REFUGEE ACTION KINGSTON

England & Wales · Charity number 1176768

Details

Status	Registered
Legal form	CIO
Registered	2018-01-22
Register	View on the Charity Commission register

Contact

Address	Refugee Action Kingston Siddeley House 50 Canbury Park Road Kingston Upon Thames Kt2 6lx KT2 6LX
Phone	02085470115
Email	admin@refugeeactionkingston.org.uk
Website	http://www.refugeeactionkingston.org.uk/

Activities

Objects: 1.THE RELIEF OF REFUGEES AND THEIR DEPENDENTS WHO ARE IN CONDITION OF, NEEDHARDSHIP OR DISTRESS; AND 2.THE ADVANCEMENT OF EDUCATION AND TRAINING OF REFUGEES AND THEIR DEPENDENTS IN NEED THEREOF SO AS TO ASSIST IN THEIR INTEGRATION WITH THE NEW COMMUNITY.

Activities: Provide support to refugees and asylum seekers

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Other Defined Groups

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Geography

- Kingston Upon Thames

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£580,005	£579,809	£145,518	11
2024-03-31	£632,894	£632,421	£145,322	13
2023-03-31	£697,184	£697,102	£144,849	15
2022-03-31	£662,493	£660,614	£144,767	12
2021-03-31	£458,132	£455,000	-	-

Trustees

Name	Role	Appointed
Houda Al Sharifi	Chair	2022-01-01
Caterina Lombardo		2023-07-05
Gabrielle Vergottini		2025-12-04
Heather Knight		2025-03-13
Ipshita Chatterjee		2025-05-22
Jida Malas		2022-04-14
Krystyna Adamek		2022-04-14
Mohsen Mirza		2022-01-01
Nazar Sharif		2023-07-05
Saeed Chaudhary		2025-03-13
Sonia Martins		2025-03-13

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REFUGEE ACTION KINGSTON

England & Wales - Charity number 1176768

Accounts

REFUGEE ACTION KINGSTON

Annual Report
2024-25







Message from our chair



I opened last year's report with a UNHCR figure on global forced displacement. That number has since risen again, reaching a record 123 million people by the end of 2024 – almost double the population of the United Kingdom. Here at home, the Migration Observatory recorded around 108,000 asylum applications in 2024, the highest level since records began.

These figures reflect the impact of powerful global forces: conflict, political instability, persecution, and climate change. Modern wars – whether transnational or civil – are increasingly protracted, driving long-term displacement and immense human suffering, from loss of life to severe physical and psychological trauma.

Yet this perspective is often missing from public debate in the UK. Immigration and asylum consistently rank among voters' top concerns, but discussion is shaped by the widespread misconception that most migration here is illegal. The unfair criminalisation of people seeking safety makes it easier to overlook their experiences – and the reasons they deserve protection and support.

Refugee Action Kingston's constitution states our purpose clearly: to relieve distress, need, and hardship among refugees and people seeking asylum in the borough. This mission is unequivocal. It reflects our belief that fundamental human rights – to life, liberty and security, to asylum, to freedom from torture and from persecution – must be upheld for all.

This commitment guides everything we do. It shapes the daily work of our staff and informs the decisions of RAK's trustees. Safeguarding, alleviating hardship, managing risk, and fostering equality and inclusion sit at the heart of our priorities, alongside the practical responsibilities of running an effective charity.

As long as conflict, violence, and persecution persist in the world, Refugee Action Kingston will stand firm in the belief that those who seek refuge here must have the opportunity to live with dignity and rebuild their futures.

Mark Greaves

Mark Greaves
Chair, Refugee Action Kingston

Message from our CEO



When I joined Refugee Action Kingston as CEO in December 2024, I was immediately struck by the commitment that runs through this organisation – from staff and volunteers to trustees, partners, and the communities we exist to serve.

This has been a year of both challenge and determination. Like many in the sector, we faced a difficult financial climate, yet through careful stewardship we ensured core costs were covered and services continued uninterrupted. This resilience is a testament to the dedication and resourcefulness of the team.

The wider context has not been easy. The riots and protests of summer 2024, and the continuing hostility faced by people seeking asylum, have been sobering reminders of why our work matters. At the same time, they have strengthened our resolve to stand alongside our clients, offering safety, support, and hope in the face of adversity.

This year also marked a significant organisational restructure – designed to strengthen leadership, sharpen our focus, and create a more sustainable model for the future. Central to this was the creation of two new roles: a Head of Advice to oversee specialist casework and legal support, and a Head of Services to lead programme delivery and ensure integration, wellbeing, and community support are impactful. These changes give us the resilience and flexibility needed in a rapidly changing environment.

A continuing challenge is how to tell our story to the wider public. As a charity working with refugees and people seeking asylum, we must balance raising awareness and securing funding with protecting the safety and dignity of staff and clients. This places limits on visibility and can make fundraising and marketing harder. Yet it is also one of our strengths: by putting security and dignity first, we demonstrate integrity and unwavering commitment to those we serve. And when the stories of our community can be safely shared, they are all the more powerful.

Looking forward, I believe we are entering a new chapter. Our mission is as urgent as ever, but so too is our belief that with creativity, collaboration, and the commitment of our supporters, RAK can remain a place of welcome, hope, and opportunity.

Thank you for standing with us during this year of transition. Together, we are building not only stability, but the possibility of greater impact in the years ahead.

Alistair Kingsley

Alistair Kingsley
Chief Executive Officer, Refugee Action Kingston

Our stories

From despair to stability

Kamal, a young man from West Africa, faced destitution and homelessness. His immigration application had been refused, he was isolated and depressed, and he spoke little English.

RAK moved quickly, working with Migrant Help to secure emergency accommodation. We then identified grounds for a fresh claim for status and oversaw every detail of his new application. Once he had secured the right to remain, we guided him through the benefits system. He joined one of our English language classes and began attending our job hub.

His support worker says that Kamal "is now a different person". By addressing immigration, housing, finances, mental health and integration together, RAK helped him to move from despair to stability. He can now look towards building a future of hope in the UK.

Surviving and thriving

The range of services RAK offers means we handle individual cases in a unique, coordinated way. When Malik arrived in the UK, he had no status, no English, no friends. And he was almost overwhelmed by the distress of separation from his wife and two children in Iran.

As well as guiding him through the asylum process, RAK provided day-to-day support, securing a home and working towards a reunion. When visas were eventually granted and the family arrived here, their joy was immeasurable.

RAK's focus then turned to integration: the children were enrolled at school and offered language support, while the parents were helped through the benefits system to achieve a degree of financial stability. Our joined-up approach means that today Malik and his family are not just surviving – they are beginning to thrive.



Back to school

Fatima and her family arrived in Kingston over the summer. It meant her school application was delayed, and she was turned down by schools in Kingston and a neighbouring borough. When she came to us, she was lonely and despondent about her lack of school.

RAK's Bright Futures team, which supports young people in education, quickly found Fatima a club where she could make friends, play sport (she is a keen badminton player), and practice English ahead of the new school year. We ensured she had resources to prepare for the curriculum, and arranged a volunteer science tutor.

We also liaised with the local authority and helped her secure a place at her first-choice school. Bright Futures supported her free school meals application and offered help with uniforms. Fatima is now thriving, both at school and her local badminton club.

Learning curve

When it comes to children and young people, ensuring educational access is a priority for RAK. Maria registered with us in August 2024, a quiet nine-year-old who spoke only Spanish. Over the summer she attended our Supplementary School sessions while we helped to secure her place at a Kingston school.

As the term began and Maria settled into her new class, RAK ensured her parents understood all school communications so their daughter was not excluded. Maria also attended our After-School Club, and we provided Spanish books so she could keep reading in her first language.

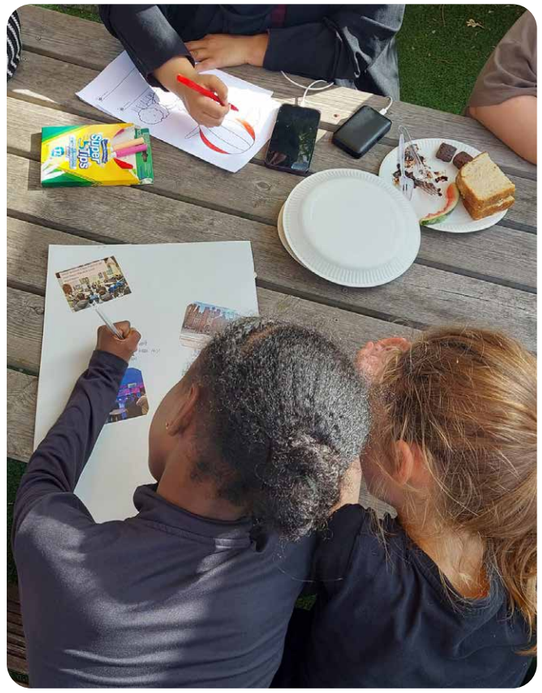
Maria blossomed during her first eight months with RAK. Her English improved, and she even started translating for her parents! When the family relocated to south west England, RAK made school applications and liaised with her new school to ensure a smooth transition.

Moving forward

All of our clients have faced challenges and setbacks. One of RAK's purposes is to support them once they are in this country so that they can move forward and build new, fulfilling lives here.

Abdul, from north eastern Africa, had been waiting for more than a year for a decision on his asylum application. We supported him with career advice, English lessons, and employability training. His confidence grew – and a job offer followed. But a Home Office error then blocked him from taking the role.

RAK had to move fast. We engaged an immigration solicitor, rallied support from local MPs, and persuaded the employer to hold the job. 10 days later the error was overturned, and Abdul is now flourishing in his new role. Our advocacy and support turned uncertainty and rejection into opportunity.



Our year in numbers

2141

In the course of 2024-25 a total of **2,141** clients benefited from RAK's help…

519

…, of whom 519 were new, an uplift of 20%.

32% of the total were seeking asylum, **61%** were here as refugees/on family reunion/on humanitarian protection/on discretionary leave, and **6%** other. Here are some of the details.

Advice and advocacy

1387

We supported **1387** clients with immigration and/or welfare advice – a **46%** increase on last year.

38%

RAK provided advice services to **38%** of all clients engaging with us.

89%

89% of our clients surveyed said they knew where to access essential services.

Education and employment

158

ESOL classes were attended by **158** clients.

100

RAK provided careers advice to **100** clients.

12

We supported **12** clients into full- or part-time work, formal education or training.

259

Of **289** clients surveyed, 259 (90%) said their English communication had improved.

Health

473

We delivered **473** hours of counselling, either one-to-one or in group sessions, to 30 clients.

48

Our Walk and Talk sessions were attended by **48** clients.

283

Community Hub activities were attended by **283** clients.

260

260 out of 291 surveyed (89%) reported support from RAK has made them feel healthier.

Children and young people

231

RAK provided specialist support to **231** children and young people.

89

RAK's After-School Club and Supplementary School was attended by **89** clients.

65

Academic progress in maths, English, humanities and science was reported by **65** clients.

33

Of the 35 clients surveyed, 33 said they felt more confident in their ability and learning.

Funding



Main income sources

- Royal Borough of Kingston
- National Lottery
- Henry Smith
- Trust for London
- NHS SW CCG
- Keystone
- Educational Opportunity Foundation
- AB Charitable
- NHS ICS Health Inequalities
- London Borough of Hounslow
- Watches of Switzerland
- Paracletos

Summary of our impact

2141

Number of clients we supported.

1387

Clients we supported with immigration and/or welfare advice – a 46% increase on the previous year.

259

Clients who reported improved communication in English.

283

Clients who attended Community Hub activities.

231

Number of children and young people we assisted with specialist support.

100

Clients engaged with careers advice.

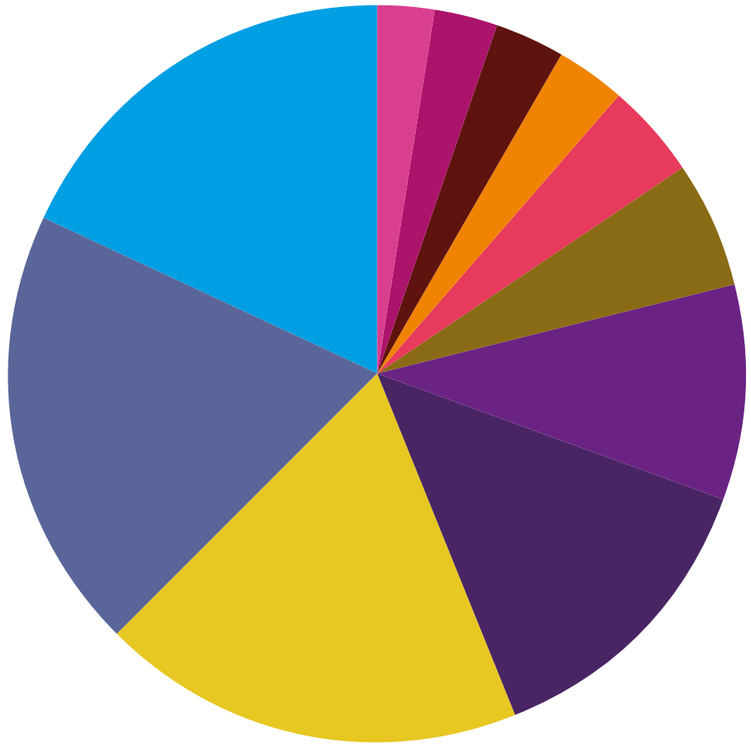
48

Number of clients who used our Walk and Talk service.

473

Hours of counselling delivered to clients.

Country of origin



Iran	19.4
Afghanistan	18.4
Syria	13.4
Iraq	9.4
Ukraine	5.6
Albania	4.1
Eritrea	3.2
Kuwait	3
Sri Lanka	2.8
Sudan	2.6
Not recorded	18
Total	**100%**

Organisational structure

The Board is responsible for the strategic direction and policy of the charity. At present, the Board has 11 members from a variety of backgrounds, including several with lived experience. The CEO of the charity is responsible for the day-to-day provision of services and ensuring that agreed outcomes are delivered. The CEO is also responsible for the line management of staff and ensuring that the staff team use good working practice and develop their skills on an ongoing basis.

Legal and administrative status

The organisation is a charitable incorporated organisation, registered on 22 January 2018.

Trustees

Mark Greaves, Chair	(July 2020)
Krystyna Adamek, Treasurer	(April 2022)
Jida Malas	(April 2022)
Mohsen Mirza	(January 2022)
Houda Al Sharifi	(January 2022)
Caterina Lombardo	(June 2023)
Nazar Sharif	(June 2023)
Saeed Chaudhary	(March 2025)
Heather Knight	(March 2025)
Sonia Martins	(March 2025)
Ipshita Chatterjee	(May 2025)

CEO

Alistair Kingsley (December 2024)

Charity address

Siddeley House
50 Canbury Park Road
Kingston upon Thames
KT2 6LX

Independent Examiner

Paul Ross

Bankers

The Co-operative Bank
PO Box 250
Southway, Skelmersdale
WN8 6WT

Metro Bank
64-66 Clarence Street
Kingston upon Thames
KT1 1BW

Objectives

The objectives of the CIO are the relief of need, hardship or distress and the advancement of education and training of the Beneficiaries so as to assist in their integration into the community by:

a. the provision of assistance and advice to enable them to access services and to deal with organisations and authorities; and
b. by such other support as the charity trustees may from time to time see fit.

