in each location

INTERVIEWING TEAM Volunteer recruitment

Ian McAuslane
Cressida Stanley Williams
Frederica Cerqueira
Qusay Salama

Ellie Kostick
Alison Behrens
Cathie Amin
Bea Shrewsbury

Leslie Lunga
Elisabeth Mailhac
Marina Malthouse

DIGNIFY Annual music festival fundraiser

Eve Linieres Organiser
Philippa Brown Organiser

Nick Kidney Music
Tony Moore Music and venue

Jen Stobart Volunteers

COMMUNICATIONS Getting the message out

Maria Nuñez Instagram & Podcast
Rachel Ellis Twitter
Benny Bruce Social Media
Tim Lay Social Media

Andy Mattock Design
Emily Wetherby Content
Bob Maddams Film and stories
Tony Conn Film

Natalie Holmes Book store
Louise Shara Fundraising

ORGANISATION DEVELOPMENT Growth and efficiency

Alison Behrens Research
Jonathan Newman Research

Jeff Rodrigues Strategy
Tom Bamford IT Support

Shane Kaye Auditor
Lisa Barnard Counsellor

ANNUAL ACCOUNTS

Financial note

The Financial year ending 31st March 2023 saw a doubling of our income over the previous year to just over £700,000. The most noteworthy increases came from a 13x increase in grant income, a near 4x increase in fundraising event income and a 64% increase in individual donations reflecting the amazing generosity of all involved.

The increase in income meant that we were able to help more people by supporting more wonderful projects. 89p in every £1 raised was spent directly on projects that directly helped refugees in a dignified manner, as described in the rest of the report.

As we were unable to help directly with the aftermath of the US withdrawal from Afghanistan we donated nearly £50,000 to a charity that could via direct donations for that cause.

We completed the year with a healthy reserve of over £200,000.

Brenda Shrewsbury | **Trustee for Finance**

Profit and Loss

Refugee Support Europe CIO For the year ended 31 March 2023

	2023	2022
Income		
Company Donations	28,926	123,332
Grant Income	206,358	15,457
Gift Aid from HMRC	25,647	7,750
Volunteer and Individual donations (after cost)	353,019	215,344
Non-Financial Donations	1,014	-
Fundraising Profit (loss)	88,361	23,569
on-line sales Profit (loss)	469	(3,190)
Interest Income	413	8
Total Income	704,207	382,271
Cost of Refugee Projects		
Cost of Country Specific Personnel	63,149	37,926
Cost of Dignity Centres and Warehousing	68,247	58,015
Childrens activities Materials	18	273
Cost of Clothing for Refugees	-	122
Cost of Food Purchased	369,934	83,786
Cost of Misc. Activities for Refugees	14,592	12,467
Cost of Misc. Items for for Refugees	57,354	8,985
Sewing Room Materials - not for items to be sold	-	18
Donation to another Charity	48,481	-
Project Office Printing & Stationery (not HO)	1,398	-
Project Phone, mobile and internet (not HQ)	971	-
Total Cost of Refugee Projects	624,146	201,590
Surplus (Deficit) after Direct Costs	80,061	180,680
Less Operating Expenses		
Salaried Staff	77,919	31,395
Insurance	503	96
Legal expenses	329	23
General Head Office Costs	9,858	9,569
Depreciation	965	18
Banking Costs	1,902	1,937
Total Less Operating Expenses	91,477	43,039
Surplus after all Costs	(11,416)	137,642
Surplus (Deficit) Carried Forward	(11,416)	137,642

Balance Sheet

Refugee Support Europe CIO As at 31 March 2023

	31 MAR 2023	31 MAR 2022
Fixed Assets		
Tangible Assets	1,707	1,780
Total Fixed Assets	1,707	1,780
Current Assets		
Cash at bank and in hand	190,662	204,591
Prepayments and accrued income	681	681
Accounts Receivable	34,100	21,243
Employee Loan (Cycle to work)	980	1,491
Stock to resell	2,000	2,000
Total Current Assets	228,423	230,006
Creditors: amounts falling due within one year		
Creditors including credit card and cash accounts	13,887	8,137
Salaries and HMRC Payable	9,238	5,227
Total Creditors: amounts falling due within one year	23,124	13,364
Net Current Assets (Liabilities)	205,299	216,642
Total Assets less Current Liabilities	207,006	218,422
Net Assets	207,006	218,422
Capital and Reserves		
Retained Income account	218,422	80,780
Current Year Earnings	(11,416)	137,642
Total Capital and Reserves	207,006	218,422



Refugee Support Europe

14 Hollingbury Park Avenue, Brighton, BN1 7JF

Registered with the Charity Commission of England & Wales No 1174070

report design: bn3design.co.uk



Annual report and accounts | 2022/23

Dignity knows no borders



Perhaps support
INDIANOLA, IA

5
points

PLEASE REFRIGERATE
THIS IS NOT
REFRESHING

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This year has been one of huge growth and change. Our emergency visit to Moldova became our largest ever operation, we responded immediately to the Türkiye earthquake and never served so many people in such a short space of time, and we maintained our critical service in Cyprus.

The war in Ukraine triggered an enormous outpouring of support which enabled us to begin fulfilling our plan to help more people in more places. We took the decision to focus on emergency needs so were happy to find such a good partner in Greece who could take over our Dignity Centre Ioannina. And that gave us the flexibility to make a real difference in the chaotic aftermath of the disaster in Türkiye. This increase in operations needed more robust management systems, so we were delighted to welcome so many new trustees and expand our team of regular volunteers. As the year ends, it feels like we have all the pieces in place to create a world where refugees can lead a life with dignity. The challenge for the coming year is how—as their needs increase, Europe becomes increasingly hostile, and donors feel the cost-of-living squeeze—we can continue to fund it all.

Paul Hutchings | Chief Executive





This year showcased everything that Refugee Support represents and clearly delivered on our strategic goals. The doubling of our revenue highlights the fact that our community is committed, active and reacts positively when called upon. During this year, this community reaction was due to horrendous incidents including the war in Ukraine and the earthquake

in Türkiye. These incidents showed again that our dynamic approach to emergency relief is not only fast and efficient but also financially viable and built upon strong systems and processes. There is no doubt that we are operating in extremely tough times. However, we continue to operate effectively with admin costs accounting for a little over 10% of our revenue. This, combined with our nimble, dynamic approach to both fundraising & operations means we can look forward positively to 2024.

Chris Goodson | Chair of Trustees



WHERE WE HAVE HELPED

1 Consolidated our foundational support in Cyprus



We began our fourth year operating in [Cyprus](#) firmly established as one of the core services offering support to new arrivals to the island. All asylum seekers have to register at the Pournara refugee camp before finding somewhere to live and getting a job. We helped between 100-200 new people every week to navigate this heavily bureaucratic process, with practical help and reassurance. We also ensured they

did not go hungry by providing four to five weeks' worth of food support from our unique Dignity Market.

People are invited to register for the shop and issued with a shopping card, which has their Dignity Centre membership number and expiry date, for using the shop. Every item in the shop is priced in points where €1 = 100 points. We give every adult 840 points to spend each week (and every child in the family is allocated 420 points).

It's dignified, offers choice and allows for a little normality. The food is critical, but what we are really doing is feeding spirits. Fundamentally, people are given choices, and they have agency.

People are happier and chat more to volunteers. They're not there just to pick up some supplies. They appreciate efforts to make the shop look the best it can. It's community. All items stocked in the shop are sourced from local businesses.

From April 2022 to March 2023, we served 16,098 adults and 1,793 children with a shopping basket of food and hygiene items chosen by them. They were from



44 different nationalities—primarily Nigeria, Afghanistan, Democratic Republic of Congo, Cameroon, Iraq and Somalia. We also completed 2,877 Labour Cards, 687 CVs and 602 haircuts to help people get a job.

2 Set up a large and ongoing Centre in Moldova

Less than one month after the Russian invasion of Ukraine, we arrived in Moldova to help where the need was greatest. Once again, we went with the knowledge that we could help and the understanding that our offering would be shaped by the specific local needs and context. By connecting with other good people, listening carefully and thinking hard about how best to help and then acting quickly, it all came together.

