

Annual report and accounts | 2021/22

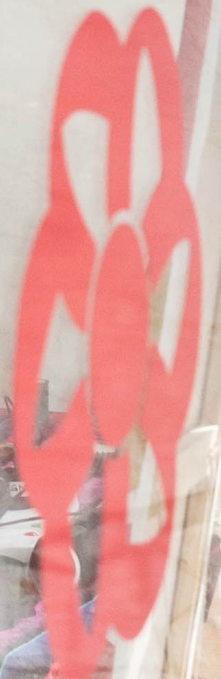
**Dignity knows no borders**



# CENTRE

# Refugee support

Do Not  
Enter!



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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.





A man wearing a grey hoodie, camouflage shorts, and a patterned face mask is standing in a food bank. He is reaching for a can on a shelf. In front of him is a large, empty wicker basket with a white liner. The shelves are stocked with various food items, including cans, boxes, and bags. A colorful bunting hangs from the top of the shelves.

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

We support  
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giving people  
who care the  
opportunity to  
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# 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:

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- 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**.

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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
<b>Total Income</b>	<b>£385,378</b>	<b>£166,957</b>
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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
<b>Total Cost of Sales</b>	<b>£201,672</b>	<b>£119,852</b>
<b>Gross Profit</b>	<b>£183,706</b>	<b>£47,105</b>

	Mar-22	Mar-21
<b>Plus Other Income</b>		
2. Cost of sale	-£1,881	-£4,731
3. Cost of Stock	-£13,187	-£35,115
<b>1. Sales</b>		
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
<b>Total 1. Sales</b>	<b>£11,878</b>	<b>£28,447</b>
<b>Total Other Income</b>	<b>-£3,190</b>	<b>-£11,399</b>
<b>Less Operating Expenses</b>		
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
<b>Total Operating Expenses</b>	<b>£44,407</b>	<b>£43,784</b>
<b>Net Profit</b>	<b>£136,109</b>	<b>-£8,078</b>

## 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
<b>Assets</b>				<b>Liabilities</b>			
<b>Bank</b>				<b>Current Liabilities</b>			
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	
Greek Bank Account	£29	£30	1	Salaries & HMRC to be paid	£7,822	£6,111	
Paul Cash EUR	£0	-£8	2	Suspense Paypal reconciliation	-£145	£0	
Paypal USD	£175	£580	1	<b>Total Current Liabilities</b>	<b>£7,827</b>	<b>£6,584</b>	
Strang Payments	-£879	-£366		<b>Non-Current Liabilities</b>			
Total of all cash accounts	-£2,470	-£6,474	1	Employee Loan (Cycle to work)	-£1,491	-£2,002	
<b>Total Bank</b>	<b>£197,521</b>	<b>£80,356</b>		<b>Total Non-Current Liabilities</b>	<b>-£1,491</b>	<b>-£2,002</b>	
<b>Current Assets</b>				<b>Total Liabilities</b>	<b>£6,336</b>	<b>£4,582</b>	
Accounts Receivable	£21,243	-£231	1	<b>Net Assets</b>			
Prepayments	£681	£0			<b>£216,889</b>	<b>£80,780</b>	
Stock	£2,000	£5,000		<b>Equity</b>			
<b>Total Current Assets</b>	<b>£23,924</b>	<b>£4,769</b>		Current Year Earnings	£136,109	-£8,078	
<b>Fixed Assets</b>				Retained Earnings	£80,780	£88,858	
Fixed Assets	£1,780	£237		<b>Total Equity</b>	<b>£216,889</b>	<b>£80,780</b>	
<b>Total Fixed Assets</b>	<b>£1,780</b>	<b>£237</b>					
<b>Total Assets</b>	<b>£223,225</b>	<b>£85,362</b>					

### 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.

1.31385 USD United States Dollar per GBP. Rate provided by XE.com on 31 Mar 2022.

**2:** 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.

*Audited by Independent Examiner Shane Kaye, Chartered Institute of Management Accountants, Member 1-H3FT*



# 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.

**Chris Goodson (Chair)**

**Serra Cinar**

**Dina Nayeri**

**Eve Linieres**

**Gulwali Passarlay**

**Michael Thompson**

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

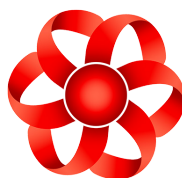


## Refugee Support Europe

14 Hollingbury Park Avenue, Brighton, BN1 7JF

Registered with the Charity Commission of England & Wales No 1174070

report design: [bn3design.co.uk](http://bn3design.co.uk)



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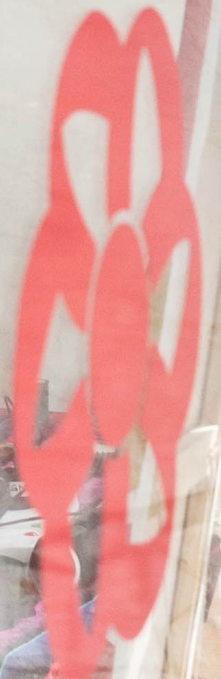
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We want a world where all refugees can lead a life with dignity.

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



# Our activities and impact: Centres of Dignity

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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	
Greek Bank Account	£29	£30	1	Salaries & HMRC to be paid	£7,822	£6,111	
Paul Cash EUR	£0	-£8	2	Suspense Paypal reconciliation	-£145	£0	
Paypal USD	£175	£580	1	<b>Total Current Liabilities</b>	<b>£7,827</b>	<b>£6,584</b>	
Strang Payments	-£879	-£366		<b>Non-Current Liabilities</b>			
Total of all cash accounts	-£2,470	-£6,474	1	Employee Loan (Cycle to work)	-£1,491	-£2,002	
<b>Total Bank</b>	<b>£197,521</b>	<b>£80,356</b>		<b>Total Non-Current Liabilities</b>	<b>-£1,491</b>	<b>-£2,002</b>	
<b>Current Assets</b>				<b>Total Liabilities</b>	<b>£6,336</b>	<b>£4,582</b>	
Accounts Receivable	£21,243	-£231	1	<b>Net Assets</b>			
Prepayments	£681	£0			<b>£216,889</b>	<b>£80,780</b>	
Stock	£2,000	£5,000		<b>Equity</b>			
<b>Total Current Assets</b>	<b>£23,924</b>	<b>£4,769</b>		Current Year Earnings	£136,109	-£8,078	
<b>Fixed Assets</b>				Retained Earnings	£80,780	£88,858	
Fixed Assets	£1,780	£237		<b>Total Equity</b>	<b>£216,889</b>	<b>£80,780</b>	
<b>Total Fixed Assets</b>	<b>£1,780</b>	<b>£237</b>					
<b>Total Assets</b>	<b>£223,225</b>	<b>£85,362</b>					

### 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.

1.31385 USD United States Dollar per GBP. Rate provided by XE.com on 31 Mar 2022.

**2:** 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.

*Audited by Independent Examiner Shane Kaye, Chartered Institute of Management Accountants, Member 1-H3FT*

# 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.

**Chris Goodson (Chair)**

**Serra Cinar**

**Dina Nayeri**

**Eve Linieres**

**Gulwali Passarlay**

**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

report design: [bn3design.co.uk](http://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.**