"Beneficiaries" means refugees and asylum seekers and their dependants (and, if resolved by a 75% majority of the members of the CIO, vulnerable migrants and their dependants) who reside, work or study within the Royal Borough of Kingston Upon Thames and such other boroughs as the charity trustees may from time to time see fit.

The CIO may continue to provide support and services to a Beneficiary who lived but ceases to live, work or study within the borough referred to.

Oversight

The Board delegates responsibility for operational management to the Chief Executive Officer. In 2025 the senior management team was reorganized and formalised, programme decision making has been consolidated under project management structures, and new lines of accountability have been agreed.

Public benefit

RAK provides public benefit through the relief of poverty among its clients and providing education and training to help them achieve integration into our community and become socially and economically independent members of the community. As such the Trustees consider that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission and have complied with their duties under Section 17 of the Charities Act 2011.









Financial review

The financial results for the year are as shown in the financial section of this report andcover accounting period of 12 months from 1 April 2024 to 31 March 2025. The carry-forward funds as at 31 March 2024 amounted to **£145,518** all of which was unrestricted.

We continue to operate in an uncertain political climate. Changes in government policy alter the needs of our clients and also sources and amounts of our grants. We monitor, evaluate and adapt services to respond to changing demands. Our staff keep up to date with changes in legislation and national or local policy.

A key aim of the Board is to ensure RAK holds adequate reserves for working capital purposes and has sufficient funds to meet contractual liabilities and winding down costs, if the organisation were to close. This includes redundancy pay, amounts due to creditors and commitments under contracts. RAK's level of reserves also helps the organisation to plan expenditure against variations in the way funding is received.

To balance the uncertainty of funding, our policy is to maintain financial reserves to cover these costs and allow for an orderly wind down. The current estimate of these costs is c. £85,000 – £90,000. Without a renewal or replacement of existing grants in place and based on current expenditure levels, RAK is estimated to still remain in a position to cover these costs for the coming 12 months as our unrestricted reserves stand at **£145,518**.



Risks and internal controls

As required by the Charity Commission, the Board formally records an assessment of the risks faced by the organisation.

The Board regularly considers matters relating to risk and reviews the risk register. The Board is satisfied that systems are in place to mitigate exposure to such risks.

The Board has overall responsibility for ensuring RAK has appropriate systems of control, both financial and operational. These systems are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. During the period, the Trustees continued to review the major financial and operational risks facing RAK and continue to monitor on a regular basis the implementation of any changes necessary to ensure that, as far as reasonable, controls are in place to protect RAK, its members, those working for it, the general public and other stakeholders.

Governance

Trustees are appointed for a term of three years by a resolution passed at a convened meeting of the charity trustees. As the work of the charity is with refugees and asylum seekers, the Board seeks to ensure that refugees are appropriately represented on the Board.

At present, the CIO does not have extra classes of non-voting or associated members. The Chair of the Board is responsible for inducting any new Trustees, supported by the Chief Executive Officer. The induction includes the roles and responsibilities of a Trustee, the aims and objectives of the charity and administrative information. Each new Trustee is required to sign a declaration of eligibility and references are sought. They are also supplied with the most recent annual report and accounts and a copy of the Charity Commission booklet, 'The Essential Trustee'.

Members of the Board during the period are set out on page 10. The Board meets five or six times in the year and is responsible for monitoring progress against a business plan prepared annually.



History

Refugee Action Kingston (RAK) was established in 1991 as a charity, registered with the Charity Commission on 24 August 1992 under a constitution adopted in January 2001. In 2018, RAK completed the process of changing its legal structure to a Charitable Incorporated Organisation (CIO).

Declarations

Statement as to disclosure of information to Independent Examiner

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's Independent Examiner is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the Independent Examiner is aware of that information.

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the report and accounts in accordance with applicable law and regulations. Charity law requires the Trustees to prepare accounts for each financial period. Under that law the Trustees have elected to prepare the accounts in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and Applicable Law). Under charity law the Trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. In preparing these accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- make judgements and estimates that are reasonable and prudent.
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Charity SORP 2015. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed on behalf of the Board of Trustees

Mark Greaves

Mark Greaves
Chair
Refugee Action Kingston
Siddeley House
50 Canbury Park Road
Kingston upon Thames
KT2 6LX

Approved by the Board of Trustees on X Xxxxxxxxxx 2025

Independent Examiner's report

Independent Examiner's report to the Trustees of Refugee Action Kingston for the Year ending 31 March 2025.

I report on the accounts of the charity for the period ending 31 March 2025.

Respective responsibilities of Trustees and Examiner

The charity's Trustees are responsible for the preparation of the accounts. The charity's Trustees consider that an audit is not required for this Period under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's report

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

Independent Examiner's statement

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

(1) which gives me reasonable cause to believe that in any material respect the requirements:
- to keep accounting records in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Name	Mr Paul Ross
Relevant professional qualification or body	Institute of Chartered Accountants in England and Wales
Address	18 Woodcock Dell Avenue, Kenton, Harrow, Middlesex HA3 ONS
Date	X Xxxxxxxx 2025

Statement of Financial Activities for the year ended 31 March 2025

Statement of Financial Activities for the year ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
Income					
Donations	2	64,054	1,000	**65,054**	31,367
Charitable activities	3	70,043	443,583	**513,626**	599,692
Investments	4	1,325		**1,325**	1,529
Other Income				**0**	306
		135,422	**444,583**	**580,005**	632,894
Expenditure					
Expenditure on:					
Charitable activities	5	135,226	444,583	**579,809**	632,421
Total Expenditure		**135,226**	**444,583**	**579,809**	632,421
Net Flow		**196**	**0**	**196**	473
Transfers between funds				**-**	-
Gross incoming/(outgoing) resources as at 31 March 24		**196**	**0**	**196**	473
Reconciliation of funds:					
Fund balances brought forward at 1 April 2024		145,322	0	145,322	144,849
Fund balances carried forward at 31 March 2025		**145,518**	**0**	**145,518**	**145,322**

The notes on pages x to y form an integral part of these financial statements

Balance sheet as at 31 March 2025 Registered Charity 1176768

	Notes	2025 £	2025 £	2024 £	2024 £
Tangible assets	8				
Current assets					
Debtors	9	**44,553**		10,015	
Cash at bank and in hand	10	**225,415**		200,063	
		269,968		210,078	
Creditors: amounts falling due within one year	11	**124,450**		64,756	
Net current assets			**145,518**		145,322
TOTAL ASSETS LESS CURRENT LIABILITIES			**145,518**		145,322
Funds of the charity					
Restricted funds	13		**0**		0
Unrestricted funds	14		**145,518**		145,322
TOTAL FUNDS			**145,518**		145,322

The financial statements were approved and authorised for issue by the board and were signed on its behalf on X Xxxxxxxxxx 2025

Mark Greaves

Chairman

Statement of Financial Activities for the year ended 31 March 2025 (cont.)

Notes to the accounts for the year ended 31 March 2024

1. Accounting policies

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value. The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, and applicable UK accounting standards and the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

The Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence. Therefore they have adopted the going concern basis in preparing the annual report and financial statements

Income
Income is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty

Grants from the government and other agencies have been included as income from activities in furtherance of the charity's objects where these amount to a contract for services.

Expenditure
Expenditure is included in the Statement of Financial Activities on an accruals basis and on the basis that consideration has been received for the expenditure.

Governance costs
Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include those related to statutory examination of the accounts. See note 6.

Tangible Fixed Assets
Assets over the value of £500 are capitalised at cost. Depreciation is provided on all tangible assets at rates calculated to write off the cost on a straight-line basis beginning one month after acquisition over their expected useful lives as follows:

Computer equipment	**33.33%**
Other office equipment	**20.00%**

Pension Costs
The charity has a workplace pension scheme with The Peoples' Pension. Employers' contributions of 5% have been provided to March 2025

Related party transactions and trustee's remuneration.

There were no related party transactions to report. Trustees received no remuneration in respect of their Trustees duties and no expenses were reimbursed.

Funds Accounting
Funds held by the charity are:

Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Taxation
The charity is exempt from Corporation Tax under Section 505 of the Income and Corporation Taxes Act 1998. The Charity is not registered for VAT and therefore any irrecoverable VAT has been included with the relevant expenditure.

Risk Management
The Management Committee has assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity, and is satisfied that systems are in place to mitigate exposure to such major risks.

Operating Lease Agreements
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged on a straight-line basis over the period of the lease.

Statement of Financial Activities for the year ended 31 March 2025 (cont.)

2. Donations and legacies

	Unrestricted funds	Restricted funds	**2025**	2024
	£	**£**	**£**	**£**
General donations	64,054	1,000	**65,054**	31,367

3 Income from charitable activities

Income from grants	Unrestricted funds	Restricted funds	**2025 Total funds**	2024 Total funds
AB Charitable	29,000		29,000	
Abundance Project		7,356	7,356	
Educational Opportunity Foundation		29,602	29,602	28,508
Big Lottery		72,581	72,581	
Garfield Western	9,000		9,000	25,000
Henry Smith		58,850	58,850	58,800
Home Office E Visa		18,177	18,177	
Hounslow -Asylum Support		23,529	23,529	18,900
NHS SW CCG		42,738	42,738	92,738
NHS ICS Health Inequalities		27,879	27,879	
RBK - Crisis Support		54,000	54,000	54,000
RBK -Other		57,371	57,371	165,184
Trust for London		49,500	49,500	40,877
Keystone	32,043		32,043	
Kingston Nursing		2,000	2,000	
City Bridge Trust				25,497
Hiscox Foundation				5,000
Lloyds Bank Trust				36,417
Mind -Kingston				11,413
NHS SW				8,675
Swire Charitable Trust				24,000
RBK - SVPRS				4,683
Total grant income	**70,043**	**444,583**	**513,626**	**599,692**

4. Investment income

	Unrestricted funds	Restricted funds	**2025 Total funds**	2024 Total funds
Bank Interest earned	1,325		**1,325**	1,529
	1,325		**1,325**	**1,529**

5. Expenditure on charitable activities

	Unrestricted funds	Restricted funds	**2025 Total**	2024 Total
	£	**£**	**£**	**£**
Case work and advice Projects	58,414	278,550	**336,964**	310,994
Health, Education & Children Projects	19,244	106,183	**125,427**	208,999
Employment projects	14623	58,850	**73,473**	64,398
Hardship fund	7,400		**7,400**	8,650
Core & Infrastructure costs	33,945		**33,945**	32,378
Governance costs	1,600		**1,600**	1,500
SVPRS project			**0**	5,502
Total	135,226	443,583	**578,809**	**632,421**

6. Analysis on governance costs

	2025	2024
	£	£
Independent examiner's remuneration	**1,600**	1,500
	1,600	**1,500**

Statement of Financial Activities for the year ended 31 March 2025 (cont.)

7. Staff costs

	2025	2024
	£	£
Wages and salaries	412,804	443,727
Social security costs	33,235	35,825
Pension provision	17,070	20,822
	463,109	500,374

The Board of Trustees

No expenses or remuneration has been paid to any Trustee during the period in respect of their Trustee duties.

Particulars of employees:

The average number of employees during the period was 11.2 part time (2024 : 12.6)

No employee was paid more than £60,000 during the year

8. Tangible fixed assets

	Computer equipment	Furniture and fixtures	Total
Cost	£	£	£
At 31 March 2024	21,085	1,584	22,669
Additions			
At 31 March 2025	**21,085**	**1,584**	**22,669**
Depreciation			
At 31 March 2024	16,405	1,584	13,449
Charge for period	4,680	0	4,680
At 31 March 2023	21,085	1,584	22,669
Net book value			
At 31 March 2025	**0**	**0**	**0**
At 31 March 2024	**0**	**0**	**0**

9. Debtors

	2025	2024
	£	£
Debtors	**40,203**	4,728
Prepayments and room deposits	**4,350**	5,287
	44,553	10,015

10. Cash at bank and in hand

	2025	2024
	£	£
Current Accounts	**125,503**	104,407
Investment Account	**99,912**	95,656
	225,415	200,063

11. Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors		342
Grants received in advance – deferred income	**107,827**	60,042
Accruals	**1,600**	1,324
Pension contributions	**4,510**	3,048
Income tax and social security	10,513	
	124,450	64,756

12. Commitments under operating leases

At 31 March 2024 the charity had annual commitments under non-cancellable operating leases as set out below

	Office equipment	
	2025	2024
	£	£
Operating leases which expire:		
within 1 year	–	–
within 2 to 5 years	**3,780**	5,520
	3,780	5,520

Statement of Financial Activities for the year ended 31 March 2025 (cont.)

13. Movement of restricted funds

	1st April 2024	Incoming resources	Outgoing resources	Transfers	31st March 2025
Restricted funds	£	£	£	£	£
Abundance Project	-	7,356	7,356		-
BFSS	-	29,602	29,602		-
Big Lottery	-	72,581	72,581		-
Henry Smith	-	58,850	58,850		-
Home Office E Visa	-	18,177	18,177		-
Hounslow -Asylum Support	-	23,529	23,529		-
NHS SW CCG	-	42,738	42,738		-
NHS ICS Health Inequalities	-	27,879	27,879		-
RBK - Crisis Support	-	54,000	54,000		-
RBK -Other	-	57,371	57,371		-
Trust for London	-	49,500	49,500		-
Kingston Nursing	-	2,000	2,000		-
Restricted funds		**443,583**	**443,583**		**0**

14. Movements of unrestricted funds

	1st April 2024	Incoming resources	Outgoing resources	Transfers	31st March 2025
Unrestricted funds	**145,259**	**135,422**	**135,226**		**145,455**
Total unrestricted funds	**145,322**	**135,422**	**135,226**		**£145,518**

Statement of cash flows	**2025**	**2024**
FOR THE YEAR ENDED 31 MARCH 2025		
Cash flows from operating activities:		
Net cash provided by (used in) operating activities	**24,027**	(49,017)
Cash flows from investing activities:		
Investment income	**1,325**	1,529
Net increase/(decrease) in cash:	**25,352**	(47,488)
Cash and cash equivalents at the beginning of the reporting period	**200,063**	247,551
Cash at bank and in hand	**225,415**	200,063

Reconciliation of net income/(expenditure) to net cash flow from operating activities

Net income/(expenditure) (as per the statement of financial activities)	**196**	473
Adjustments for:		
Depreciation charges		4,680
Investment income	**(1,325)**	(1,529)
(Increase)/decrease in debtors	**(34,538)**	20,656
increase/(decrease) in creditors	**59,694**	(73,297)
Net cash provided by operating activities	**24,027**	(49,017)

REFUGEE ACTION KINGSTON

Refugee Action Kingston
Siddeley House
50 Canbury Park Road
Kingston upon Thames
KT2 6LX

t: 020 8547 0115
e: admin@refugeeactionkingston.org.uk
refugeeactionkingston.org.uk

Registered charity: 1176768

REFUGEE ACTION KINGSTON

England & Wales - Charity number 1176768

Accounts

REFUGEE ACTION KINGSTON

Annual Report
2023-24







Message from our chair

Events across the globe have meant more people seeking refuge in Kingston in 2023-24 and new challenges for Refugee Action Kingston (RAK). But what we see in our borough remains the tip of the iceberg. Although most refugees remain near their country of origin, the fact is that by mid-2023 the number of forcibly displaced people worldwide had reached 108.4 million people, rising to 117.3 million by the end of that year (UNHCR).