In just two weeks, we **created a beautiful Dignity Market**, supporting 1,200 Ukrainian refugees—more than half of them children—every week, with essential food and hygiene items. We work in partnership with a local organisation, **Moldova for Peace**, which refers people to our centre.



Our community of donors funded our operations there until September 2022, and then we worked as a delivery partner of **Action Against Hunger**, which secured

funding from the Disasters Emergency Committee. Since we set up in March 2022, we have served over 50,000 Ukrainians at our Dignity Centre in Chisinau, Moldova.



Then, in March 2023, we also started serving vulnerable Moldovan households identified by the Chisinau Social Services Department. Even before the war, Moldova was struggling economically—that's one of the reasons we went to help there. Since the war the country has faced increased **security threats**; the

arrival of almost **800,000 refugees, of whom 100,000 have remained**; trade disruptions; an inflation rate of over 30% in 2022; and a severe energy crisis. The cost of all this has fallen most heavily on poor Moldovan households.

3 Emergency response to the Türkiye earthquake

The earthquake on 6th February in Southern Türkiye was truly devastating. More than 50,000 died and two million people were forced to move into temporary shelters. It was an area where many displaced people were already living—in Gaziantep and Hatay, about 20% of the population were refugees from the war in Syria, and many Afghan refugees also lived in the area.



When we arrived, we saw endless rows of collapsed and crumbling buildings, emergency services and people on the move. And everywhere there were tents. Nowhere was it worse than in Hatay province: the whole city of Antakya was laid to waste, entire blocks exposed or destroyed. Amid mountains of rubble were field kitchens, security forces, heavy machinery and a huge number of Turkish workers and volunteers.



After an initial exploration and rapid needs assessment, we set to work.

One of the most pressing problems was the lack of available toilets and showers. Poor sanitation was causing serious infectious diseases to spread, putting vulnerable people at even greater risk.

Within two weeks of arriving, we partnered with local organisations and started **delivering essential hygiene items to those in greatest need**. We relied heavily on our

local coordinators, Ibrahim, Hatim, Lina and Rami, who worked tirelessly in the most difficult circumstances.

What we achieved in **Türkiye** surpassed all our expectations. We served over 10,000 people in just four weeks, distributing a more than 38,000 much-needed food and hygiene items to some of the worst affected communities in both urban and remote areas. At the same time, our new local partners became lifelong friends.

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It took a lot of preparation and, thanks to a team of volunteers led by our co-founder John Sloan, they moved into a comfortable house in Birmingham with three good sized bedrooms at an affordable rent. Then the hard work started of getting the three oldest children into school, both parents into college to start learning English, opening a bank account, applying for Universal Credit, registering with GPs, getting Covid vaccinations, and all the small but significant parts of rebuilding a life.



The difficulties did not end there. The family faced the same challenges as so many others in the UK: the impact of Covid on everyone's mental health, the limited options for getting work, the increase in the cost of living, dealing with an unsympathetic Universal Credit system, and a private landlord who would not invest to resolve a severe black mould problem.

One year later, [our responsibility](#) for supporting the family has ended as they move into the

next stage: an independent life with links forged in their local community. While it has been rewarding to witness the family settling into a new life in the UK, away from the dead end of a refugee camp, we are also acutely aware of how difficult it has been for them, and will continue to be.

5

Handing over a fully operational Dignity Centre in Ioannina Greece

When we returned to [Ioannina](#) in October 2021, it was clear that life was tough for a large number of refugees in the area. So, when we located a former Community Centre, we thought it was too good an opportunity to miss. It was empty and



run-down, but had huge potential as a hub in the city centre. We spent 2 months renovating it, and Refugee Support's Dignity Centre Ioannina was born.

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Our strengths as an organisation are in building new projects and providing short-term, emergency support. We invested a huge amount of time and energy in converting that run-down shell of a building into a vibrant and welcoming community place for the refugee community in the city once again. We were happy to hand it over.

Our plan was to run a Dignity Market offering food and hygiene at its heart and to have other services delivered by other organisations. That was beginning to work out but, since March 2022, a lot of our key resources were being taken up responding to the emergency in [Ukraine](#). The needs of the local refugee population in Ioannina were also changing, increasingly focused on services to help them integrate or move on.

In humanitarian work, you need to stay flexible and take advantage of great opportunities when they come along. We were so impressed with BAAS's professionalism, communications and dedication to helping refugees. As expected, the Dignity Centre has been in good hands with them.

ADVOCACY AND CAMPAIGNS

Measuring our impact: When is a shop not a shop?

We collect a large amount of data on what we give and how we serve, and this year, with the help of anthropologist Jonathan Newman, we sought to understand more about our impact on the ground.

Jonathan concluded that we help refugees foster resilience in their daily lives. His finding is backed by [abundant research](#) which demonstrates that people who become refugees are better able to adjust to their new environment and develop resilience when given opportunities to practice familiar daily routines among community, where they can be proactive players in their transformed lives, making choices that fit their own needs and meeting people with similar and relatable life experiences.

Building resilience has different pillars, including economic and social support, which helps people maintain a [sense of identity and belonging](#).

Addressing the loss of resources and control, which define much of a refugee's experience, is a key intervention to support [resilience](#) and [adaptation](#). A [2020 study](#) defined resilience as the, "...aesthetics of life-making in the everyday, requiring the employment of those micro-strategies which help one to live with the present despite an uncertain future."

The Dignity Centre offers a safe place for people to help support each other not just with material things like food, but also with warmth, compassion, respect and a sense of solidarity.



Volunteering as a selfishly altruistic act



We advocate for the benefits of volunteering and are always careful to give people the opportunity to show solidarity without undermining refugees' independence.

Volunteering is a deeply fulfilling experience, and to optimize its impact for all involved, we have clear codes of conduct. We carry out training and education to change the perspectives

of those who might see themselves as 'saviours' or in a position to impose what they think is best.

We spread that message through our podcast series, [The Selfish Altruist](#), which features insightful reflections from volunteers about their experiences.

We published nine episodes, which are available through all the main channels.

Spreading the word through other channels

[Hannah Kleine](#) volunteered in Cyprus last year and then gave Chief Executive, Paul Hutchings, the opportunity to talk about our work on the [European Student Think Tank](#) podcast. We were also really happy to show journalists [Giacomo Sini](#) and [Dario Antonelli](#) what we do at Nicosia's Dignity Centre—they came to Cyprus in October to report on the situation and published an article in Swiss publication, Echo Magazine.

Tastes and Tales: From a Distant Homeland is our unique cookbook created by two amazing volunteers who worked with us in Katsikas camp in northern Greece. This year we gave out or sold over 200 copies. It's a wonderful collection of authentic recipes, inspiring thoughts and heartfelt stories from refugees from the Middle East and Africa, featuring the dishes that they miss from home.



OUR TEAM

Big changes to the Board

This year saw big changes to the board of trustees. We said goodbye to three trustees:

Alan Strang, our Chair for two and a half years, together with his wife Katherine, helped steer Refugee Support Europe through some of its most challenging times with Covid-19, promoting and then sunsetting our sewing cooperative Refumade, and supporting asylum seekers stuck in **Birmingham**. We are still selling their fantastic recipe book **Tastes & Tales from a Distant Homeland**.



Bethan Edwards helped take our **volunteer operation** to a new level. With her hard work and sound guidance, we created an improved feedback programme, aftercare support and our team of **Ambassadors**. She could also always be counted on to ask probing questions about our accountability and be a friendly, helpful support to our Chief Executive.



Amanda Solomon was a trustee for Refugee Support Europe for two years, helping us to build a strong and united volunteer community. She put together a fantastic **Volunteer Handbook** for volunteers and supports, which detailed the need for our projects, and how people can get involved and build a strong movement.



And in order to drive our development, we substantially increased the strength of our trustee team with these six new trustees:

Chris Goodson has been part of the Refugee Support family since 2016, volunteering and coordinating across various camps on five occasions. He was part of the small team who set up The Dignity Centre in Moldova, aiding Ukrainian refugees—we talk about that difficult and rewarding experience here. Every time he's volunteered,

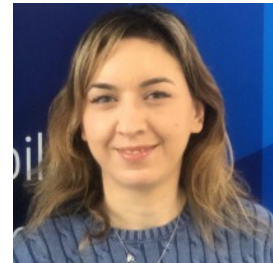


he has completely immersed himself into the role, raised large sums of money and helped us strive for improvement. As our new Chair of Trustees, Chris brings brilliant leadership skills and critical experience as founder and MD of a [successful recruitment business](#) with offices across the UK.

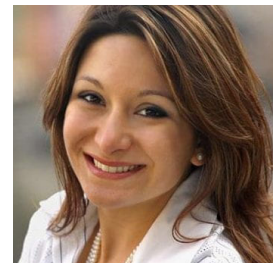
Mohammed Nour, a former member of the [White Helmets](#), first became a member of the Refugee Support community when we met him in a camp in Greece in 2016, where he was living with his family after fleeing Aleppo in Syria. We saw almost immediately that Mohammed was a compassionate leader, always eager to get involved and help where he could. Mohammed and his family now live in Switzerland and their story is one of resilience, determination and compassion.



Serra Cinar, originally from [Türkiye](#), has a breadth of knowledge and experience with all things Finance, having worked for 15 years in various roles with large multinational corporations. This year saw a substantial increase in our revenue and spending, so Serra introduced more rigorous processes to improve our accountability, transparency and financial control. With her contacts in Türkiye, she was instrumental in guiding us to our support there in February.



Dina Nayeri is a multi-award-winning author, who regularly writes about refugee experiences and actively works to build a better understanding of migration in public discourse through her writing, sharing her story at events and speaking in schools. She was born during the Iranian revolution and lived as a refugee for two years before being granted asylum in the United States. Dina has been a part of our movement since she travelled to Greece with Refugee Support in 2017 and 2018, her first visit to a refugee camp since living in one as a child. The experience was transformative and inspiring. She wrote about it in [The Ungrateful Refugee](#) and has been writing and speaking about Refugee Support since then.



Michael Thompson was born in Malawi and has worked in and visited over 70 countries. He is a biochemist with an MBA and a day job as Managing Director of [Enchange](#), an international supply chain and route to market consultancy firm. He's worked with well over 100 organisations and led several 100's of projects, many of which have been transformational.



Alison Behrens has a strong business and marketing background. From our very first days she has been central to our growth and development. A key advisor to the team, Alison gathered feedback from returning volunteers and was part of our volunteer interviewing team. She has also walked many, many miles to raise funds!



Our other Trustees

Gulwali Passarlay is author of [The Lightless Sky](#) and a tireless campaigner for refugee rights. This year he visited our Dignity Centre in Chisinau. He said: "It was lovely visiting [our centre] and spending time with the volunteers. I saw dignity in action with the way people receiving help were treated with kindness and respect. This was a humanising experience for me to see refugees provided with agency and choice of what they need and want without being judged. I enjoyed my visit and time here in Moldova".



Eve Linieres organises our flagship fundraising event, **Dignify**, and for the third year running we had 300 people fill [The Bedford](#). This year we raised an incredible £58,800! Eve's organising committee of Philippa Brown, Nick Kidney and Tony Moore secured generous sponsors such as [Talon Outdoor](#), and three brilliant floor-filling acts who gave their time for free to raise money for the cause: [My Fine Companions](#), [Yardlander](#) and [Police Dog Hogan](#). For something a little different, they were joined by incomparable and outrageous drag act Boss and Tamara, and the night was rounded off in style with Glastonbury veteran DJ [Rob Mello](#).



Rock for Ukraine

The financial planning community also organised an event to support our work and raised over £45,000. Following on from the [PFS](#) and the [Lang Cat](#) conferences which each raised over £4,000, the organisers once again rallied



the community to mark the [one year anniversary of the invasion of Ukraine](#) with a brilliant night of song, dance and auctioneering. The band Consumer Duty played two sets of floor fillers. With any event of this scale, there are a huge number of people involved in helping: Phil Billingham, David Crozier and Mark Polson were instrumental in organising it, Ruth Sturkey was our MC, Kate Shaw collected

pledges on the night, Mark Locke ran around raising sponsorship, Tom Baigrie facilitated the fantastic auction, and Carmen Reichman was photographer.

The people who came along dug into their pockets on the night and we had solid sponsorship support from Nucleus, Novia, Morningstar, M&G Wealth, Quilter, Transact, the Lang Cat, Threesixty, Abrdn, The Yardstick Agency, and Lifesearch.

Our major supporters

And special thanks to these particularly generous individuals and organisations who were instrumental in helping during the year:

- Individuals Giles Palmer, Peter Nagle, Eugene Tsyркlevich
- Fundraisers Gerry Clancy, Cathie Amin, Barry Kenny, Jen and Mohan Dsouza, Scott Nadler, Gerard Garnica, Anne Baker, Jodie Brookes, Andrew Smith, Ashley Stockwell, Chris Goodson, Clemmie Linieres, Stephen Summers, Josie Mossman, Peter Greenburg, Tony Conn, Kay Haytch and many more
- The Lyceum School
- Trusts and foundations JP McManus, LDS Charities, Aid for People Affected by War, Souter Charitable Trust, Humanity Now, Carry the Future, CAMCrag, Share and Herts for Refugees

Coordinators and volunteers

Critical to our operations are the talented Coordinators, who support our members, manage volunteers and ensure the Centres run efficiently. This year, [Paula Tamarit](#), who has played a critical role in our success and development,



completed three years at the heart of RSE. She's a true gem who always goes the extra mile and prioritises the needs, thoughts and feelings of refugees above all else, while remaining fair and compassionate to volunteers and considerate of all our stakeholders.

We're tremendously lucky at RSE that we've had so many superstar coordinators over the years. This year the team included Summer Koplín, Maggie Duff, Abi Izzard, Maria Marga and Anna Lyttle.

They have been supported by 201 volunteers from 23 countries who freely gave a total of 3,790 days. They even paid for their own travel, accommodation and food, and raised money to help fund our activities.

Building the management team

In May, we welcomed Hannah Phillips to run head office and improve our admin systems. Then, in January, we welcomed friend of Refugee Support, [Natalie Holmes](#), as our Fundraising and Communications Manager to help fund all our important work.



The organisation relies on a huge team of 50 people who perform the critical job of keeping everything running smoothly. Here they all are (as of the end of the year):

TRUSTEES Oversight and Governance

Chris Goodson Chair
Eve Linieres Events
Alison Behrens Volunteers

Dina Nayeri Advocacy
Gulwali Passarlay Advocacy
Mohammed Nour Advocacy

Michael Thompson Development

PATRON Glamour

Ian Shaw Musician

Vacancies!

AMBASSADORS Support and Promotion

Alison Behrens
Gerry Clancy
Dan Ransom
Bea Shrewsbury
Andrew Robillard
Mel Hughes

Bob Maddams
Natalie Holmes
Maddie Holder
Maggie Duff
Ian McAuslane
Bella Aquilina

Cathie Amin
Desiree Birinci
Leslie Lunga
Frederica Cerqueira
Tony Conn

PAID EMPLOYEES Office

Paul Hutchings
 Chief Exec

Rachel Ellis
 Office Manager

Natalie Holmes
 Fundraiser

OPERATIONS IN MOLDOVA, CYPRUS AND TURKIYE

Operations

Paula Tamarit Operations Director

Coordinators

Summer Koplín Senior Coordinator

Abi Izzard Centre Coordinator

Anna Lyttle Centre Coordinator

Maria Marga Centre Coordinator

UNPAID VOLUNTEERS

3-5 people for 2-4 weeks in each location

INTERVIEWING TEAM Volunteer recruitment

Ian McAuslane
Cressida Stanley Williams
Frederica Cerqueira
Qusay Salama

Ellie Kostick
Alison Behrens
Cathie Amin
Bea Shrewsbury

Leslie Lunga
Elisabeth Mailhac
Marina Malthouse

DIGNIFY Annual music festival fundraiser

Eve Linieres Organiser
Philippa Brown Organiser

Nick Kidney Music
Tony Moore Music and venue

Jen Stobart Volunteers

COMMUNICATIONS Getting the message out

Maria Nuñez Instagram & Podcast
Rachel Ellis Twitter
Benny Bruce Social Media
Tim Lay Social Media

Andy Mattock Design
Emily Wetherby Content
Bob Maddams Film and stories
Tony Conn Film

Natalie Holmes Book store
Louise Shara Fundraising

ORGANISATION DEVELOPMENT Growth and efficiency

Alison Behrens Research
Jonathan Newman Research

Jeff Rodrigues Strategy
Tom Bamford IT Support

Shane Kaye Auditor
Lisa Barnard Counsellor

ANNUAL ACCOUNTS

Financial note

The Financial year ending 31st March 2023 saw a doubling of our income over the previous year to just over £700,000. The most noteworthy increases came from a 13x increase in grant income, a near 4x increase in fundraising event income and a 64% increase in individual donations reflecting the amazing generosity of all involved.