From a global perspective, therefore, our impact is small. But in south west London we provide a huge and vital service to clients who often arrive in this country with nothing. Over the 12 months to March 2024, 2,036 clients benefited from RAK services – mainly refugees or people seeking asylum. Many of them face housing shortages and lengthy legal and administrative delays, not to mention the challenge of accessing services like healthcare, education and employment.

This is where the organisation's great strength lies, in its ability to draw on expertise in several areas. RAK offers a community hub, legal advice, guidance on welfare, careers advice, teaching and counselling. It means that when faced, for example, with an unusually high number of service users based in hotel accommodation in the borough – as was the case in 2023-24 – the entire charity can come together in its response.

But RAK is also constantly evolving, and the year saw stage one in the implementation of our new strategy. We secured funding to enable us to maintain services at 2022-23 levels, and we have continued to expand the sources and diversity of our funders. We want to show the human face of those who use our services, and to this end we recruited a comms and social media coordinator. Telling our clients' stories is a powerful way of nurturing public support.

At the heart of this strategy are the core values of empathy, enterprise and empowerment. We seek to understand and to build bonds with our service users, and we are resourceful in our efforts to deliver positive change. We know that by helping our clients to achieve what they want, we are building a better borough, a better country and a better world.

Mark Greaves

Mark Greaves,
Chair, Refugee Action Kingston

Our stories

(All names have been changed)

Fleeing persecution

Samir's story shows how the different services provided by RAK can help to turn around a person's life. He arrived in Kingston two years ago after fleeing persecution and violence in his home country. In addition to the stress of displacement, he had limited English, little money, and only temporary accommodation. What's more, he had no idea whether his asylum application would be successful.

RAK secured volunteering work for Samir at a local charity shop, where he had the chance to develop his English language skills. As well as counselling to support his mental health, he received mentorship and guidance from RAK staff, who could advise him on how to navigate the complexities of an asylum application. Samir has now secured refugee status, speaks English with reasonable fluency, and is looking forward to a brighter future in the borough.

Safeguarding

Some of the cases that RAK deals with can be complex and difficult. In late 2022 a couple fleeing persecution in a country in central Asia sought asylum in the UK. RAK's involvement began when concerns were raised about incidents of domestic violence. It was clear that the husband was a risk to his wife and unborn child, and was threatening to take the child away when it was born.

RAK acted swiftly to safeguard the wife and unborn child. A child protection plan was initiated, and RAK secured new accommodation for the mother within 24 hours of her visit to our office. She received counselling, medical assistance, and legal aid. This difficult case underscores the importance of safeguarding measures in asylum cases, as well as RAK's commitment to the well-being of vulnerable clients.



Learning English

Newly arrived in the UK, Andrei faced the prospect of starting school in year 6 with minimal English. RAK made contact with his school and set up a programme so he could learn relevant vocabulary in advance. Andrei was also provided with a laptop to research other curriculum areas in his own language. And RAK's after-school club was invaluable in helping him to consolidate his learning.

We later helped Andrei's family to complete a successful secondary school application after they missed the deadline, and he is now thriving in his first-choice school. RAK also helped him to join a local football club and arranged a bursary to cover costs.

Integration

When Joshua arrived in the UK as an unaccompanied asylum-seeking child, his education had been severely disrupted by war and displacement. RAK supported him with essential needs such as clothing and toiletries, and sourced a bicycle to aid his independence.

Joshua went on to attend our supplementary English lessons, where he had the chance to meet other teenagers, and we encouraged his interest in art by providing materials and making him aware of art classes. Joshua is developing into a confident and engaged young man, working hard at his English language studies and with plans to go to university.

Academic hurdles

Negotiating the hurdles of teenage academic and social life when you are new to this country and have little English can be daunting. This is where RAK comes into its own. Ayaz's English was minimal when he arrived in the UK in the summer of 2020 and began school in year 10, but he gained confidence socially and practised his spoken English by attending RAK's after-school and homework clubs.

RAK continued to support Ayaz through his GCSEs and A levels, as well as helping him to look at work experience options, prepare his personal statement, and hone his interview skills. He is now studying a full-time, four-year university course and is coming back to RAK's after-school club to be a volunteer peer mentor.

Our year in numbers

2036

In the course of 2023-24 a total of **2,036** clients benefited from RAK's help...

433

...of whom **433** were new. Here are some of the details.

Advice and advocacy

In 2023-24 our team –

1171

helped 1,171 clients to navigate the UK's immigration, welfare, and legal system – a 23.5% increase on the previous year.

74

helped 74 clients to secure improved immigration status (refugee/leave to remain etc).

105

issued 105 clients with food bank vouchers and assisted 151 with donations of clothing and IT equipment.

Education and employment

In 2023-24 the RAK team –

305

provided ESOL classes to 305 clients.

250

gave learning back-up to 250 children, young people and families via our after-school and family support services.

90

saw 90 clients access our career advice and employment support.

3

supported three clients into full-time employment, two clients into part-time employment, and four clients into volunteer placements.

Volunteers

Volunteering is one of the bedrocks of our charity. By the end of 2023-24 RAK had 192 volunteers, who contributed in most areas of the charity's work, including counselling, English language teaching, the homework club, interpreting, social media, vocational mentoring and trusteeship.

Funding



Income sources	£
Kingston Council	223,867
NHS South West London ICB	101,413
Henry Smith	58,800
Trust for London	40,877
Lloyds Bank Foundation	36,417
Educational Opportunity Foundation	28,508
City Bridge Trust	25,497
Garfield Weston	25,000
Swire Charitable Trust	24,000
Hounslow Council	18,900

Summary of our impact

2036

People who benefited from RAK services.

1171

Clients we helped to navigate the UK's immigration and welfare systems.

74

Clients who achieved improved immigration status.

305

Clients who attended ESOL classes.

250

Number of children, young people and families we supported via after-school and family support services.

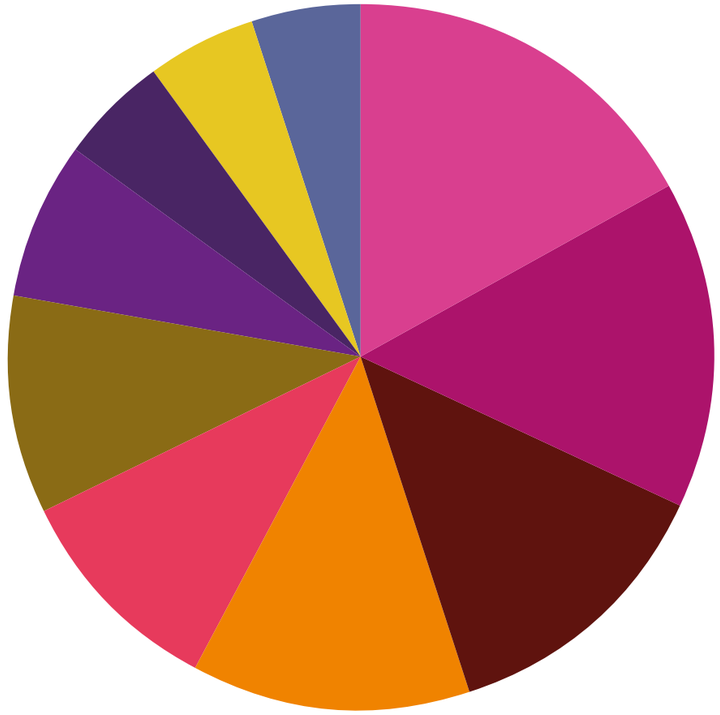
75

Number of clients who participated in the Walk and Talk service.

61

Number of clients supported by our counselling team.

Country of origin



	%
Iran	17 (increase)
Middle East & North Africa	15 (no change)
Afghanistan	13 (increase)
Sub-Sahara Africa	13 (increase)
Rest of Asia	10 (no change)
Iraq	10 (no change)
Albania	7 (increase)
Americas & Caribbean	5 (increase)
Ukraine	5 (decrease)
Rest of the world	5 (no change)

Organisational structure

The Board is responsible for the strategic direction and policy of the charity. At present, the Board has 11 members from a variety of backgrounds, including three people with lived experience. The Director of the charity is responsible for the day-to-day provision of services and ensuring that agreed outcomes are delivered. The Director is also responsible for the line management of staff and ensuring that the staff team use good working practice and develop their skills on an ongoing basis.

Legal and administrative status

The organisation is a charitable incorporated organisation (CIO), registered on 22 January 2018.

Trustees

Mark Greaves, Chair	(July 2020)
Gillian Ashmore	(January 2021)
Mohsen Mirza	(January 2022)
Houda Al Sharifi	(January 2022)
Krystyna Adamek, Treasurer	(April 2022)
Stephanie Bell	(April 2022)
Jida Malas	(April 2022)
Mathurini Visakan	(April 2022)
Tala Hassoun	(June 2023)
Caterina Lombardo	(June 2023)
Nazar Sharif	(June 2023)

Interim Director

Elli Free	(June 2024)

Charity address

Siddeley House
50 Canbury Park Road
Kingston upon Thames
KT2 6LX

Independent Examiner

Paul Ross

Bankers

The Co-operative Bank
PO Box 250
Southway, Skelmersdale
WN8 6WT

Metro Bank
64-66 Clarence Street
Kingston upon Thames
KT1 1BW

Objectives

The objectives of the CIO are the relief of need, hardship or distress and the advancement of education and training of the beneficiaries so as to assist in their integration into the community by:

a. the provision of assistance and advice to enable them to access services and to deal with organisations and authorities; and
b. such other support as the charity trustees may from time to time see fit.

"Beneficiaries" means refugees, people seeking asylum, and their dependants who reside, work or study within the Royal Borough of Kingston Upon Thames and such other boroughs as the charity trustees may from time to time see fit.

The CIO may continue to provide support and services to a beneficiary who lived but ceases to live, work or study within the borough referred to.

Oversight

The Board delegates responsibility for operational management to the Director.

Public benefit

RAK provides public benefit through the relief of poverty among its clients and providing education and training to help them achieve integration into our community and become socially and economically independent members of the community. As such the Trustees consider that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission and have complied with their duties under Section 17 of the Charities Act 2011.









Financial review

The financial results for the year are as shown in the financial section of this report and cover accounting period of 12 months from 1 April 2023 to 31 March 2024. The carry-forward funds as at 31 March 2024 amounted to £145,322 all of which was unrestricted.

We continue to operate in an uncertain political climate. Changes in government policy alter the needs of our clients and also sources and amounts of our grants. We monitor, evaluate and adapt services to respond to changing demands. Our staff keep up to date with changes in legislation and national or local policy.

A key aim of the Board is to ensure RAK holds adequate reserves for working capital purposes and has sufficient funds to meet contractual liabilities and winding down costs, if the organisation were to close. This includes redundancy pay, amounts due to creditors and commitments under contracts. RAK's level of reserves also helps the organisation to plan expenditure against variations in the way funding is received.

To balance the uncertainty of funding, our policy is to maintain financial reserves to cover these costs and allow for an orderly wind-down. The current estimate of these costs is c.£85,000 – £90,000. Without a renewal or replacement of existing grants in place and based on current expenditure levels, RAK is estimated to still remain in a position to cover these costs for the coming 12 months as our unrestricted reserves stand at £145,322.

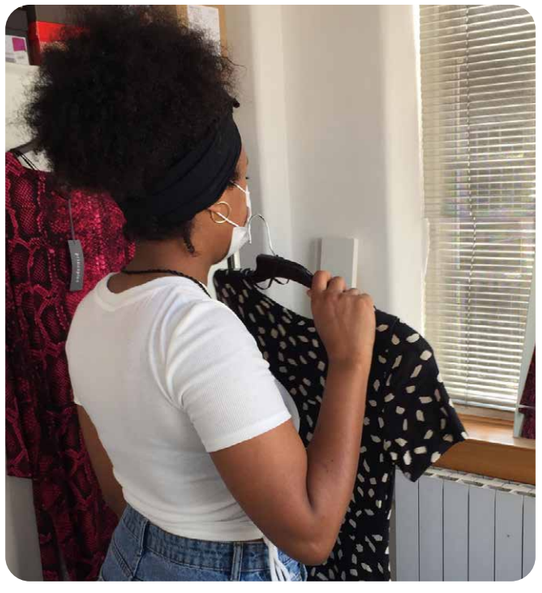


Risks and internal controls

As required by the Charity Commission, the Board formally records an assessment of the risks faced by the organisation.

The Board regularly considers matters relating to risk and reviews the risk register. The Board is satisfied that systems are in place to mitigate exposure to such risks.

The Board has overall responsibility for ensuring RAK has appropriate systems of control, both financial and operational. These systems are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. During the period, the Trustees continued to review the major financial and operational risks facing RAK and continue to monitor on a regular basis the implementation of any changes necessary to ensure that, as far as reasonable, controls are in place to protect RAK, its members, those working for it, its beneficiaries, the general public and other stakeholders.



Governance

Trustees are appointed for a term of three years by a resolution passed at a convened meeting of the charity Trustees. As the work of the charity is with refugees and people seeking asylum, the Board seeks to ensure that people with lived experience are appropriately represented on the Board.

At present, the CIO does not have extra classes of non-voting or associated members. The Chair of the Board is responsible for inducting any new Trustees, supported by the Director. The induction includes the roles and responsibilities of a Trustee, the aims and objectives of the charity and administrative information. Each new Trustee is required to sign a declaration of eligibility and references are sought. They are also supplied with the most recent annual report and accounts and a copy of the Charity Commission booklet, 'The Essential Trustee'.

Members of the Board during the period are set out on page eight. The Board meets five or six times in the year and is responsible for monitoring progress against a business plan prepared annually.

History

Refugee Action Kingston (RAK) was established in 1991 as a charity, registered with the Charity Commission on 24 August 1992 under a constitution adopted in January 2001. In 2018, RAK completed the process of changing its legal structure to a Charitable Incorporated Organisation.

Declarations

Statement as to disclosure of information to Independent Examiner

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's Independent Examiner is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the Independent Examiner is aware of that information.

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the report and accounts in accordance with applicable law and regulations. Charity law requires the Trustees to prepare accounts for each financial period. Under that law the Trustees have elected to prepare the accounts in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and Applicable Law). Under charity law the Trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. In preparing these accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- make judgements and estimates that are reasonable and prudent.
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Charity SORP 2015. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed on behalf of the Board of Trustees

Mark Greaves

Mark Greaves
Chair
Refugee Action Kingston
Siddeley House
50 Canbury Park Road
Kingston upon Thames
KT2 6LX

Approved by the Board of Trustees on 4 October 2024

Independent Examiner's report

Independent Examiner's report to the Trustees of Refugee Action Kingston for the Year ending 31 March 2024.

I report on the accounts of the charity for the period ending 31 March 2024.