The increase in income meant that we were able to help more people by supporting more wonderful projects. 89p in every £1 raised was spent directly on projects that directly helped refugees in a dignified manner, as described in the rest of the report.

As we were unable to help directly with the aftermath of the US withdrawal from Afghanistan we donated nearly £50,000 to a charity that could via direct donations for that cause.

We completed the year with a healthy reserve of over £200,000.

Brenda Shrewsbury | **Trustee for Finance**

Profit and Loss

Refugee Support Europe CIO For the year ended 31 March 2023

	2023	2022
Income		
Company Donations	28,926	123,332
Grant Income	206,358	15,457
Gift Aid from HMRC	25,647	7,750
Volunteer and Individual donations (after cost)	353,019	215,344
Non-Financial Donations	1,014	-
Fundraising Profit (loss)	88,361	23,569
on-line sales Profit (loss)	469	(3,190)
Interest Income	413	8
Total Income	704,207	382,271
Cost of Refugee Projects		
Cost of Country Specific Personnel	63,149	37,926
Cost of Dignity Centres and Warehousing	68,247	58,015
Childrens activities Materials	18	273
Cost of Clothing for Refugees	-	122
Cost of Food Purchased	369,934	83,786
Cost of Misc. Activities for Refugees	14,592	12,467
Cost of Misc. Items for for Refugees	57,354	8,985
Sewing Room Materials - not for items to be sold	-	18
Donation to another Charity	48,481	-
Project Office Printing & Stationery (not HO)	1,398	-
Project Phone, mobile and internet (not HQ)	971	-
Total Cost of Refugee Projects	624,146	201,590
Surplus (Deficit) after Direct Costs	80,061	180,680
Less Operating Expenses		
Salaried Staff	77,919	31,395
Insurance	503	96
Legal expenses	329	23
General Head Office Costs	9,858	9,569
Depreciation	965	18
Banking Costs	1,902	1,937
Total Less Operating Expenses	91,477	43,039
Surplus after all Costs	(11,416)	137,642
Surplus (Deficit) Carried Forward	(11,416)	137,642

Balance Sheet

Refugee Support Europe CIO As at 31 March 2023

	31 MAR 2023	31 MAR 2022
Fixed Assets		
Tangible Assets	1,707	1,780
Total Fixed Assets	1,707	1,780
Current Assets		
Cash at bank and in hand	190,662	204,591
Prepayments and accrued income	681	681
Accounts Receivable	34,100	21,243
Employee Loan (Cycle to work)	980	1,491
Stock to resell	2,000	2,000
Total Current Assets	228,423	230,006
Creditors: amounts falling due within one year		
Creditors including credit card and cash accounts	13,887	8,137
Salaries and HMRC Payable	9,238	5,227
Total Creditors: amounts falling due within one year	23,124	13,364
Net Current Assets (Liabilities)	205,299	216,642
Total Assets less Current Liabilities	207,006	218,422
Net Assets	207,006	218,422
Capital and Reserves		
Retained Income account	218,422	80,780
Current Year Earnings	(11,416)	137,642
Total Capital and Reserves	207,006	218,422



Refugee Support Europe

14 Hollingbury Park Avenue, Brighton, BN1 7JF

Registered with the Charity Commission of England & Wales No 1174070

report design: bn3design.co.uk



Section A Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Refugee Support Europe CIO

**On accounts for the year
ended**

March 2023	Charity no (if any)	1174070
------------	--------------------------------	---------

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2023.

**Responsibilities and
basis of report**

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

I report in respect of my examination of the Trust'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**

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of Chartered Institute of Management Accountants

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

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Signed:

Date:

7/11/23

Name:

Shane Kaye

**Relevant professional
qualification(s) or body
(if any):**

Chartered Institute of Management Accountants
Member No: 1-H3FT

Address:	6 Hangleton Manor Close
	Hove, East Sussex
	BN3 8AJ

Section B **Disclosure**

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here details of any items that the examiner wishes to disclose.

REFUGEE SUPPORT EUROPE

England & Wales - Charity number 1174070

Accounts



Annual report and accounts | 2021/22

Dignity knows no borders

CENTRE

Do Not Enter!



Refugee
support



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A strong year and ready for growth

2021/22 was a very successful year. Like a lot of charities and organisations across the world, the previous years had been challenging but the relaxation of restrictions in 21/22 allowed us to drive our fundraising and support more people.



The horrific war in Ukraine has brought the refugee crisis to the forefront of the public imagination, which had an undoubted impact on our fundraising. This war also showed how nimble and dynamic our organisation can be: within 10 days of arriving in Moldova, Refugee Support had carried out a detailed analysis of what support was required and opened a Centre that not only continues to support upward of 1000 Ukrainian refugees per week but also operates in a manner that aligns with our core values, holding dignity at its core. Whilst reacting quickly to the conflict in Ukraine, the operational team managed to continue to deliver



services to a very high standard at the Dignity Centre in Cyprus. This is testament to the hard work in the background, driving systems and processes which puts the organisation in a strong position to continue to grow.

There is no hiding the fact that fundraising will be difficult in 2023. However, the CEO has spent

considerable time developing a small core team and working with consultants to design and implement a fundraising strategy that will allow continued growth. When you couple this with very low administration costs and a culture that questions every penny spent, we are in a strong position to support more people than ever through 2023.

Chris Goodson | Chair of Trustees

Strategy: A year of change and renewed focus

The Covid-19 pandemic forced us to reprioritise. As we emerged from international lockdowns in this year, we reviewed our existing activities and decided we need to **make a change**.



We want to be a volunteer organisation

We've always tried to focus on the people we are supporting but volunteers are what makes our service great and there's a **selfish pay-off from altruism**. This isn't voluntourism. Many volunteers have discovered a way to help and continue helping, and found great, like-minded friends.

We decided to both celebrate and reflect on that with our new podcast called [The Selfish Atruist](#) and we released 8 insightful episodes in Season 1. Volunteers also added to our growing collection of [Volunteer Stories](#).

In this year, **58 volunteers from 12 nations gave 1,500 days of their time** to help in our Centres. And the organisation was **supported by 25 volunteers** with communications, volunteer management, finance and governance.



Providing essential items for people on the move

Essentially, if we are going to be a volunteer organisation that can provide help quickly, we need to be about distributing basics and essentials. The need for that kind of aid is huge and it means anyone who joins us will be **able to start making a difference immediately**.

It's also how we started. We know that we can work **more flexibly** than large organisations and more consistently than other volunteer organisations. We're good at being **quick and caring**.

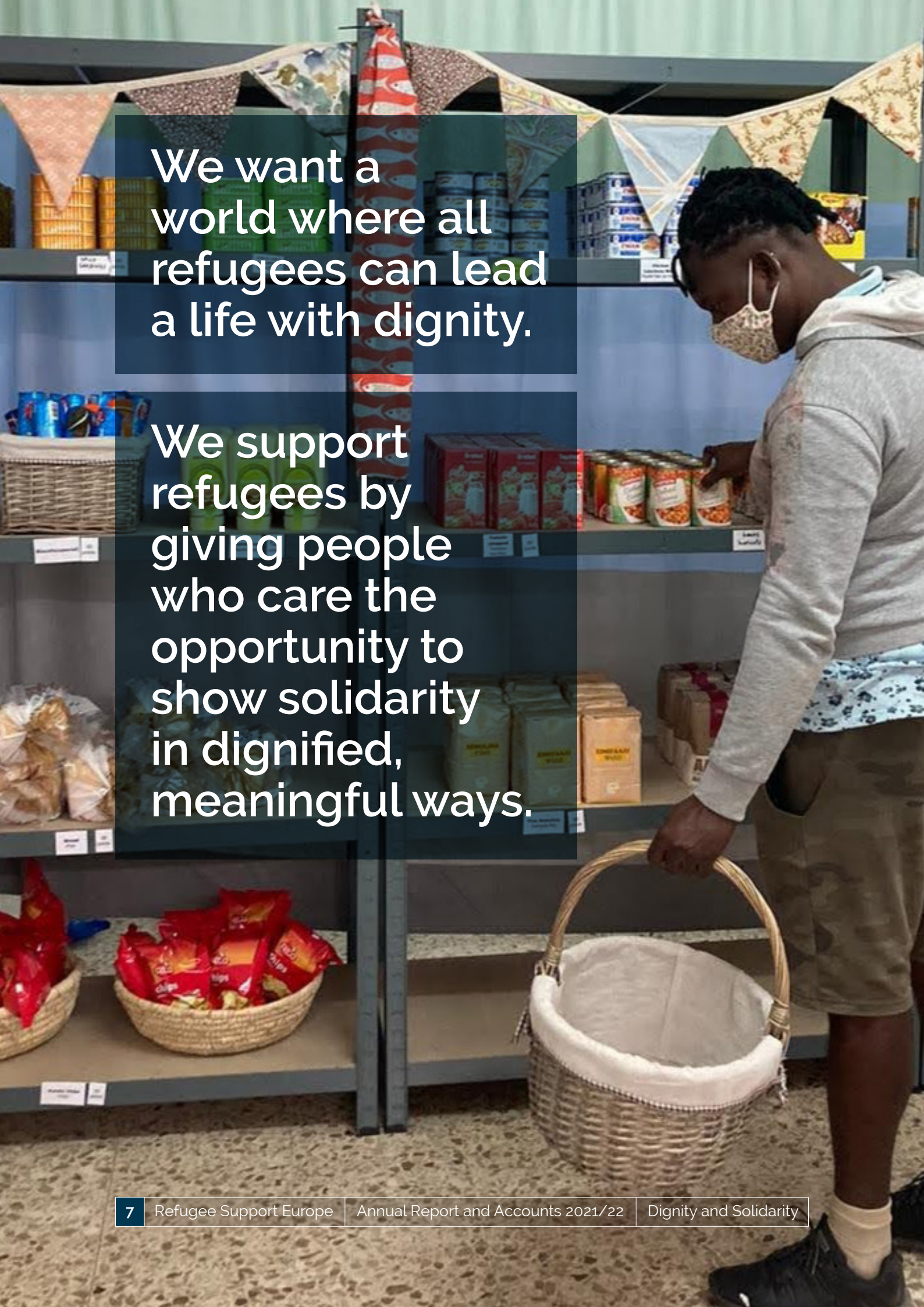
And all with dignity at its heart

In addition to being able to do set up and start helping quickly, our other unique difference is being able to do it with **dignity**. When everything is chaotic and people can feel abandoned or with no control, our way of working offers people a sense of **normality, solidarity and agency**.

Basics and essentials can only ever be a **short-term fix** or we will undermine people's independence. After a short period of time, it feels like a handout.

And if we are going to stick to what we do well, we need to work on building partnerships so we **signpost people to other organisations** that can help with other needs and take over when we leave.





We want a world where all refugees can lead a life with dignity.

We support refugees by giving people who care the opportunity to show solidarity in dignified, meaningful ways.

Our activities and impact: Centres of Dignity

1 Nicosia Dignity Centre



In **August 2021** we were running a Food bank, Hygiene packs for women, Baby welcome packs, Showers, Laundry, Barbershop, CV writing, English, Greek and Arabic classes, Mobile digital skills classes and the Refumade Sewing Cooperative. It was **too much for a volunteer team**.

In September, we stopped all those services and over the course of a week we **created a Dignity Market** where we could offer people who had just arrived in Nicosia **a welcome pack service**. This was designed as a short-term service at a time when asylum seekers were most vulnerable and no other help was available.

From September 2021 to March 2022:

- Over **1,500 people** received **5 weekly baskets of food and hygiene items** that they chose for themselves
- We helped **1,200 people** through the complex online process to secure a **Labour Card** (compulsory to secure employment)
- We wrote **200 CVs** to help with their job search
- Our Barber members gave **360 haircuts**



After 3 years in Cyprus we are now **deeply embedded** in the support structure of Nicosia and **cooperate closely** with Caritas Cyprus, Cyprus Refugee Council, UNHCR and others. That cooperation means less duplication and better support—and this year it certainly **saved lives**.

We worked in partnership with Caritas, the CRC and the Ministry of Health to create a communications and registration campaign that enabled asylum seekers access COVID vaccinations. We achieved **3,000 vaccinations in just 6 weeks**.

2 Ioannina Dignity Centre

We **revived the Community Centre** in Ioannina city centre which had been closed for 2 years. We spent 2 months **renovating it** from November 2021 and **opened in February 2022**.

From 2016 to 2018, the Centre was a bustling place for refugees and asylum seekers to receive critical services. It was the ideal location for us to restore that lifeline on our return to Greece. At that time, **support was withdrawn from a large group of refugees**, and they had next to no prospect of employment. The IRC estimated that over one-third of refugees in camps were going hungry.



We started offering very similar services to our Dignity Centre in Cyprus with the potential for **many other services** to operate there.

From February to March 2022, we had **700 visits to our Dignity Market** and served a total of **2,000 people with an essential basket of items** that they chose for themselves.

Half were from Afghanistan, a third from the Middle East and the rest from 15 other nations.

3 Chişinău Dignity Centre

On 24 February 2022, Russia invaded Ukraine and **hundreds of thousands fled** for their lives. Two weeks later, a Refugee Support team went to the **Moldovan capital**, Chişinău, to see how we could support the Ukrainians who had fled there—as well as the local community, which was also rallying to help the new arrivals.

Within **12 days**, we had identified an essential need we could fill, formed partnerships, found a location and **set up a new Dignity Centre**.



In Chişinău, our friends at another grassroots group, **Moldova for Peace**, refer Ukrainian people who are **living in Moldovan homes** to the Dignity Centre. We created the same **Dignity Market** model where every family has a budget of points to choose what they want.



It also has a **play area** for the children.

In our **first week we served 570 people** and in our second week reached our capacity of serving **1,100 every week** with products people want **all sourced locally** from Moldovan companies.

As well as providing essentials to Ukrainian people and supporting the generous Moldovans who have welcomed them, the Dignity Centre offers **choice, shows solidarity and creates a small sense of normality**.

4 Family resettlement

We resettled a refugee family from Sudan as part of the government's **Community Sponsorship** scheme. After spending years in a refugee camp in Jordan, Salih and Eiman together their four children **began a new life in Birmingham, UK** and the long process of integrating into British society. John Sloan, Liz Bates and a team of volunteers helped with housing, doctors, schools, training and accessing all the local services.

Even with the hugely supportive Birmingham community this has been a huge amount of work. The one area that really needs reform is **Universal Credit** – the system is hard to access and hostile to deal with.

We need to focus on providing short-term essentials, so we will **not be involved in resettling any more families in the UK**. Thankfully, there are many other organisations that can act as Lead Sponsor to local groups.



5 Campaigning

We have a responsibility to **raise awareness** of the wider issues faced by refugees and asylum seekers, to **call out inhumane or undignified practices** and to **demand change**.

This year, we **organised a human heart on Brighton beach** as part of the 'Together with Refugees' that. We also **spoke** to a range of local groups and organisations in the UK about our work.

Fundraising is also an important way to raise awareness as well as critical funds. Volunteers, regular donors and one-off donations from individuals and grass-roots organisations provide the foundation of our support. Each request for funds is a call to pay attention and do something.

We are also dependent on events. Our **Dignify 2021** event raised over £60,000, in large part thanks to **Talon Outdoor**. And some of our supporters challenge themselves to **achieve amazing things** at the same time as raising critical funds.