Respective responsibilities of Trustees and Examiner

The charity's Trustees are responsible for the preparation of the accounts. The charity's Trustees consider that an audit is not required for this period under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's report

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

Independent Examiner's statement

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

(1) which gives me reasonable cause to believe that in any material respect the requirements:
- to keep accounting records in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Name	Mr Paul Ross
Relevant professional qualification or body	Institute of Chartered Accountants in England and Wales
Address	18 Woodcock Dell Avenue, Kenton, Harrow, Middlesex HA3 ONS
Date	4 October 2024

Statement of Financial Activities for the year ended 31 March 2024

Statement of Financial Activities for the year ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
Income					
Donations	2	31,367		**31,367**	50,937
Charitable activities	3	61,417	538,275	**599,692**	632,605
Investments	4	1,529		**1,529**	1,100
Other Income		306		**306**	12,542
		94,619	**538,275**	**632,894**	697,184
Expenditure					
Expenditure on:					
Charitable activities	5	94,146	538,275	**632,421**	697,102
Total Expenditure		**94,146**	**538,275**	**632,421**	697,102
Net Flow		**473**	**0**	**473**	82
Transfers between funds				**-**	-
Gross incoming/(outgoing) resources as at 31 March 24		**473**	**0**	**473**	82
Reconcilation of funds:					
Fund balances brought forward at 1 April 2023		**144,849**	**0**	**144,849**	144,767
Fund balances carried forward at 31 March 2024		**145,322**	**0**	**145,322**	144,849

The notes on pages 16 to 23 form an integral part of these financial statements

Balance sheet as at 31 March 2024 Registered Charity 1176768

	Notes	2024 £	2024 £	2023 £	2023 £
Tangible assets	8		–		4,680
Current assets					
Debtors	9	**10,015**		30,671	
Cash at bank and in hand	10	**200,063**		247,551	
		210,078		278,222	
Creditors: amounts falling due within one year	11	**64,756**		138,053	
Net current assets			**145,322**		140,169
TOTAL ASSETS LESS CURRENT LIABILITIES			**145,322**		144,849
Funds of the charity					
Restricted funds	13		**0**		0
Unrestricted funds	14		**145,322**		144,849
TOTAL FUNDS			**145,322**		144,849

The financial statements were approved and authorised for issue by the board and were signed on its behalf on 4 October 2024

Mark Greaves

Chairman

Krystyna Adamek

Honorary Treasurer

Statement of Financial Activities for the year ended 31 March 2024 (cont.)

Notes to the accounts for the year ended 31 March 2024

1. Accounting policies

Basis of preparation
The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value.

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, and applicable UK accounting standards and the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

The Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence. Therefore they have adopted the going concern basis in preparing the annual report and financial statements

Income
Income is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty.

Grants from the government and other agencies have been included as income from activities in furtherance of the charity's objects where these amount to a contract for services.

Expenditure
Expenditure is included in the Statement of Financial Activities on an accruals basis and on the basis that consideration has been received for the expenditure.

Governance costs
Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include those related to statutory examination of the accounts. See note 6.

Tangible fixed assets
Assets over the value of £500 are capitalised at cost.

Depreciation is provided on all tangible assets at rates calculated to write off the cost on a straight-line basis beginning one month after acquisition over their expected useful lives as follows:

Computer equipment	**33.33%**
Other office equipment	**20.00%**

Pension costs
The charity has a workplace pension scheme with The Peoples' Pension. Employers' contributions of 5% have been provided to March 2020.

Related party transactions and Trustees' remuneration
There were no related party transactions to report. Trustees received no remuneration in respect of their Trustees' duties and no expenses were reimbursed.

Funds accounting
Funds held by the charity are:

Unrestricted general funds – these are funds which can be used in accordance with the charitable objects at the discretion of the Trustees.

Restricted funds – these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Taxation
The charity is exempt from corporation tax under Section 505 of the Income and Corporation Taxes Act 1998. The charity is not registered for VAT and therefore any irrecoverable VAT has been included with the relevant expenditure.

Risk management
The Board of Trustees has assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity, and is satisfied that systems are in place to mitigate exposure to such major risks.

Operating lease agreements
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged on a straight-line basis over the period of the lease.

Statement of Financial Activities for the year ended 31 March 2024 (cont.)

2. Donations and legacies

	Unrestricted funds	Restricted funds	**2024**	2023
	£	**£**	**£**	**£**
General donations	31,367	0	**31,367**	50,937

3 Income from charitable activities

Income from grants	Unrestricted funds	Restricted funds	**2024 Total funds**	2023 Total funds
City Bridge Trust		25,497	25,497	49,000
Garfield Weston	25,000		25,000	25,000
Henry Smith		58,800	58,800	59,900
Lloyds Bank Foundation	36,417		36,417	15,833
NHS SWL		8,675	8,675	25,428
NHS SWL ICB		92,738	92,738	42,529
RBK – Other		165,184	165,184	85,373
RBK – Crisis Support		54,000	54,000	96,333
RBK – Syrian Vulnerable Persons Resettlement Scheme		4,683	4,683	72,700
Swire Charitable Trust		24,000	24,000	18,000
Trust for London		40,877	40,877	45,000
Educational Opportunity Foundation		28,508	28,508	0
Hounslow – Asylum Support		18,900	18,900	0
Mind – Kingston		11,413	11,413	0
Hiscox Foundation		5,000	5,000	0
AB Charitable			0	20,000
Nationwide			0	25,000
Richmond Parish Land			0	6,375
Skipton Building Society			0	1,100
London Catalyst			0	1,500
Mrs Smith & Mount Trust			0	4,950
Action for Children			0	12,328
Albert Hunt Trust			0	5,000
Awards for All			0	6,349
BME Health Forum			0	10,572
Ground Work			0	1,935
Heinz Trust			0	2,400
Total grant income	**61,417**	**538,275**	**599,692**	**632,605**

4. Investment income

	Unrestricted funds	Restricted funds	**2024 Total funds**	2023 Total funds
Bank Interest earned	1,529		**1,529**	1,100
	1,529	0	**1,529**	**1,100**

5. Expenditure on charitable activities

	Unrestricted funds	Restricted funds	**2024 Total**	2023 Total
	£	**£**	**£**	**£**
Case work and advice projects	27,033	283,961	**310,994**	196,274
Health, education and children projects	18,168	190,831	**208,999**	268,896
Employment projects	5,598	58,800	**64,398**	67,505
RBK – Syrian Vulnerable Persons Resettlement Scheme	819	4,683	**5,502**	79,687
Hardship fund	8,650		**8,650**	13,731
Core and infrastructure costs	32,378		**32,378**	69,659
Governance costs	1,500		**1,500**	1,350
Total	94,146	538,275	**632,421**	**697,102**

6. Analysis on governance costs

	2024	2023
	£	£
Independent examiner's remuneration	**1,500**	1,350
	1,500	**1,350**

Statement of Financial Activities for the year ended 31 March 2024 (cont.)

7. Staff costs

	2024	2023
	£	£
Wages and salaries	443,727	470,483
Social security costs	35,825	38,997
Pension provision	20,822	20,032
	500,374	529,512

The Board of Trustees

No expenses or remuneration has been paid to any Trustee during the period in respect of their Trustee duties.

Particulars of employees:

The average number of employees during the period was 12.6 part time (2023 : 12.6)

No employee was paid more than £60,000 during the year

8. Tangible fixed assets

	Computer equipment	Furniture and fixtures	Total
Cost	£	£	£
At 31 March 2023	21,085	1,584	22,669
Additions	–	–	–
At 31 March 2024	**21,085**	**1,584**	**22,669**
Depreciation			
At 31 March 2023	16,405	1,584	17,989
Charge for period	4,680	0	4,680
At 31 March 2024	21,085	1,584	22,669
Net book value at 31 March 2024	**0**	**0**	**0**
At 31 March 2023	**4,680**	**0**	**4,680**

9. Debtors

	2024	2023
	£	£
Debtors	**4,728**	25,708
Prepayments and room deposits	**5,287**	4,963
	10,015	30,671

10. Cash at bank and in hand

	2024	2023
	£	£
Current Accounts	**104,407**	87,328
Investment Account	**95,656**	160,223
	200,063	247,551

11. Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	**342**	0
Grants received in advance – deferred income	**60,042**	127,252
Accruals	**1,324**	1,324
Pension contributions	**3,048**	90
Income tax and social security		9,387
	64,756	138,053

12. Commitments under operating leases

At 31 March 2024 the charity had annual commitments under non-cancellable operating leases as set out below

	Office equipment	
	2024	2023
	£	£
Operating leases which expire:		
within 1 year	–	–
within 2 to 5 years	**5,520**	5,520
	5,520	5,520

Statement of Financial Activities for the year ended 31 March 2024 (cont.)

13. Movement of restricted funds

	1st April 2023	Incoming resources	Outgoing resources	Transfers	31st March 2024
Restricted funds	£	£	£	£	£
City Bridge Trust	-	25,497	25,497		-
Henry Smith	-	58,800	58800		-
NHS SWL	-	8,675	8,675		-
NHS SWL ICB	-	92,738	92,738		-
RBK – Other	-	165,184	165,184		-
RBK – Crisis Support	-	54,000	54,000		-
RBK – Syrian Vulnerable Persons Resettlement Scheme	-	4,683	4,683		-
Swire Charitable Trust	-	24,000	24,000		-
Trust for London	-	40,877	40,877		-
Educational Opportunity Foundation	-	28,508	28,508		-
Hounslow – Asylum Support	-	18,900	18,900		-
Mind – Kingston	-	11,413	11,413		-
Hiscox Foundation	-	5,000	5000		-
Restricted funds	**0**	**538,275**	**538,275**	**0**	**0**

14. Movements of unrestricted funds

	1st April 2023	Incoming resources	Outgoing resources	Transfers	31st March 2024
Unrestricted funds	**144,849**	**94,619**	**94,146**	–	**145,322**
Total unrestricted funds	**144,849**	**94,619**	**94,146**	–	**£145,322**

Statement of cash flows	**2024**	**2023**
FOR THE YEAR ENDED 31 MARCH 2024		
Cash flows from operating activities:		
Net cash provided by (used in) operating activities	**(49,017)**	(13,926)
Cash flows from investing activities:		
Investment income	**1,529**	1,100
Application of cash:		
Purchase of property, plant and equipment	–	–
Net increase/(decrease) in cash:	**(47,488)**	(12,826)
Cash and cash equivalents at the beginning of the reporting period	**247,551**	260,377
Cash at bank and in hand	**200,063**	247,551

Reconciliation of net income/(expenditure) to net cash flow from operating activities		
Net income/(expenditure) (as per the statement of financial activities)	**473**	82
Adjustments for:		
Depreciation charges	**4,680**	4,540
Investment income	**(1,529)**	(1,100)
(Increase)/decrease in debtors	**20,656**	35,477
increase/(decrease) in creditors	**(73,297)**	(52,925)
Net cash provided by operating activities	**(49,017)**	(13,926)

REFUGEE ACTION KINGSTON

Refugee Action Kingston
Siddeley House
50 Canbury Park Road
Kingston upon Thames
KT2 6LX

t: 020 8547 0115
e: admin@refugeeactionkingston.org.uk
refugeeactionkingston.org.uk

Registered charity: 1176768

REFUGEE ACTION KINGSTON

England & Wales - Charity number 1176768

Accounts

REFUGEE ACTION KINGSTON

IMPACT REPORT



2022–2023

A Message From Our Chair



You awake and remember you are thousands of miles from home. Your loved ones are just a memory. You have no status, little money and nowhere permanent to live. You can barely communicate because nobody speaks your language. How do you start to pull together the pieces of your life?

This is the challenge faced by countless ordinary people across the globe, driven to flee their home and seek refuge elsewhere. Even those fortunate enough to escape with family or friends, or to have relatives abroad, are among the most vulnerable people in the world.

In the last 30 years, Refugee Action Kingston (RAK) has helped thousands of refugees and asylum seekers to establish themselves here. We work to secure their status, their benefits, and a place to live, as well as access to health services, English teaching and employment opportunities. And we offer counselling because we recognise the emotional impact of the refugee experience.

Every year new events test RAK's resourcefulness. Civil unrest in Iran and war in Ukraine has produced more refugees and new challenges for our team. 2022-23 saw significant growth in the number of clients using our advice and advocacy services. Meanwhile, the online ESOL lessons we had pioneered during lockdown were replaced by a successfully managed return to in-person classes.

We remain positive about the future because RAK, led by a dynamic new director, is an organisation of unrivalled expertise. Together with a substantial cohort of volunteers and a 12-strong board that includes three new trustees, the Refugee Action Kingston team is looking forward with unwavering optimism, enthusiasm and commitment.

Mark Greaves

Mark Greaves, Chair

A Message From Our Director

War in Europe and Iran's crackdown on women's protests have dominated the news over the past year, revealing humanity at its worst but also at its best.



The spirit of enterprise shown by those forced to leave everything to make a new start in the borough has been matched by the empathy of the many who have opened their arms and their homes.

Against an increasingly challenging backdrop both at home and abroad, we have sought to be a positive beacon for our clients. One that focuses on matching the ambitions of our clients and their needs.

We have introduced new values that reflect the journey our clients make as we seek to achieve our mission of empowering those seeking sanctuary in our borough to become integrated members of the local community.

Empathy:
We put ourselves in the shoes of those we work with

Enterprise:
We are resourceful and innovative

Empower:

We are aspirational

Highlights: Last year, we increased the number of people we supported to over 1,500 as we have rejuvenated our counselling offer; increased the numbers provided with our quality-assured advice; expanded our asylum hotel support; stepped up to provide support to Ukrainian arrivals, doubled our support of hardship payments and continued our work in so many critical areas of support. This report seeks to tell some of their stories.

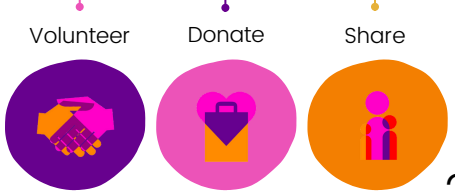
Stories of despair turned into dreams; stories of helplessness turned into hope; but most importantly stories of people. People, just like you, who were not fortunate enough to be born in a place where they could live free of war or oppression simply for being the person they are.

Thank you to everyone who has donated, volunteered and supported the charity over the past year. We couldn't do what we do without you!

Bassam Mahfouz

Bassam Mahfouz, Director

3 ways you can help



Our Stories

Homelessness

Rashid (all names changed), 17, had suffered abuse in his Middle Eastern country of origin. He claimed asylum after arriving in the UK by boat, and was taken first to a detention centre and then to a hotel. At a friend's suggestion, he came to RAK's Kingston office.



RAK immediately contacted social services. We provided him with clothes, food, a Sim card and a £20 payment card. He was helped to secure a safe place to live, register with a GP, and find an English class.

RAK's Arabic speakers were vital in building trust with Rashid, allowing the team to create a plan for his new life in the UK. And thanks to RAK's connections with other local groups, Rashid has not spent a single homeless night in this country.



Housing

Makisa, an asylum seeker from Africa with a young baby, contacted RAK because the friend she had been staying with could no longer afford to house them. They faced the prospect of being made homeless

A RAK adviser completed an application on her behalf for accommodation and subsistence. We then contacted Migrant Help to request urgent accommodation. By the evening of the same day, mother and child had received temporary shelter, and are now in appropriate accommodation.

This shows the challenges that people face when confronted by a forbidding asylum system. Makisa was unaware of the available support arrangements. RAK's expertise ensured that she and her baby were spared the anguish of homelessness.



Securing status

Isaac, a young refugee from Africa, contacted us because he needed urgently to visit his ill mother, who lived elsewhere in Europe. He had to apply for a refugee travel document, which he did not know how to do.