Annual accounts

Profit and Loss | Refugee Support Europe CIO For the 12 months ended 31 March 2022

	Mar-22	Mar-21
Income		
Donations via Individuals	£105,965	£114,056
Donations via website	£40,463	£6,367
Grants and Company Donations	£138,790	£34,061
Interest Income	£8	£59
RSE fundraising event	£100,152	£12,414
Total Income	£385,378	£166,957
Less Cost of Sales		
Advertising Costs	£2,943	£5,426
Bike workshop Materials	£0	£36
Childrens activities Materials	£273	£0
Clothes and Misc Purchases for Refugees	£9,107	£1,195
Cost of Misc. Activities for Refugees	£12,466	£12,118
Country Specific Personnel	£23,401	£32,736
Donation to another Charity	£0	£2,796
Food for Refugees	£83,868	£21,428
General Camp Expenses inc. Building Costs	£69,573	£41,200
Legal expenses	£23	£2,139
Sewing Room Materials - not for items to be sold	£18	£778
Total Cost of Sales	£201,672	£119,852
Gross Profit	£183,706	£47,105

	Mar-22	Mar-21
Plus Other Income		
2. Cost of sale	-£1,881	-£4,731
3. Cost of Stock	-£13,187	-£35,115
1. Sales		
Postage income	£0	£206
Sales - Other books	£218	£1,013
Sales - Other crafts	£3,966	£507
Sales - Recipe books	£2,198	£7,190
Sales - Sewing shop	£5,496	£19,475
Sales - T-shirts	£0	£56
Total 1. Sales	£11,878	£28,447
Total Other Income	-£3,190	-£11,399
Less Operating Expenses		
Banking costs	£645	£1,062
Consulting & Accounting	£1,449	£2,147
Cost of Personnel	£31,235	£30,951
Depreciation	£18	£384
Foreign Currency Gains and Losses	£1,210	£2,606
General Admin Costs	£7,808	£5,063
Printing & Stationery	£1,882	£1,571
Staff training & Development	£160	£0
Total Operating Expenses	£44,407	£43,784
Net Profit	£136,109	-£8,078

Balance Sheet | Refugee Support Europe CIO As at 31 March 2022

	31 Mar-22	31 Mar-21	Note		31 Mar-22	31 Mar-21	Note
Assets				Liabilities			
Bank				Current Liabilities			
Barclays Current	£5,138	£4,504		Accounts Payable	£1,695	-£723	1
Barclays Deposit	£185,097	£82,090		Chase Moldova Leu	£11	£0	1
Cash Account Moldova Leu	£977	£0	1	Credit Card	-£1,109	£1,413	1
Chase Debit (JS)	£9,454	£0		Currency Adjustments	-£447	-£217	
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Strang Payments	-£879	-£366		Non-Current Liabilities			
Total of all cash accounts	-£2,470	-£6,474	1	Employee Loan (Cycle to work)	-£1,491	-£2,002	
Total Bank	£197,521	£80,356		Total Non-Current Liabilities	-£1,491	-£2,002	
Current Assets				Total Liabilities			
Accounts Receivable	£21,243	-£231	1		£6,336	£4,582	
Prepayments	£681	£0		Net Assets			
Stock	£2,000	£5,000			£216,889	£80,780	
Total Current Assets	£23,924	£4,769		Equity			
Fixed Assets				Current Year Earnings			
Fixed Assets	£1,780	£237			£136,109	-£8,078	
Total Fixed Assets	£1,780	£237		Retained Earnings			
Total Assets					£80,780	£88,858	
				Total Equity	£216,889	£80,780	
				Total Equity			
					£216,889	£80,780	

Notes

1: Figures converted into British Pound using the following rates:

1.18712 EUR Euro per GBP. Rate provided by XE.com on 31 Mar 2022.

24.0532 MDL Moldovan Leu per GBP. Rate provided by XE.com on 31 Mar 2022.

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Trustees

The organisation is run by Chief Executive Paul Hutchings and governed by a Board of Trustees who oversee all the operations. It is supported by a large number of volunteers who help with communications and volunteer management.

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Michael Thompson

Trustees are recruited to oversee specific activities of the charity following a search and interview.



Refugee Support Europe

14 Hollingbury Park Avenue, Brighton, BN1 7JF

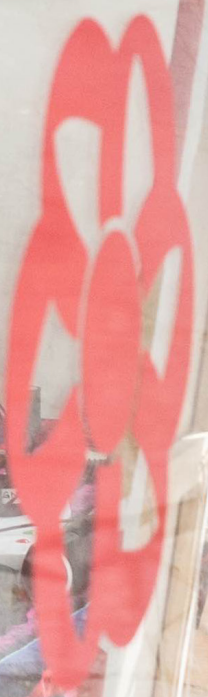
Registered with the Charity Commission of England & Wales No 1174070

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CENTRE

Do Not Enter!



Refugee
support



Contents

A strong year and ready for growth	4
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And all with dignity at its heart	6
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A strong year and ready for growth

2021/22 was a very successful year. Like a lot of charities and organisations across the world, the previous years had been challenging but the relaxation of restrictions in 21/22 allowed us to drive our fundraising and support more people.



The horrific war in Ukraine has brought the refugee crisis to the forefront of the public imagination, which had an undoubted impact on our fundraising. This war also showed how nimble and dynamic our organisation can be: within 10 days of arriving in Moldova, Refugee Support had carried out a detailed analysis of what support was required and opened a Centre that not only continues to support upward of 1000 Ukrainian refugees per week but also operates in a manner that aligns with our core values, holding dignity at its core. Whilst reacting quickly to the conflict in Ukraine, the operational team managed to continue to deliver



services to a very high standard at the Dignity Centre in Cyprus. This is testament to the hard work in the background, driving systems and processes which puts the organisation in a strong position to continue to grow.

There is no hiding the fact that fundraising will be difficult in 2023. However, the CEO has spent

considerable time developing a small core team and working with consultants to design and implement a fundraising strategy that will allow continued growth. When you couple this with very low administration costs and a culture that questions every penny spent, we are in a strong position to support more people than ever through 2023.

Chris Goodson | Chair of Trustees

Strategy: A year of change and renewed focus

The Covid-19 pandemic forced us to reprioritise. As we emerged from international lockdowns in this year, we reviewed our existing activities and decided we need to **make a change**.



We want to be a volunteer organisation

We've always tried to focus on the people we are supporting but volunteers are what makes our service great and there's a **selfish pay-off from altruism**. This isn't voluntourism. Many volunteers have discovered a way to help and continue helping, and found great, like-minded friends.

We decided to both celebrate and reflect on that with our new podcast called [The Selfish Atruist](#) and we released 8 insightful episodes in Season 1. Volunteers also added to our growing collection of [Volunteer Stories](#).

In this year, **58 volunteers from 12 nations gave 1,500 days of their time** to help in our Centres. And the organisation was **supported by 25 volunteers** with communications, volunteer management, finance and governance.



Providing essential items for people on the move

Essentially, if we are going to be a volunteer organisation that can provide help quickly, we need to be about distributing basics and essentials. The need for that kind of aid is huge and it means anyone who joins us will be **able to start making a difference immediately**.

It's also how we started. We know that we can work **more flexibly** than large organisations and more consistently than other volunteer organisations. We're good at being **quick and caring**.

And all with dignity at its heart

In addition to being able to do set up and start helping quickly, our other unique difference is being able to do it with **dignity**. When everything is chaotic and people can feel abandoned or with no control, our way of working offers people a sense of **normality, solidarity and agency**.

Basics and essentials can only ever be a **short-term fix** or we will undermine people's independence. After a short period of time, it feels like a handout.

And if we are going to stick to what we do well, we need to work on building partnerships so we **signpost people to other organisations** that can help with other needs and take over when we leave.





We want a world where all refugees can lead a life with dignity.

We support refugees by giving people who care the opportunity to show solidarity in dignified, meaningful ways.

Our activities and impact: Centres of Dignity

1 Nicosia Dignity Centre



In **August 2021** we were running a Food bank, Hygiene packs for women, Baby welcome packs, Showers, Laundry, Barbershop, CV writing, English, Greek and Arabic classes, Mobile digital skills classes and the Refumade Sewing Cooperative. It was **too much for a volunteer team**.