RAK assisted Isaac in making the application, resulting in a quick and successful decision. However, the Home Office was reluctant to send Isaac the new documents because his address was deemed insecure. We worked with the Home Office to amend the address so that the documents could be delivered to RAK. After several delays, our client received his paperwork and could travel to meet his mother.

"RAK has been instrumental in supporting me to integrate in Kingston. It provided a nurturing environment to learn English, secure housing and establish meaningful connections."
- Farah (32, from Syria)

Mental and physical health

RAK aims to ensure that clients lead fulfilled, independent lives in the local community, supporting them not just with practicalities but also to be happy in body and mind.

Our client Saleh spoke little English. He felt isolated and had become very anxious. Judging that he might benefit from physical activity, RAK took him down to Parkrun, the free running event that happens every Saturday.

Saleh enjoyed the experience so much that he has become a Parkrun regular. He also runs with GoodGym, the charity combining exercise with practical efforts to help people in need. Saleh reports that he now feels much better – and that his activities have helped him to lose weight!



Our Year in Numbers

1500 Clients Supported



Advice and advocacy

In 2022-23 our team –

- helped **948** clients to navigate the UK's immigration, welfare, and legal systems – a **9%** increase on the previous year, in part reflecting a rise in the number of people seeking asylum.
- helped nearly **100** clients to secure improved immigration status (refugee/leave to remain etc).
- **doubled** the number of people we advised on housing issues, including homelessness.
- ensured that **56** clients received financial support through RAK's hardship fund – a **71%** increase on 2021-22.

Education and employment

Employment and education give refugees a real sense of direction. In 2022-23 the RAK team –

- supported **20** clients into employment.
- helped eight clients to secure volunteer placements.
- saw **119** clients access our careers management sessions.
- provided ESOL classes to more than **300** clients via our community hub.
- gave learning back-up to almost **200** children and young people via our after-school and supplementary school support schemes.

Physical and mental wellbeing

At RAK we actively promote the benefits of physical and mental health. During 2022-23 this included –

- an increase to **122** in the number of people using our Walk and Talk service, in which volunteers and clients chat in English as they walk around Kingston's parks.
- giving out more than **30** bicycles to clients.
- growing our weekly yoga class, with a total of **27** people joining us in person or online during the year.
- providing more than **200** hours of counselling to **24** clients.

Volunteers

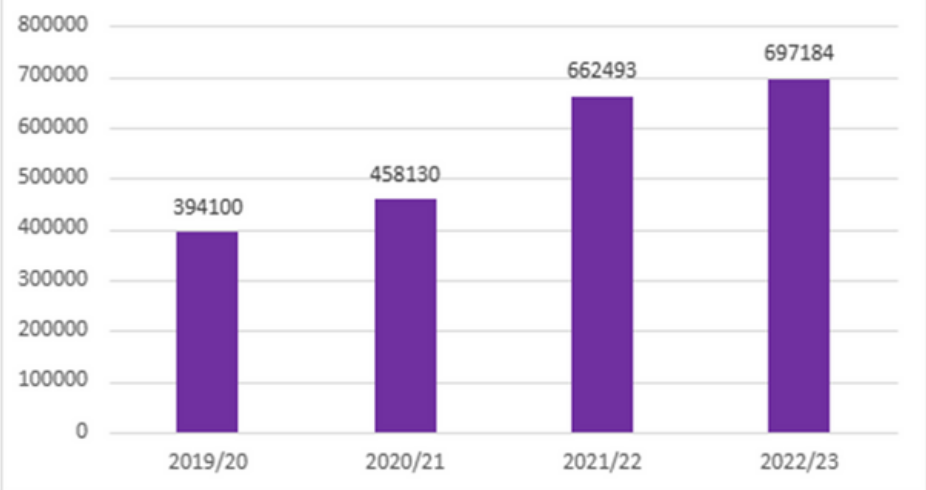
Volunteering is one of the bedrocks of our charity. By the end of 2022-22 RAK had –

- **145** active volunteers, of whom **52** had joined over the preceding 12 months.



Funding

Income





Value for Money: £459.88 per client

Income Sources

Kingston Council	£254,000
NHS SW London ICS	£67,957
Henry Smith Trust	£59,900
City Bridge Trust	£49,000
Trust for London	£45,000
Garfield Weston Foundation	£25,000
Nationwide	£25,000
AB Charitable	£20,000
Lloyds Bank Foundation	£15,833

Our Corporate Partners

Thanks to the wonderful staff at eBay, who helped restore bikes to be given out to families, pulled together goodie bags for young people and volunteered at a number of our events!





And thanks to Regeneron, who helped make beautiful backpacks for our young people to have for their summer activities exploring Richmond Park and Kew Gardens.

Thank you to our funders...

The Henry Smith Charity

South West London Integrated Care System

LLOYDS BANK FOUNDATION England & Wales

Garfield Weston FOUNDATION

CITY BRIDGE TRUST

Trust for London
Tackling poverty and inequality

nationwide

AB CHARITABLE TRUST

THE ROYAL BOROUGH OF KINGSTON UPON THAMES

A Summary of Our Impact

Here are just a few ways we are changing lives...

1500

Number of clients we supported

948

Clients we helped navigate the UK's immigration, welfare, and legal systems

100

Number of clients we helped secure improved immigration status.

300

Clients who used the RAK community hub to benefit from our range of ESOL classes.

200

Number of children and young people we supported via our after-school and supplementary school support schemes.

122

Number of clients who used the Walk and Talk service.

24

Number of clients supported by our counselling team, receiving over 200 hours of counselling



COUNTRIES OF ORIGIN

Afghanistan - 16%
Syria - 15%
Iran - 14%
Ukraine - 11%
Iraq - 9%
Middle East & N. Africa - 14%
Rest of Asia - 10%
Sub-Saharan Africa - 6%
Rest of World - 5%

Refugee Action Kingston
Siddeley House
50 Canbury Park Road
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KT2 6LX

020 85470115
admin@refugeeactionkingston.org.uk
refugeeactionkingston.org.uk

Registered Charity: 1176768

Organisational Structure

The Board is responsible for the strategic direction and policy of the charity. At present, the Board has nine members from a variety of backgrounds, including four with lived experience. The Director of the charity is responsible for the day-to-day provision of services and ensuring that agreed outcomes are delivered. The Director is also responsible for the line management of staff and ensuring that the staff team use good working practice and develop their skills on an on-going basis.

Legal and Administrative Status

The organisation is a charitable incorporated organisation, registered on 22nd January 2018.

Trustees

Mark Greaves, Chair (July 2020)
Krystyna Adamek, Treasurer (April 2022)
Gillian Ashmore (January 2021)
Mathurini Visakan (April 2022)
Sumitra Saha (April 2022)
Jida Malas (April 2022)
Stephanie Bell (April 2022)
Mohsen Mirza (January 2022)
Houda Al Sharifi (January 2022)

Director

Bassam Mahfouz (May 2022)

Charity Address

Siddeley House
50 Canbury Park Road
Kingston upon Thames
KT2 6LX

Independent Examiner

Paul Ross FCA

Bankers

The Co-operative Bank
PO Box 250
Southway, Skelmersdale
WN8 6WT

Metro Bank
64-66 Clarence Street
Kingston-upon-thames
KT1 1BW

Objectives

The objectives of the CIO are:
The relief of need, hardship or distress and the advancement of education and training of the Beneficiaries so as to assist in their integration into the community by:
a) the provision of assistance and advice to enable them to access services and to deal with organisations and authorities; and
b) by such other support as the charity trustees may from time to time see fit.

"Beneficiaries" means refugees and asylum seekers and their dependants (and, if resolved by a 75% majority of the Members of the CIO, Vulnerable Migrants and their dependants) who reside, work or study within the Royal Borough of Kingston Upon Thames and such other boroughs as the charity trustees may from time to time see fit. The CIO may continue to provide support and services to a Beneficiary who lived but ceases to live, work or study within the borough referred to.

Oversight

The board delegates responsibility for operational management to the director. In 2021 the senior management team was reorganized and formalized, programme decision making has been consolidated under project management structures, and new lines of accountability have been agreed in a participatory manner.

Public Benefit

RAK provides public benefit through the relief of poverty among its clients and providing education and training to help them achieve integration into our community and become socially and economically independent members of the community. As such the Trustees consider that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission and have complied with their duties under Section 17 of the Charities Act 2011.

Financial Review

The financial results for the year are as shown in the financial section of this report and cover accounting period of 12 months from 01 April 2022 to 31st March 2023
The carry forward funds as at 31st March 2023 amounted to £144,849, all of which was unrestricted.
We continue to operate in an uncertain political climate. Changes in government policy alter the needs of our clients and also sources and amounts of our grants. We monitor, evaluate and adapt services to respond to changing demands. Our staff keeps up to date with changes in legislation and national or local policy.
A key aim of the Board is to ensure RAK holds adequate reserves for working capital purposes and has sufficient funds to meet contractual liabilities and winding down costs, if the organisation were to close. This includes redundancy pay, amounts due to creditors and commitments under contracts. RAK's level of reserves also helps the organisation to plan expenditure against variations in the way funding is received.
To balance the uncertainty of funding, our policy is to maintain financial reserves to cover these costs and allow for an orderly wind down. The current estimate of these costs is c.£85,000 - 90,000. Without a renewal or replacement of existing grants in place and based on current expenditure levels, RAK is estimated to still remain in a position to cover these costs for the coming 12 months as our unrestricted reserves stand at £144,849.

Risks and Internal Controls

As required by the Charity Commission, the Board formally records an assessment of the risks faced by the organisation.

The Board regularly considers matters relating to risk and reviews the risk register. The Board is satisfied that systems are in place to mitigate exposure to such risks.

The Board has overall responsibility for ensuring RAK has appropriate systems of control, both financial and operational. These systems are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. During the period, the Trustees continued to review the major financial and operational risks facing RAK and continue to monitor on a regular basis the implementation of any changes necessary to ensure that, as far as reasonable, controls are in place to protect RAK, its members, those working for it, the general public and other stakeholders.

Governance

Trustees are appointed for a term of three years by a resolution passed at a convened meeting of the charity trustees. As the work of the charity is with refugees and asylum seekers, the Board seeks to ensure that refugees are appropriately represented on the Board.

At present, the CIO does not have extra classes of non-voting or associated members. The Chair of the Board is responsible for inducting any new Trustees, supported by the Director. The Induction includes the roles and responsibilities of a Trustee, the aims and objectives of the charity and administrative information. Each new Trustee is required to sign a declaration of eligibility and references are sought. They are also supplied with the most recent Annual Report and Accounts and a copy of the Charity Commission booklet, 'The Essential Trustee'.

Members of the Board during the period are set out on page 10. The Board meets every six weeks and is responsible for monitoring progress against a Business Plan prepared annually.

History

Refugee Action Kingston (RAK) was established in 1991 as a charity, registered with the Charity Commission on 24th August 1992 under a Constitution adopted in January 2001. In 2018, RAK completed the process of changing its legal structure to a Charitable Incorporated Organisation (CIO).

Declarations

Statement as to disclosure of information to Independent Examiner

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's Independent Examiner is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the Independent Examiner is aware of that information.

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the report and accounts in accordance with applicable law and regulations. Charity law requires the Trustees to prepare accounts for each financial Period. Under that law the Trustees have elected to prepare the accounts in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under charity law the Trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. In preparing these accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Charity SORP 2015. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed on behalf of the Board of Trustees

Mark Greaves

Mark Greaves
Chair

Refugee Action Kingston
Siddeley House
50 Canbury Park Road
Kingston upon Thames
KT2 6LX

Approved by the Board of Trustees on the
2nd November 2023.

Independent examiners report to the Trustees of Refugee Action Kingston for the year ending 31st of March 2023

I report on the accounts of the charity for the period ending 31 March 2023.

Respective Responsibilities of Trustees and Examiner
The charity's Trustees are responsible for the preparation of the accounts. The charity's Trustees consider that an audit is not required for this Period under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

It is my responsibility to:
·examine the accounts under section 145 of the 2011 Act;
·to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
·to state whether particular matters have come to my attention.

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

Independent Examiner's Statement
In connection with my examination, no matter has come to my attention:
(1) which gives me reasonable cause to believe that in any material respect the requirements:

·to keep accounting records in accordance with section 130 of the 2011 Act; and
·to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Name:	Mr Paul Ross
Relevant professional qualification or body:	The Institute of Chartered Accountants in England and Wales
Address:	18 Woodcock Dell Avenue, Kenton, Harrow, Middlex, HA3 ONS
Date:	15th December 2023

Statement of financial activities for the year ending 31st of March 2023

	Notes	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Income					
Donations	2	45,537	5,400	50,937	59,241
Charitable activities	3	83,947	548,658	632,605	542,197
Investments	4	1,100	-	1,100	663
Other income		12,542	-	12,542	60,392
Total incoming resources		143,126	554,058	697,184	662,493
Expenditure					
Charitable activities	5	143,044	554,058	697,102	660,614
Total Expenditure		143,044	554,058	697,102	660,614
Net Flow		82	0	82	1,879
Transfers between funds				-	-
Gross incoming/(outgoing) resources as at 31 March 23		82	0	82	1,879
Reconciliation of funds:					
Fund balances brought forward at 1 April 2022		144,767	0	144,767	142,888
Fund balances carried forward at 31 March 2023		144,849	0	144,849	144,767

The notes provided on the following pages form an integral part of these financial statements.

Statement of financial activities for the year ending 31st of March 2023

	Notes	2023		2022	
		£	£	£	£
Tangible assets	8		4,680		9,220
Current assets					
Debtors	9	30,670		66,147	
Cash at bank and in hand	10	247,551		260,377	
		278,221		326,524	
Creditors: amounts falling due within one year	11	138,052		190,977	
Net Current Assets			140,169		135,547
Total Assets Less Current Liabilities			144,849		144,767
Funds					
Restricted Funds	13		0		0
Unrestricted Funds	14		144,849		144,767
Total Funds			144,849		144,767

The financial statements were approved and authorised for issue by the board and were signed on its behalf by:

Mark Greaves

Mark Greaves
Chair

Krystyna Adamek

Krystyna Adamek
Treasurer

Notes to the Accounts

1. Accounting Policies

Basis of preparation

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value.
The charity constitutes a public benefit entity as defined by FRS 102.
The Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence. Therefore they have adopted the going concern basis in preparing the annual report and financial statements.

Income

Income is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty.
Grants from the government and other agencies have been included as income from activities in furtherance of the charity's objects where these amount to a contract for services.

Expenditure

Expenditure is included in the Statement of Financial Activities on an accruals basis and on the basis that consideration has been received for the expenditure.

Governance Costs

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include those related to statutory examination of the accounts. See note 6.

Tangible Fixed Assets

Assets over the value of £500 are capitalised at cost.
Depreciation is provided on all tangible assets at rates calculated to write off the cost on a straight-line basis beginning one month after acquisition over their expected useful lives as follows:

- Computer equipment 33.33%
- Other office equipment 20.00%

Pension Costs

The charity has a workplace pension scheme with The Peoples' Pension. Employers' contributions of 5% have been provided to March 2023

Related party transactions and trustee's remuneration

There were no related party transactions to report. Trustees received no remuneration in respect of their Trustees duties and no expenses were reimbursed.

Funds Accounting

Funds held by the charity are:

- Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.
- Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Taxation

The charity is exempt from Corporation Tax under Section 505 of the Income and Corporation Taxes Act 1998. The Charity is not registered for VAT and therefore any irrecoverable VAT has been included with the relevant expenditure.

Risk Management
Risks and internal controls As required by the Charity Commission, the Board formally records an assessment of the risks faced by the organisation.
The Board regularly considers matters relating to risk and reviews the risk register
The Board is satisfied that systems are in place to mitigate exposure to such risks
The Board has overall responsibility for ensuring RAK has appropriate systems of control, both financial and operational.
These systems are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.
During the period, the Trustees continued to review the major financial and operational risks facing RAK and continue to monitor on a regular basis
The implementation of any changes necessary to ensure that, as far as reasonable, controls are in place to protect RAK, its members, those working it, the general public and other stakeholders.

Operating Lease Agreements
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged on a straight-line basis over the period of the lease.

2. Donations and Legacies

	Unrestricted Funds £	Restricted Funds £	2023 £	2022 £
General donations	45,537	5,400	50,937	59,241

3. Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	2023 Total Funds	2022 Total Funds
AB Charitable	20,000	-	20,000	-
Action for Children	-	12,328	12,328	12,328
Albert Hunt Trust	-	5,000	5,000	5,000
Awards for All	3,469	2,880	6,349	3,650
BME Health Forum	-	10,572	10,572	8,590
City Bridge Trust	-	49,000	49,000	49,473
Garfield Weston	25,000	-	25,000	-
Ground Work	-	1,935	1,935	3,000
Heinz Trust	2,400	-	2,400	-
Henry Smith	-	59,900	59,900	57,500
Lloyds Bank Trust	2,250	13,583	15,833	-
London Catalyst	1,500	-	1,500	1,750
Mrs Smith & Mount Trust	4,950	-	4,950	-
Nationwide	-	25,000	25,000	25,000
NHS SW	-	25,428	25,428	-
NHS SW CCG	-	42,529	42,529	42,256
RBK	21,800	63,573	85,373	16,041
RBK - Crisis Support	-	96,333	96,333	96,167
RBK - SVPRS	1,478	71,222	72,700	90,204
Richmond Parish Land	-	6,375	6,375	2,125
Skipton Building Society	1,100	-	1,100	-
Swire Charitable Trust	-	18,000	18,000	14,250
Trust for London	-	45,000	45,000	46,227
KVA Kingston Covid	-	-	-	4,425
Barrow Cadbury	-	-	-	6,500
RBK - Business Support	-	-	-	19,000
Social Investment Business	-	-	-	25,000
Kick Start	-	-	-	11,711
Kingston Nursing Association	-	-	-	2,000
Total grant income	83,947	548,658	632,605	542,197

4. Investment Income

	Unrestricted Funds £	Restricted Funds £	2023 Total Funds	2022 Total Funds
Bank interest earned	1,100	-	1,100	663
	1,100	0	1,100	663

5. Expenditure on charitable activities

	Unrestricted Funds £	Restricted Funds £	2023 Total Funds	2022 Total Funds
Case work and advice Projects	24,060	172,214	196,274	194,084
Education & Children Projects	31,757	237,139	268,896	134,453
Employment projects	7,605	59,900	67,505	137,410
SVPRS project	8,465	71,222	79,687	90,204
Hardship fund	13,731		13,731	7,440
Core & Infrastructure costs	56,076	13,583	69,659	95,823
Governance costs	1,350		1,350	1,200
Total	143,044	554,058	697,102	660,614

6. Analysis of governance costs

	2023 £	2022 £
Independent examiners remuneration	1,350	1,200
	1,350	1,200

7. Staff Costs

	2023 £	2022 £
Wages and salaries	470,483	417,382
Social security costs	38,997	30,931
Pension provision	20,032	17,096
	529,512	465,409

Executive committee remuneration and expenses
No expenses or remuneration has been paid to any Trustee or member of the Management Committee during the period in respect of their Trustee duties.

Particulars of employees:
The average number of employees during the period was 12.6 part time (2022 : 8.9)

8. Tangible Fixed Assets

Cost	£	£	£
At 31 March 2022	21,085	1,584	22,669
Additions			
At 31 March 2023	21,085	1,584	22,669
Depreciation			
At 31 March 2022	11,865	1,584	13,449
Charge for period	4,540	0	4,540
At 31 March 2022	16,405	1,584	17,989
Net book value			
At 31 March 2023	4,680	0	4,680
At 31 March 2022	9,220	0	9,220

9. Debtors

	2023 £	2022 £
Debtors	25,708	61,493
Prepayments and room deposits	4,962	4,654
	30,670	66,147

10. Cash at Bank and in Hand

	2023 £	2022 £
Current Accounts	87,328	65,746
Investment Account	160,223	194,631
	247,551	260,377

11. Creditors: amounts falling due within one year

	2023 £	2022 £
Creditors	-	211
Grants received in advance - Deferred Income	127,252	172,351
Accruals	1,324	4,893
Pension Contributions	91	2,511
Income tax and social security	9,385	11,011
	138,052	190,977

12. Commitments Under Operating Leases

At 31 March 2023 the charity had annual commitments under non-cancellable operating leases as set out below

	Office Equipment	
	2023 £	2022 £
Operating leases which expire:		
within 1 year	-	1,656
within 2 to 5 years	5,520	0
	5,520	1,656

13. Movement of Restricted Funds

	1st April 2022 £	Incoming Resources £	Outgoing Resources £	Transfers £	31st March 2023
Restricted funds					
Action for Children	-	12,328	12,328		-
Awards for All	-	6,349	6,349		-
Albert Hunt Trust	-	5000	5000		-
BME Health Forum		10,572	10,572		-
City Bridge Trust	-	49,000	49,000		-
Ground Work	-	1,935	1,935		-
Henry Smith	-	59,900	59,900		-
Lloyds Bank Trust	-	13,583	13,583		-
Mrs Smith & Mount Trust	-	4,950	4,950		-
Nationwide	-	25,000	25,000		-
RBK - SVPRS	-	71,222	71,222		-
Richmond Parish Land	-	6,375	6,375		-
RBK	-	55,154	55,154		-
Nationwide	-	96,333	96,333		-
NHS SW CCG	-	42,529	42529		-
NHS SW	-	25,428	25428		-
Swire Charitable Trust	-	18000	18,000		-
Trust for London	-	45,000	45,000		-
Donations		5,400	5,400		
Total **Restricted funds**	0	554,058	554,058	0	0

14. Movement of Unrestricted Funds

	1st April 2022 £	Incoming Resources £	Outgoing Resources £	Transfers £	31st March 2023
Unrestricted funds	144,767	143,126	143,044	-	144,849
Total Unrestricted funds	144,767	143,126	143,044	-	144,849

15. Statement of cash flows for the year ending 31st March 2023

	Total Funds 2023 £	Total Funds 2022 £
Cash flows from operating activities:		
Net Cash provided by (used in) operating activities	(13,926)	(45,860)
Cash flows from investing activities:		
Investment Income	1,100	663
Application of cash:		
Purchase of property, plant and equipment	-	(13,760)
Net increase/(decrease) in cash:	(12,826)	(58,957)
Cash and cash equivalents at the beginning of the reporting period	260,377	319,334
Cash at bank and in hand	247,551	260,377

Reconciliation of net income/(expenditure) to net cash flow from operating activities		
Net income/(expenditure) (as per the statement of financial activities)	82	1,879
Adjustments for:		
Depreciation charges	4,540	4,540
Investment Income	(1,100)	(663)
(Increase)/decrease in debtors	35,477	(51,045)
increase/(decrease) in creditors	(52,925)	(571)
Net Cash provided by operating activities	(13,926)	(45,860)

REFUGEE ACTION KINGSTON

England & Wales - Charity number 1176768

Accounts

Trustees' Report
2021–2022

REFUGEE ACTION KINGSTON









A message from our Chair

Refugee Action Kingston (RAK) aims to keep hope alive for refugees and asylum seekers, to give them confidence and a foothold in a new and bewildering society. During the pandemic, that demanded extra imagination, persistence and hard work. RAK rose to the task, increasing its funding and taking on new projects. I thank everyone who brought RAK through – our staff, our funders and supporters, our many volunteers, our trustees.

I was drawn to become a RAK trustee by its sense of purpose combined with solid experience. RAK understands that asylum seekers and refugees are people of resilience, ambition and capability who need support to fulfil that potential. Every client has different priorities – learning English, housing, getting their children into school, health issues, social connection, getting their legal status settled. RAK is unique in helping with all these needs. This report shows the impact we make.

Every year RAK has to respond anew. In 2021-22 we received groups of new clients from Afghanistan and Ukraine with particular experiences of war. Conflict, climate change and economic collapse are driving more people from Europe, Africa and Asia. We anticipate RAK's resources and capabilities growing. We are thinking about how to share our service models more widely and grow our partnerships.

2021-22 saw change in the leadership at RAK. We appointed eight new trustees, four of them early in their careers, four with lived experience. The director, Isik Oguzertum, brought ideas and ambitions from his international career to refresh our thinking. We wish him well in his new role. We are excited about the future as we welcome Bassam Mahfouz as the new director.

Thank you,

G. Ashmore

Gillian Ashmore, Chair,
Refugee Action Kingston



A message from our new Director

Last year Refugee Action Kingston (RAK) celebrated 30 years of supporting asylum seekers and refugees to integrate into the Kingston community. During 2021-22 the need to support these groups grew to unprecedented levels, with a series of international crises pushing the issue to centre stage.

In August 2021 Afghanistan collapsed following the withdrawal of western troops and the takeover of the Taliban. Months later, at the start of 2022, the invasion and subsequent war in Ukraine fuelled the greatest displacement of people in Europe since World War II.

These events have led to an outpouring of public support. But conditions of suffering, war and persecution continue in many other places, driving movements of refugees whose needs and legitimacy have to actively be championed amid often hostile coverage of asylum issues.

In particular, our own way of working has been affected by increasing numbers of newly arrived asylum seekers being housed in local hotels in Kingston. The need to adapt to meet the challenges faced by new arrivals, and the unique needs that they present, has prompted changes across the organisation.

Our philosophy is that all refugees and asylum seekers deserve equal treatment, regardless of where they are from or how they arrived here. In 2021-22, the countries from which we saw the highest number of clients were Iran, Syria and Afghanistan.

Our aims are to support new arrivals with:

- **Advice and advocacy** to ensure they are being well-represented and get the right outcomes, with legal advice, housing and welfare support
- **Education and employment** from ESOL classes, supplemental education for young people through to employment and vocational training
- Support with **physical and mental health** to ensure they are able to lead fulfilling lives and deal with the trauma they have been through

Over the past year, more than **1,300 clients benefited from at least one of our services, with many receiving multiple areas of support**

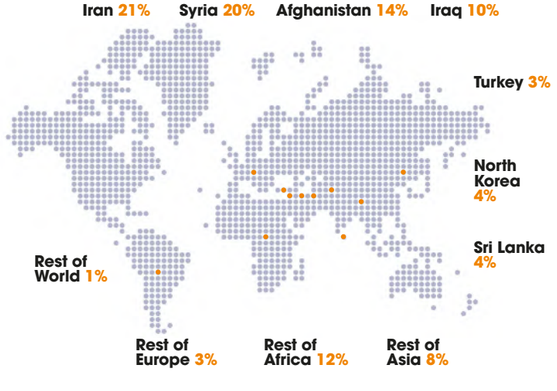
This is delivered through our staff team, but also underpinned by our fantastic team of **154 active volunteers**.

We also couldn't do this work without the **support of our funders, donors and partner organisations**.

Thank you,

Bassam Mahfouz

Bassam Mahfouz, Director,
Refugee Action Kingston





Advice and advocacy

The why: Arriving in a new country often marks the end of one heart-wrenching journey and the start of another. Refugees can be overwhelmed by the challenge of having to navigate a system that is so different from what they knew before.

What we offer: RAK's services ensure clients are assisted in their asylum and immigration cases and given OISC-accredited legal advice. We also provide AQS-accredited advice on housing, welfare, education and health.

The impact we made:

- 65% of our clients accessed advice and advocacy support
- 95 clients achieved improved immigration status
- 7 cases of homelessness were prevented
- 13 people supported to obtain Asylum Support (somewhere to live plus £40.85 per individual in the household per week) for duration of asylum process
- 123 clients supported to access health services
- 27 clients supported to access education/liaise with school (six of who were children with special needs)
- More than 100 received food bank vouchers and over 117 benefitted from donations of essentials such as clothing, toys, SIM cards and IT equipment.

Case study

Few stories highlight the vulnerability of newly arrived asylum seekers more starkly than that of Omar (name changed), who fled an authoritarian regime, landing at Heathrow Airport and immed-iately applying for asylum. The same day, he was sent to a hotel in Kingston, but in the morning he was asked to leave. Already suffering acute stress due to the trauma he had experienced in his home country he was now homeless in a strange land and unable to speak any English.

As soon as RAK was notified of his situation, the team stepped into action. Our Arabic-speaking staff listened to the client and reassured him that we would now be providing support. We began explaining the asylum process and helped him to book into a new hotel on the same day. He also received a pre-paid SIM card so that he could contact us whenever he had any concerns.

Meanwhile, RAK worked with Migrant Help to assist his successful application for asylum support, which provided him with greater legal protections and access to more secure accommodation. He was told how to find a solicitor to represent him, and he registered with a GP. He has also begun to learn English and now feels much more confident about dealing with his situation. In the space of two weeks, he went from a place of hopelessness to one of optimism.

Staff greeting clients and delivering advice at a local health event



Education and employment

The why: Most new arrivals want simply to be able to contribute to the society they now find themselves in. They bring with them a huge wealth of knowledge, experience and skills.

What we offer: To allow asylum seekers and refugees to fulfil their potential here in Kingston, RAK supports them along a pathway to employment, beginning with ESOL classes for adults and homework clubs for children, through to an employment and training offer that understands the particular challenges our clients face. We also offer specific holistic support to Syrian arrivals through the Syrian Vulnerable Persons Resettlement Scheme.

The impact we made:

- 131 clients attended English language (ESOL) classes, with around two-thirds reporting an improvement, saying they felt more confident and connected with the community. We also delivered online ESOL classes to 75 learners over Zoom
- Regular health events with a bilingual health professional and interpreters, encouraging a greater understanding of Covid-19 and promoting flu vaccinations
- 20 children between five and 16 accessed a four-week summer holiday programme
- 78 clients supported with employability information, advice and guidance, with:
  - 24 gaining employment
  - 16 gaining volunteer placements
  - 21 completing training courses
- 15 families (51 individuals) supported as part of our Syria resettlement scheme
  - 13 families now report that they can "live within their means"
  - Nine families are in employment
  - Six families are involved in volunteering

Case study

Min (name changed), a mother from east Asia, typifies the spirit of determination and resilience that so many of our clients possess. After arriving in July 2021 and being referred to Refugee Action Kingston, she immediately applied herself to every English language learning opportunity that we offered, as well as many of the additional social activities that we run. She registered to learn English at a local college and supplemented her learning with private study. One year later,after significant improvement, she started to look ahead to her next goal: employment.

With the support of our legal specialists we applied for a right to work permit on her behalf, which will enable her to undertake roles that are in shortage in the UK. After considering her options, she decided to focus on nursing and care work. While she awaits the outcome of her application, she is working with RAK's careers adviser to identify any other skills or qualifications that she will need before she can start work. Her dedication means that she has made rapid progress towards her goal of building a new life for herself and her son in the UK.