In September, we stopped all those services and over the course of a week we **created a Dignity Market** where we could offer people who had just arrived in Nicosia **a welcome pack service**. This was designed as a short-term service at a time when asylum seekers were most vulnerable and no other help was available.

From September 2021 to March 2022:

- Over **1,500 people** received **5 weekly baskets of food and hygiene items** that they chose for themselves
- We helped **1,200 people** through the complex online process to secure a **Labour Card** (compulsory to secure employment)
- We wrote **200 CVs** to help with their job search
- Our Barber members gave **360 haircuts**



After 3 years in Cyprus we are now **deeply embedded** in the support structure of Nicosia and **cooperate closely** with Caritas Cyprus, Cyprus Refugee Council, UNHCR and others. That cooperation means less duplication and better support—and this year it certainly **saved lives**.

We worked in partnership with Caritas, the CRC and the Ministry of Health to create a communications and registration campaign that enabled asylum seekers access COVID vaccinations. We achieved **3,000 vaccinations in just 6 weeks**.

2 Ioannina Dignity Centre

We **revived the Community Centre** in Ioannina city centre which had been closed for 2 years. We spent 2 months **renovating it** from November 2021 and **opened in February 2022**.

From 2016 to 2018, the Centre was a bustling place for refugees and asylum seekers to receive critical services. It was the ideal location for us to restore that lifeline on our return to Greece. At that time, **support was withdrawn from a large group of refugees**, and they had next to no prospect of employment. The IRC estimated that over one-third of refugees in camps were going hungry.



We started offering very similar services to our Dignity Centre in Cyprus with the potential for **many other services** to operate there.

From February to March 2022, we had **700 visits to our Dignity Market** and served a total of **2,000 people with an essential basket of items** that they chose for themselves.

Half were from Afghanistan, a third from the Middle East and the rest from 15 other nations.

3 Chişinău Dignity Centre

On 24 February 2022, Russia invaded Ukraine and **hundreds of thousands fled** for their lives. Two weeks later, a Refugee Support team went to the **Moldovan capital**, Chişinău, to see how we could support the Ukrainians who had fled there—as well as the local community, which was also rallying to help the new arrivals.

Within **12 days**, we had identified an essential need we could fill, formed partnerships, found a location and **set up a new Dignity Centre**.



In Chişinău, our friends at another grassroots group, **Moldova for Peace**, refer Ukrainian people who are **living in Moldovan homes** to the Dignity Centre. We created the same **Dignity Market** model where every family has a budget of points to choose what they want.



It also has a **play area** for the children.

In our **first week we served 570 people** and in our second week reached our capacity of serving **1,100 every week** with products people want **all sourced locally** from Moldovan companies.

As well as providing essentials to Ukrainian people and supporting the generous Moldovans who have welcomed them, the Dignity Centre offers **choice, shows solidarity and creates a small sense of normality**.

4 Family resettlement

We resettled a refugee family from Sudan as part of the government's **Community Sponsorship** scheme. After spending years in a refugee camp in Jordan, Salih and Eiman together their four children **began a new life in Birmingham, UK** and the long process of integrating into British society. John Sloan, Liz Bates and a team of volunteers helped with housing, doctors, schools, training and accessing all the local services.

Even with the hugely supportive Birmingham community this has been a huge amount of work. The one area that really needs reform is **Universal Credit** – the system is hard to access and hostile to deal with.

We need to focus on providing short-term essentials, so we will **not be involved in resettling any more families in the UK**. Thankfully, there are many other organisations that can act as Lead Sponsor to local groups.



5 Campaigning

We have a responsibility to **raise awareness** of the wider issues faced by refugees and asylum seekers, to **call out inhumane or undignified practices** and to **demand change**.

This year, we **organised a human heart on Brighton beach** as part of the 'Together with Refugees' that. We also **spoke** to a range of local groups and organisations in the UK about our work.

Fundraising is also an important way to raise awareness as well as critical funds. Volunteers, regular donors and one-off donations from individuals and grass-roots organisations provide the foundation of our support. Each request for funds is a call to pay attention and do something.

We are also dependent on events. Our **Dignify 2021** event raised over £60,000, in large part thanks to **Talon Outdoor**. And some of our supporters challenge themselves to **achieve amazing things** at the same time as raising critical funds.



Annual accounts

Profit and Loss | Refugee Support Europe CIO For the 12 months ended 31 March 2022

	Mar-22	Mar-21
Income		
Donations via Individuals	£105,965	£114,056
Donations via website	£40,463	£6,367
Grants and Company Donations	£138,790	£34,061
Interest Income	£8	£59
RSE fundraising event	£100,152	£12,414
Total Income	£385,378	£166,957
Less Cost of Sales		
Advertising Costs	£2,943	£5,426
Bike workshop Materials	£0	£36
Childrens activities Materials	£273	£0
Clothes and Misc Purchases for Refugees	£9,107	£1,195
Cost of Misc. Activities for Refugees	£12,466	£12,118
Country Specific Personnel	£23,401	£32,736
Donation to another Charity	£0	£2,796
Food for Refugees	£83,868	£21,428
General Camp Expenses inc. Building Costs	£69,573	£41,200
Legal expenses	£23	£2,139
Sewing Room Materials - not for items to be sold	£18	£778
Total Cost of Sales	£201,672	£119,852
Gross Profit	£183,706	£47,105

	Mar-22	Mar-21
Plus Other Income		
2. Cost of sale	-£1,881	-£4,731
3. Cost of Stock	-£13,187	-£35,115
1. Sales		
Postage income	£0	£206
Sales - Other books	£218	£1,013
Sales - Other crafts	£3,966	£507
Sales - Recipe books	£2,198	£7,190
Sales - Sewing shop	£5,496	£19,475
Sales - T-shirts	£0	£56
Total 1. Sales	£11,878	£28,447
Total Other Income	-£3,190	-£11,399
Less Operating Expenses		
Banking costs	£645	£1,062
Consulting & Accounting	£1,449	£2,147
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Current Assets				Total Liabilities			
Accounts Receivable	£21,243	-£231	1		£6,336	£4,582	
Prepayments	£681	£0		Net Assets			
Stock	£2,000	£5,000			£216,889	£80,780	
Total Current Assets	£23,924	£4,769		Equity			
Fixed Assets				Current Year Earnings			
Fixed Assets	£1,780	£237			£136,109	-£8,078	
Total Fixed Assets	£1,780	£237		Retained Earnings			
Total Assets							
					£80,780	£88,858	
				Total Equity	£216,889	£80,780	
Total Assets	£223,225	£85,362					

Notes

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Refugee Support Europe

14 Hollingbury Park Avenue, Brighton, BN1 7JF

Registered with the Charity Commission of England & Wales No 1174070

report design: bn3design.co.uk



Section A Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Refugee Support Europe CIO

**On accounts for the year
ended**

March 2022
Charity no (if any) 1174070

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2020.

**Responsibilities and
basis of report**

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

I report in respect of my examination of the Trust'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.

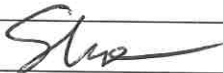
**Independent
examiner's statement**

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of Chartered Institute of Management Accountants

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

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Signed: 

Date: 6/01/2023

Name: Shane Kaye

**Relevant professional
qualification(s) or body
(if any):**

Chartered Institute of Management Accountants
Member No: 1-H3FT

Address: 6 Hangleton Manor Close

Hove, East Sussex

BN3 8AJ

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here details of any items that the examiner wishes to disclose.