Social learning opportunities through weekly Walk & Talk sessions



Physical and mental wellbeing

The why: The pandemic has highlighted – and exacerbated – the challenges to mental health globally. NHS research shows that asylum seekers are five times more likely to have mental health needs than the general population, and more than 61% will experience serious mental distress[1] – though they are less likely to receive support than the general population[2]. Many clients will have undergone physically and emotionally traumatic journeys en route to Kingston. On top of this, we also know that good physical health can have a vital and positive impact on body and mind.

What we offer: Our counselling service provides ongoing one-to-one support to clients. During lockdown, once we were able to meet face to face, RAK launched weekly Walk & Talk sessions where clients not only gained the benefits of physical exercise, but also got to practise conversational English and build networks with others who have been through similar experiences. The programme proved very popular and has been continued as part of the ongoing provision. We also offer several physical activity sessions such as yoga classes, both in person and online.

The impact we made:

- 25 clients received over 200 counselling sessions
- 47 clients attended our weekly Walk & Talk sessions
- 18 clients attended online and outdoor yoga

Case study

Refugees often carry psychological trauma which can linger for years and hinder their recovery and integration. Karim (name changed), who we have been working with over an extended period, arrived in the UK suffering from post-traumatic stress disorder. He had been part of a military unit which fought ISIS in the early 2010s, as a result of which he and his comrades were increasingly subject to the threatof revenge killings. The nightmares he experienced lefffft him unable to sleep, and he became totally withdrawn.

One of the biggest barriers to receiving support was Karim's difficulty in opening up about anything that could be perceived as weakness or vulner-ability. The very act of asking for help was something that caused him embarrassment and distress. He also struggled with trust, and our counsellor had to develop a relationship with him over several months. We then encouraged him to share his feelings: through discussions about his dreams, we brought to the surface his traumatic experiences so that they could be processed and addressed.

Other members of our team were also able to help Karim in areas like personal finance and legal status. Prompted by his anxiety about living in the UK, we looked for opportunities for him to socialise and enjoy time outside, which provided further benefits to his mental health and wellbeing. Though not yet at the end of his journey, Karim feels positive about having a space where he can finally share his feelings and receive support without being judged.

A simulated counselling session in one of our private rooms



1 Eaton, V., Ward, C., Womack, J., & Taylor, A. (2011). Mental Health and Wellbeing in Leeds: An Assessment of Need in the Adult Population. NHS Leeds

2 Aspinall, P., & Watters, C. (2010). Refugees and asylum seekers: A review from an equality and human rights perspective. Equality and Human Rights Commission Research report 52, University of Kent.

Volunteers

Volunteers play a key role in magnifying our impact and achievements. We work with a wide range of people from different backgrounds, including some with lived experience of refugee issues. Many are skilled professionals such as teachers, counsellors, solicitors and interpreters. They all bring a passion for providing compassionate care and support to our clients.

Our volunteers receive extensive training, supervision and guidance on our code of conduct, particularly around safeguarding and confidentiality. We currently deliver our wide range of services with the support of **154 volunteers** including:

- 32 interpreters
- 40 ESOL tutors
- 19 young people

Meet Nina: In 2019, Nina started volunteering in the Legal Advice team, researching, drafting letters and helping clients to fill out forms. Nina separately embarked on a Level One OISC qualification which meant she was able to increase the depth and breadth of her involvement in casework. She has become a huge asset to the team, increasing our ability to support those most in need and adding so much value to the client experience. Nina says that her work gives her a real sense of satisfaction anda great deal of joy. We very much hope to continue collaborating with her in the future.

Amy, our volunteering manager, with volunteers Caterina and Ipshita

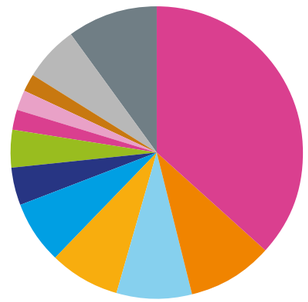


Funding

Refugee Action Kingston income 2019 – 2022



Refugee Action Kingston income sources



Kingston Council	£221,412
Henry Smith Trust	£57,500
City Bridge Trust	£49,473
Trust for London	£46,227
NHS SWL CCG	£42,256
Nationwide	£25,000
Social Investment Business	£25,000
Swire Charitable Trust	£14,250
Action for Children	£12,328
Kick Start	£11,711
Other small grants	£37,040
Donations	£59,241

Organisational structure

The Board is responsible for the strategic direction and policy of the charity. At present, the Board has nine members from a variety of backgrounds, including four with lived experience. The Director of the charity is responsible for the day-to-day provision of services and ensuring that agreed outcomes are delivered. The Director is also responsible for the line management of staff and ensuring that the staff team use good working practice and develop their skills on an on-going basis.

Legal and Administrative Status

The organisation is a charitable incorporated organisation, registered on 22nd January 2018.

Trustees
(With dates of appointment to the CIO)

Gillian Ashmore, Chair
(January 2021)
Conor Dolan, Treasurer
(2018 - 2022)

Sadik Hassan (January 2018)
Mark Addison Greaves (July 2020)
Mathurini Visakan (April 2022)
Krystyna Adamek (April 2022)
Jida Malas (April 2022)
Stephanie Bell (April 2022)
Mohsen Mirza (January 2022)
Houda Al Sharifi (January 2022)

Helen Mebrate (2022 - 2022)
Pat Monro (2018 - 2022)
Colin Green (2018 - 2022)
Mark Kluth (2018 - 2021)
Rupika Gunawardena (2020 - 2021)

Director

Bassam Mahfouz (May 2022 - Present)
Isik Oguzertem (January 2021 - April 2022)

Charity Address

Siddeley House
50 Canbury Park Road
Kingston upon Thames
KT2 6LX

Independent Examiner

Paul Ross FCA

Bankers

The Co-operative Bank
PO Box 250
Southway, Skelmersdale
WN8 6WT

Metro Bank
64-66 Clarence Street
Kingston-upon-thames
KT1 1BW

Objectives

The objectives of the CIO are:
The relief of need, hardship or distress and the advancement of education and training of the Beneficiaries so as to assist in their integration into the community by

a) the provision of assistance and advice to enable them to access services and to deal with organisations and authorities; and
b) by such other support as the charity trustees may from time to time see fit.

"Beneficiaries" means refugees and asylum seekers and their dependants (and, if resolved by a 75% majority of the Members of the CIO, Vulnerable Migrants and their dependants) who reside, work or study within the Royal Borough of Kingston Upon Thames and such other boroughs as the charity trustees may from time to time see fit. The CIO may continue to provide support and services to a Beneficiary who lived but ceases to live, work or study within the borough referred to.

Oversight

The board delegates responsibility for operational management to the director.

In 2021 the senior management team was reorganized and formalized, programme decision making has been consolidated under project management structures, and new lines of accountability have been agreed in a participatory manner.

Public Benefit

RAK provides public benefit through the relief of poverty among its clients and providing education and training to help them achieve integration into our community and become socially and economically independent members of the community. As such the Trustees consider that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission and have complied with their duties under Section 17 of the Charities Act 2011.

Financial Review

The financial results for the year are as shown in the financial section of this report and cover accounting period of 12 months from 01 April 2021 to 31st March 2022,

The carry forward funds as of 31st March 2022 amounted to £144,767 (2021: £142,888), all of which was unrestricted.

We continue to operate in an uncertain political climate. Changes in government policy alter the needs of our clients and also sources and amounts of our grants. We monitor, evaluate and adapt services to respond to changing demands. Our staff keeps up to date with changes in legislation and national or local policy.

A key aim of the Board is to ensure RAK holds adequate reserves for working capital purposes and has sufficient funds to meet contractual liabilities and winding down costs, if the organisation were to close. This includes redundancy pay, amounts due to creditors and commitments under contracts. RAK's level of reserves also helps the organisation to plan expenditure against variations in the way funding is received.

To balance the uncertainty of funding, our policy is to maintain financial reserves to cover these costs and allow for an orderly wind down. The current estimate of these costs is c.£85,000 - 90,000. Without a renewal or replacement of existing grants in place and based on current expenditure levels, RAK is estimated to still remain in a position to cover these costs for the coming 12 months as our unrestricted reserves stand at about £142k.

Risks and internal controls

As required by the Charity Commission, the Board formally records an assessment of the risks faced by the organisation. The Board regularly considers matters relating to risk and reviews the risk register. The Board is satisfied that systems are in place to mitigate exposure to such risks.

The Board has overall responsibility for ensuring RAK has appropriate systems of control, both financial and operational. These systems are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. During the period, the Trustees continued to review the major financial and operational risks facing RAK and continue to monitor on a regular basis the implementation of any changes necessary to ensure that, as far as reasonable, controls are in place to protect RAK, its members, those working for it, the general public and other stakeholders.

Governance

Trustees are appointed for a term of three years by a resolution passed at a convened meeting of the charity trustees. As the work of the charity is with refugees and asylum seekers, the Board seeks to ensure that refugees are appropriately represented on the Board.

At present, the CIO does not have extra classes of non-voting or associated members.

The Chair of the Board is responsible for inducting any new Trustees, supported by the Director. The Induction includes the roles and responsibilities of a Trustee, the aims and objectives of the charity and administrative information. Each new Trustee is required to sign a declaration of eligibility and references are sought. They are also supplied with the most recent Annual Report and Accounts and a copy of the Charity Commission booklet, 'The Essential Trustee'.

Members of the Board during the period are set out on page 10. The Board meets every six weeks and is responsible for monitoring progress against a Business Plan prepared annually.

History

Refugee Action Kingston (RAK) was established in 1991 as a charity, registered with the Charity Commission on 24th August 1992 under a Constitution adopted in January 2001. In 2018, RAK completed the process of changing its legal structure to a Charitable Incorporated Organisation (CIO).

Declarations

Statement as to disclosure of information to Independent Examiner

In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's Independent Examiner is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the Independent Examiner is aware of that information.

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the report and accounts in accordance with applicable law and regulations. Charity law requires the Trustees to prepare accounts for each financial Period. Under that law the Trustees have elected to prepare the accounts in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under charity law the Trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. In preparing these accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in business

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Charity SORP 2015. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed on behalf of the Board of Trustees

G. Ashmore

Gillian Ashmore
Chair
Refugee Action Kingston
Siddeley House
50 Canbury Park Road
Kingston upon Thames
KT2 6LX

Approved by the Board of Trustees on the 22nd of November 2022.

Independent examiners report to the Trustees of Refugee Action Kingston for the year ending 31st of March 2022

I report on the accounts of the charity for the period ending 31st of March 2022.

Respective Responsibilities of Trustees and Examiner

The charity's Trustees are responsible for the preparation of the accounts. The charity's Trustees consider that an audit is not required for this Period under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report

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

Independent Examiner's Statement

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

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Name: Mr Paul Ross

Relevant professional body: The Institute of Chartered Accountants in England and Wales
Address: 18 Woodcock Dell Avenue, Kenton, Harrow, Middlex, HA3 ONS.

Signed: Paul Ross

Date: 23rd of November 2022

Statement of financial activities for the year ending 31st of March 2022

	Notes	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Incoming Resources					
Donations	2	**59,241**	-	**59,241**	17,301
Charitable activities	3	**86,047**	**456,150**	**542,197**	439,685
Investments	4	**663**	-	**663**	1,146
Other Income		**60,392**	-	**60,392**	-
Total incoming resources		**206,342**	**456,150**	**662,493**	458,132
Expenditure					
Charitable activities	5	**204,464**	**456,150**	**660,614**	455,000
Total expenditure		**204,464**	**456,150**	**660,614**	455,000
Net incoming/(outgoing) resources before transfers		**1,879**	-	**1,879**	3,132
Transfers		-	-	-	-
Net incoming/(outgoing) resources for the year		**1,879**	-	**1,879**	3,132
Reconciliation of funds					
Total funds: 1st April 2021		**142,888**	-	**142,888**	139,756
Total funds: 31st March 2022		**144,767**	-	**144,767**	142,888

The notes provided on the following pages form an integral part of these financial statements.

Balance sheet as of 31st of March 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Fixed Assets					
Tangible Assets	8		**9,220**		-
Current Assets					
Debtors and prepayments	9	**66,147**		15,102	
Cash at bank	10	**260,377**		319,334	
		326,524		334,436	
Creditors: amounts falling due within one year	11	**(190,977)**		(191,548)	
Net Current Assets			**135,547**		142,888
Total Assets Less Current Liabilities			**144,767**		142,888
Funds					
General Funds	13		**144,767**		142,888
Restricted Funds	14				
Total Funds			**144,767**		142,888

These financial statements were approved by members of the committee on and are signed on their behalf by:

G. Ashmore

Gillian Ashmore
Chair

Conor Dolan

Conor Dolan
Treasurer

Notes to the accounts

1) Accounting policies

Basis of preparation

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value.

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, and applicable UK accounting standards and the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

The Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence. Therefore they have adopted the going concern basis in preparing the annual report and financial statements.

Income

Income is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty.

Grants from the government and other agencies have been included as income from activities in furtherance of the charity's objects where these amount to a contract for services.

Expenditure

Expenditure is included in the Statement of Financial Activities on an accruals basis and on the basis that consideration has been received for the expenditure.

Governance costs

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include those related to statutory examination of the accounts. See note 6.

Tangible Fixed Assets

Assets over the value of £500 are capitalised at cost.

Depreciation is provided on all tangible assets at rates calculated to write off the cost on a straight-line basis beginning one month after acquisition over their expected useful lives as follows:

- Computer equipment 33.33%
- Other office equipment 20.00%

Pension Costs

The charity has a workplace pension scheme with The Peoples' Pension. Employers' contributions of 5% have been provided to March 2021.

Related party transactions and trustee's remuneration

There were no related party transactions to report. Trustees received no remuneration in respect of their Trustees duties and no expenses were reimbursed.

Funds Accounting

Funds held by the charity are:

- Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.
- Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Taxation

The charity is exempt from Corporation Tax under Section 505 of the Income and Corporation Taxes Act 1998. The Charity is not registered for VAT and therefore any irrecoverable VAT has been included with the relevant expenditure.

Operating Lease Agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged on a straight-line basis over the period of the lease.