REFUGEE SUPPORT EUROPE

England & Wales - Charity number 1174070

Accounts



Trustees' Annual Report

Period: 1 April 2020 to 31 March 2021

Charity name: Refugee Support Europe

Charity registration number: 1174070

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	The object of the CIO is for the public benefit, the relief and assistance of people in need in any part of the world who are victims of war or catastrophe by supplying them with any humanitarian aid that will make their life more bearable.
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.	Para 1.17 and 1.19	
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	The trustees are aware of the CC guidance on public benefit

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	The charity only gives grants in exceptional circumstance to other organisations who have the same purposes as ours. In this year we made grants totalling £2796 to charities supporting refugees in Lebanon
Policy on social investment including program related investment	Para 1.38	
Contribution made by volunteers	Para 1.38	Volunteers form the backbone of our organisation. This year, Covid 19 and the resulting travel restrictions crippled our volunteer operation and just 21 were able to join us at our operation in

		<p>Cyprus (compared to 220 last year). Even so, they came from 11 nations working for between 2-12 weeks and paid for their own travel, accommodation and subsistence. To cover the shortfall we had more volunteers from within Cyprus (10) and their asylum seeking community (12) supporting us. We also have 15 volunteers in the back office (interviewing, marketing, website development). Many others held individual fundraising events.</p>
Other		

Achievements and Performance

	SORP reference	
<p>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.</p>	<p>Para 1.20</p>	<p>Our main achievement was to keep supporting vulnerable people in Cyprus during a period where Covid regulations severely restricted movement and impacted negatively on the people we are trying to support. The Dignity Centre had to close in April but we switched to a food delivery service. When the Centre opened we had to rely heavily on members to keep it running. We retained our food and hygiene support service when we opened. The sewing cooperative kept going and we also included men among its members. Our Coordinators worked throughout the year with few breaks and at no time did we stop our operations.</p> <p>We appointed Amanda Solomon as Trustee Volunteer Champion and Ian Shaw as Patron.</p> <p>We produced a Helping the Helpers series of video interviews for people who were interested in learning about volunteering during a crisis.</p>

Additional information (optional)

You may choose to include further statements where relevant about:

<p>Achievements against objectives set</p>	<p>Para 1.41</p>	
--	------------------	--

Performance of fundraising activities against objectives set	Para 1.41	
Investment performance against objectives	Para 1.41	
Other		

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	At the end of the financial period we held over £80,000 in our bank account, only down a little as last year despite spending over £8,000 more than we received.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	We have changed our reserve policy to maintain at least three months of operating costs at all times. This puts us in a secure position to continue our work.
Amount of reserves held	Para 1.22	£35,000
Reasons for holding zero reserves	Para 1.22	
Details of fund materially in deficit	Para 1.24	
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	None

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	The biggest three sources of funds were individuals, volunteers and events. These three sources raised 68% of all our funds. Due to the importance of our volunteers (who generally were the starting point of these three) we appointed a Trustee responsible for maintaining the link to our past volunteers. A further 15% came from Cooperative Sales and 17% from Grants or Companies.
Investment policy and objectives including any social investment policy adopted	Para 1.46	N/A
A description of the principal risks facing the charity	Para 1.46	Principal risks are people related. The Chief Executive manages the organisation with all volunteers reporting into him. Coordinators in country are vital and we can no longer use British citizens.
Other		

Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed , royal charter)	Para 1.25	Constitution
How is the charity constituted? (e.g unincorporated association , CIO)	Para 1.25	Charitable Incorporated Organisation
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	Para 1.25	By interview and agreement among the directors and other trustees

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	
The charity's organisational structure and any wider network with which the charity works	Para 1.51	
Relationship with any related parties	Para 1.51	
Other		

Reference and Administrative details

Charity name	Refugee Support Europe
Other name the charity uses	RSE and Refugee Support
Registered charity number	1174070
Charity's principal address	14 Hollingbury Park Avenue Brighton BN1 7JF UK

Names of the charity 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)
1	Eve Linieres			
2	Emilia Ransom			
3	Amanda Solomon			
4	Alan Strang			
5	Gulwali Passarlay		Joined 23/10/2020	
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Corporate trustees – names of the directors at the date the report was approved

Director name		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
-----------------	------	---------

Name of chief executive or names of senior staff members (Optional information)

--

Exemptions from disclosure

Reason for non-disclosure of key personnel details

--

Other optional information

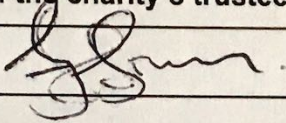
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Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)

	
---	--

Full name(s)

Alan	SIRANA
------	--------

Position (eg Secretary,
Chair, etc)

Chair of Trustees	
-------------------	--

Date

20-01-2022.

Profit & Loss

Refugee Support Europe CIO For the 12 months ended 31 March 2021

	Mar-21	Mar-20
Income		
Donations via Individuals	114,057	123,630
Donations via Website	6,367	-
Fundraising Event organised by RSE	12,414	37,668
Grants and Company Donations	34,061	84,885
Interest Income	59	104
Total Income	166,957	246,287
Less Cost of Sales		
Advertising Costs	5,426	12,337
Bike workshop Materials	36	234
Childrens activities Materials	-	501
Clothes and Misc Purchases for Refugees	1,195	9,248
Country Specific Personnel	32,736	13,747
Donation to another Charity	2,796	-
Food for Refugees	21,530	60,241
General Camp Expenses inc. Building Costs	41,200	81,843
Legal expenses	2,139	35
Materials bought for Miscellaneous activities	12,118	1,863
Sewing Room Materials - not for items to be sold	778	206
Total Cost of Sales	119,955	180,256
Gross Profit	47,003	66,031
Plus Other Income		
2. Cost of sale	(4,730)	(3,901)
3. Cost of Stock	(35,115)	(27,692)
1. Sales		
Other Books	1,013	-
Postage income	206	360
Recipe Book Sales	7,190	24,623
Sales - Amazon	-	1,080
Sales of Paintings and other crafts	507	103
Sales T-Shirts	56	105
Sewing Shop Sales	19,476	30,514
Total 1. Sales	28,447	56,784
Total Other Income	(11,399)	25,191
Less Operating Expenses		
Banking costs	1,077	469
Consulting & Accounting	2,147	909
Cost of Personnel	30,951	48,060
Depreciation	384	4,472
Foreign Currency Gains and Losses	2,609	1,649
General Admin Costs	5,063	5,358

Profit & Loss

	Mar-21	Mar-20
Printing & Stationery	1,571	1,103
Staff training & Development	-	65
Total Operating Expenses	43,803	62,085
Net Profit	(8,199)	29,137

Balance Sheet

Refugee Support Europe CIO As at 31 March 2021

31 Mar 2021 31 Mar 2020

Assets

	31 Mar 2021	31 Mar 2020
Bank		
Greek Bank Account	30 ¹	31 ²
Strang Payments	(366)	-
Total Bank Balance	80,677 ¹	84,533 ²
Total Bank	80,341	84,564
Current Assets		
Accounts Receivable	(231)	22
Stock	5,000	11,419
Total Current Assets	4,770	11,441
Fixed Assets		
Fixed Assets	237	621
Total Fixed Assets	237	621
Total Assets	85,347	96,626

Liabilities

Current Liabilities		
Accounts Payable	(723) ¹	(754) ²
Credit Card	1,519 ¹	1,415 ²
Currency Adjustments	(217)	(212)
Salaries & HMRC to be paid	6,112	7,320
Total Current Liabilities	6,690	7,768
Non-Current Liabilities		
Employee Loan (Cycle to work)	(2,002)	-
Total Non-Current Liabilities	(2,002)	-
Total Liabilities	4,688	7,768
Net Assets	80,659	88,858

Equity

Current Year Earnings	(8,199)	29,137
Retained Earnings	88,858	59,721
Total Equity	80,659	88,858

Notes

1

Figures converted into British Pound using the following rates:

1.17517 EUR Euro per GBP. Rate provided by XE.com on 31 Mar 2021.

1.37832 USD United States Dollar per GBP. Rate provided by XE.com on 31 Mar 2021.

Balance Sheet

2

Figures converted into British Pound using the following rate:
1.12671 EUR Euro per GBP. Rate provided by XE.com on 31 Mar 2020.



Section A Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Refugee Support Europe CIO

**On accounts for the year
ended**

March 2021 **Charity no
(if any)** 1174070

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2021.

**Responsibilities and
basis of report**

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

I report in respect of my examination of the Trust'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 which gives me cause to believe that in, any material respect,:

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Signed:

Date: 12/01/2022

Name: Shane Kaye

**Relevant professional
qualification(s) or body
(if any):**

Chartered Institute of Management Accountants
Member No: 1-H3FT

Address: 6 Hangleton Manor Close
Hove, East Sussex
BN3 8AJ

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here details of any items that the examiner wishes to disclose.