Notes to the accounts

2) Donations and legacies

	Unrestricted Funds 2022	Restricted Funds 2022	Total 2022	Total 2021
	£	£	£	£
General donations	59,241	-	59,241	17,301
	59,241	-	59,241	17,301

3) Income from charitable activities

	Unrestricted Funds 2022	Restricted Funds 2022	Total 2022	Total 2021
	£	£	£	£
Action For Children	-	12,328	12,328	-
City Bridge Trust	-	49,473	49,473	47,504
Henry Smith	-	57,500	57,500	51,000
Kick Start		11,711	11,711	-
Lloyds Bank Trust	-	-	-	15,670
London Communities	-	-	-	13,258
Nationwide	-	25,000	25,000	-
NHS SW CCG	42,256	-	42,256	40,000
RBK	16,041	-	16,041	3,982
RBK – Business Support	19,000	-	19,000	-
RBK – Crisis Support	-	96,167	96,167	96,000
RBK - SVPRS	-	90,204	90,204	74,671
Social Investment Business	-	25,000	25,000	-
Swire Charitable Trust	-	14,250	14,250	8,250
Trust for London	-	46,227	46,227	44,900
Other Small Grant	8,750	28,290	37,040	44,450
	86,047	456,150	542,197	439,685

4) Investment income

	Unrestricted Funds 2022	Restricted Funds 2022	Total 2022	Total 2021
	£	£	£	£
Bank interest earned	663	-	663	1,699
	663	-	663	1,699

5) Expenditure on charitable activities

	Unrestricted Funds 2022	Restricted Funds 2022	Total 2022	Total 2021
	£	£	£	£
Case work & Advice Projects	43,100	150,984	190,084	178,991
Education & Children Projects	28,277	106,176	134,453	81,383
Employment Projects	28,624	108,786	137,410	51,000
SVPRS Project	23,333	90,204	113,537	74,671
Hardship fund	7,440	-	7,440	22,218
Core & Infrastructure costs	72,490	-	72,490	45,777
Governance costs	1,200	-	1,200	960
	204,464	456,150	660,614	455,000

Notes to the accounts

6) Analysis of governance costs

	2022	2021
	£	£
Independent examiners renumeration	1,200	960
	1,200	960

7) Staff costs

	2022	2021
The aggregate payroll costs were	£	£
Wages & Salaries	417,382	299,453
Social security costs	30,931	19,327
Pension provision	17,096	13,707
	465,409	332,487

Executive committee remuneration and expenses

No expenses or remuneration has been paid to any Trustee or member of the Management Committee during the period in respect of their Trustee duties.

Particulars of employees

The average number of employees during the period was 12 (2021: 10)

No employee was paid more than £60,000 during the year.

8) Tangible fixed assets

	Computer Equipment	Fixtures & Fixtures	Total
Cost	£	£	£
At 1 April 2021	7,325	1,584	8,909
Additions	13,760	-	13,760
At 31 March 2022	21,085	1,584	22,669
Depreciation			
At 1 April 2021	7,325	1,584	8,909
Charge for the year	4,540	-	4,540
At 31 March 2022	11,865	1,584	13,449
Net Book Value			
At 31 March 2022	9,220	-	9,220
At 31 March 2021	-	-	-

9) Debtors

	2022	2021
	£	£
Debtors	56,131	8,116
Prepayments & Room Deposits	10,016	6,986
	66,147	15,102

10) Cash at bank and in hand

	2022	2021
	£	£
Current Accounts	65,746	166,596
Investment Account	194,631	152,681
Petty Cash	-	57
	260,377	319,334

Notes to the accounts

11) Creditors: Amount Falling due in One Year

	2022	2021
	£	£
Creditors	211	8,135
Grants received in advance – deferred Income	172,351	163,484
Accruals	4,893	9,001
Pension Contributions	2,511	2,557
PAYE tax & social security	11,011	8,371
	190,977	191,548

12) Commitments under Operating Leases

At 31 March 2022 the charity had annual commitments under non-cancellable operating leases as set out below.

	2022	2021
Operating leases which expire	£	£
Within 1 year	1,656	1,656
Within 2 to 5 years	-	-
	1,656	1,656

13) Movement of restricted funds

	1st April 2021	Incoming Resources	Outgoing Resources	Transfers	31st March 2022
	£	£	£	£	£
Action For Children	-	12,328	12,328	-	-
City Bridge Trust	-	49,473	49,473	-	-
Henry Smith	-	57,500	57,500	-	-
Kick Start	-	11,711	11,711	-	-
Nationwide	-	25,000	25,000	-	-
RBK - SVPRS	-	90,204	90,204	-	-
Social Investment Business	-	25,000	25,000	-	-
RBK – Crisis Support	-	96,167	96,167	-	-
Swire Charitable Trust	-	14,250	14,250	-	-
Trust for London	-	46,227	46,227	-	-
Other Small Grants	-	28,290	28,290	-	-
Restricted Funds	-	456,150	456,150	-	-

14) Movement of unrestricted funds

Unrestricted funds	142,888	206,342	204,464	-	144,767
	142,888	206,342	204,464	-	144,767

Notes to the accounts

15) Statement of cash flows for the year ending 31st of March 2022

	Total Funds 2022	Total Funds 2021
	£	£
Cash flows from operating activities		
Net cash provided by/(used in) operating activities	**(45,860)**	113,827
Cash flows from investing activities		
Investment Income	**663**	1,146
Application of cash		
Purchase of property, plant and equipment	**(13,760)**	
Net increase/(decrease) in cash:	**(58,957)**	114,973
Cash and cash equivalent at beginning of the reporting period	**319.334**	204,361
Cash at bank and in hand	**260,377**	319,334
Reconciliation of net cash flow income/(expenditure) to net cashflow from operating activities		
Net income/(outgoing) for the reporting period (as per the statement of financial activities)	**1,879**	3,132
Adjustment for:		
Depreciation charges	**4,540**	2,105
Investment income	**(663)**	(1,146)
Decrease/(increase) in debtors	**(51,045)**	13,422
(Decrease)/increase in creditors	**(571)**	96,314
Net cash provided by/(used in) operating activities	**(45,860)**	113,827

A summary of our impact

Every one of our stats represents a person with hopes, fears and a unique story to tell. Our support lasts for the entirety of that person's integration journey, and many of our clients engage with multiple project areas.

Here are just a few ways that we are changing lives.

154
active volunteers



95
people received a more secure immigration status



131
benefitted from English lessons with 40 dedicated tutors



7
cases of street homelessness prevented



1,300+
clients supported in at least one area



25
received counselling



78
received careers and employment support



123
supported to access health services



117
received essential item donations



Refugee Action Kingston
Siddeley House
50 Canbury Park Road
vKingston upon Thames
KT2 6LX

020 8547 0115
admin@refugeeactionkingston.org.uk
refugeeactionkingston.org.uk

Registered charity: 1176768

REFUGEE ACTION KINGSTON

England & Wales - Charity number 1176768

Accounts

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Refugee Action Kingston

Report and Financial Statements

Year ended: 31 March 2021

Charity Number: 1176768

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CHAIR'S INTRODUCTION for the Year Ended 31 March 2021

2020/21 saw Refugee Action Kingston respond to new needs in light of the covid-19 pandemic. Demand for our services remains high, and our team of staff and volunteers have worked with passion and dedication to overcome lockdown challenges.

Our clients' lives have been dramatically affected by the events of 2020. As Refugee Action Kingston, we continued investing in our infrastructure and processes to ensure we remain well positioned to meet the evolving needs of our community.

We have recruited a new Director, formalised the senior management team, and have a healthy set of accounts projected for the coming 12 months. I would like to take this opportunity to thank the previous Director, the Trustees, and the fundraising team for placing Refugee Action Kingston in a position to go further and engage in more partnerships in the coming years.

The Board is indebted to the staff and volunteers whose dedication and skills enable Refugee Action Kingston to provide its services. I would also like to take this opportunity to thank our funders for all their support.

I am delighted to present this Annual Report to you and trust that you will find it an informative read.

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Report of the Board of Trustees for the year ended March 2021

The Board of Trustees (the 'Board') presents its report and the financial statements of the charity for the year ended March 2021.

Objectives

The Objectives of the CIO are:

The relief of need, hardship or distress and the advancement of education and training of the Beneficiaries so as to assist in their integration into the community by

a) the provision of assistance and advice to enable them to access services and to deal with organisations and authorities; and

b) by such other support as the charity trustees may from time to time see fit.

"Beneficiaries" means refugees and asylum seekers and their dependants (and, if resolved by a 75% majority of the Members of the CIO, Vulnerable Migrants and their dependants) who reside, work or study within the Royal Borough of Kingston Upon Thames and such other boroughs as the charity trustees may from time to time see fit. The CIO may continue to provide support and services to a Beneficiary who lived but ceases to live, work or study within the borough referred to.

Review of activities for the period

2020/21 saw Refugee Action Kingston respond to new needs in light of the covid-19 pandemic. Demand for our services remains high, and our team of staff and volunteers have worked with passion and dedication to overcome lockdown challenges.

Our clients' lives have been dramatically affected by the events of 2020. As Refugee Action Kingston, we continued investing in our infrastructure and processes to ensure we remain well positioned to meet the evolving needs of our community.

Governance

By the end of the reporting year, our governance measures had been significantly revised. In addition to the recruitment of a new Director, our senior management team was reorganized and formalized, programme decision making has been consolidated under project management structures, and new lines of accountability have been agreed in a participatory manner.

Much of this was necessitated by the covid-19 pandemic. When, like the rest of the world, we switched to a model of delivery at a distance, we quickly recognised this year would require a different approach than what we and our clients had become accustomed to in the past.

Covid response

Covid-19 presented us and our clients with two sets of challenges.

First, the pandemic exacerbated what many of our clients were already facing: barriers to access. Whether it was the requirement for a sudden switch to digital, a sudden loss of

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stable income, or further delays in decisions affecting status, new challenges emerged that were profoundly felt by our community.

Second, the pandemic has forced us all, as one community, to shoulder a tremendous burden on our collective mental health. Once unthinkable concepts like supermarket shortages, enforced social isolation, and daily skyrocketing death rates became normal parts of our national conversation.

Our staff, like many others in the social care sector, juggled the needs of their families, colleagues and clients, often at the expense of their own needs. We are proud to report that they rose to the challenge that this unprecedented time demanded of them. They have performed tremendously under trying circumstances.

Immigration, legal, and benefits advice

Our team provides generalist advice and information to clients on the subjects of immigration, welfare support, education, housing, utilities and many other issues. We are registered with the Office of the Immigration Services Commissioner (OISC), to give immigration advice to level 3, and we hold an Advice Quality Standard ("AQS") accreditation.

Drop-in sessions remained closed, though a skeleton crew continued to operate to respond to emergency cases. Advice is given through an appointment system and client cases are handled remotely whenever possible.

Our team delivered 9,117 distinct advice sessions for 716 clients and their families. The majority of needs were related to immigration documentation (454 clients). We also provided extensive support related to housing, health, education, and income.

We are pleased to report that despite the pandemic we were able to support ten family reunions and ensure two successful fresh asylum claims. Over the course of the year, we also directly distributed £20,128 in hardship funding to destitute clients and those with no recourse to public funds. On average each family receives £100/month.

Syrian Vulnerable Persons Resettlement Scheme

To date, 44 individuals have been resettled in our community as a result of the Syrian Vulnerable Persons Resettlement Scheme, all by Refugee Action Kingston as part of our collaboration with the local authority. New arrivals were suspended throughout the year, though may resume in the next reporting period.

Integration outcomes continue to be rigorously monitored, with close coordination for indicator tracking with the local authority. As SVPRS draws to a close, a comprehensive lessons learned exercise will inform Refugee Action Kingston's approach to the next anticipated phase of the programme, the UK Resettlement Scheme (UKRS).

Counselling

We provide a professional counselling and emotional health development service to clients, overcoming barriers to counselling that our clients often experience.

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Our counselling service, offering specialist support to refugees and asylum seekers, stands alone in South West London. Refugees and asylum seekers encounter difficulty in accessing mainstream counselling services, due to cultural stigma, or financial, linguistic or attitudinal barriers. The provision of a specialist service enables clients to continue to achieve good mental health and thus re-build their lives.

The service is funded by the Clinical Commissioning Group (CCG) and registered with the British Association of Counselling and Psychotherapy (BACP) and is delivered to a high professional standard. Clients are referred to the service by GPs and the mental health trust / South West London St George's Hospital.

31 clients were supported to improve their mental health during the course of the reporting period. We also found that nearly three quarters reported an improvement in their mood, and nearly two-thirds reported an improved understanding of self-coping mechanisms.

Learning

As part of our regular service, we provide a programme of opportunities for clients from new communities to learn more about mainstream public services, civic, cultural, sporting, social and community life in London, while interacting with the wider community.

We offer graded English for Speakers of Other Languages (ESOL) classes from complete beginner to advanced levels, delivered by a dedicated team of incredible volunteers. We aim to facilitate cohesive communities by connecting individual clients with the wider communities and mainstream services through improving their English language skills and general education. Clients later progress to paid employment, further studies, or volunteering roles by building their language and confidence.

Our ESOL learning services were the first to transition to a digital delivery model. Traditional English language classrooms switched to Zoom delivery within weeks, with significant resources efforts invested in providing sustainable connectivity solutions. Other activities like exercise classes and emotional support groups also transitioned to online delivery.

We provided hardware, software, and coaching opportunities that have gone on to have positive knock on effects for clients now able to access a broader world of connectivity. 139 clients were supported through our learning programme this year.

While some instances of drop-off occurred which were followed up, we found the digital approach to have the additional advantages of extending geographic reach to more distant clients, and easier use of multimedia in facilitating learning. Going forward, these lessons will continue to inform our programme design.

Although the local authority has announced plans to shut down Piper Hall for refurbishment, we are creating new spaces, digital and physical (government pandemic guidance permitting), where our clients and community can once again come together and connect.

We continued to provide additional learning opportunities to children to improve their English, Maths and IT skills. Learners are individually assessed and put in groups according to levels. Paid staff, qualified volunteers and university students teach the

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children. Due to the pandemic, our regular summer plans for children were delivered through a parcel delivery system.

Employment

Our information, advice and guidance (IAG) sessions seek to help clients from across London overcome barriers to employment. We deliver information sessions, capacity building workshops, and practical guidance sessions relevant to specific employment prospects.

For each client enrolled with our Career Advice service, we develop an action plan by providing sensitive and appropriate support. With the support of volunteers, the action plan helps unlock the potential of our client so they can move into sustainable employment or a temporary position before progressing to a sustainable and dignified role.

Our sessions orientate clients to the UK labour market, help them identify how their overseas qualifications and experience can be translated to the UK systems, and prevent long-term under-employment.

Our employment service also took the opportunity to use digital tools to continue building our clients' career prospects and opportunities. During the reporting period, of 103 clients, 10 percent gained employment and a further 15 percent completed higher education or a volunteering placement that positioned them for better future job application. Five mentors have worked closely with clients and contributed significantly to positive outcomes.

Volunteering

Our volunteering team grew to 182 registered volunteers. Of these, over one hundred contribute at least weekly to our work. A further 36 volunteers are registered but not actively engaged in project activities.

Online shop

Work on our online shop began in earnest in November 2020. Since then we have recruited an ecommerce officer to manage all aspects of the shop, and sourced free office space in Kingston town centre to use for shop activities. This space has proved valuable in terms of storage volume and location.

Donations from the community and corporate partners have ensured we maintain a reasonable stock of quality goods. The shop is currently generating in excess of £100/month.

Operations

This year has forced us to rethink how we work: from how we communicate to how we operate. We invested heavily in ensuring working from home was comfortable for our team. We transitioned our staff and our clients online, and eliminated paper-based processes as much as possible. And we recognised that digital works for many, but not for all, so we also followed up with specific individuals and groups.

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Our strategic plan and theory of change continue to guide our overarching work. We undertook a long-delayed initiative to refresh our external image and increase the number of ways our community and supporters can interact with us.

We began operating from a second location (Neville House), expanding our local footprint and becoming more easily accessible to members of the community.

Mr Isik Oguzertem was appointed as director in December 2020.

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Public Benefit

RAK provide public benefit through the relief of poverty among its clients and providing education and training to help them achieve integration into our community and become socially and economically independent members of the community. As such the Trustees consider that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission and have complied with their duties under Section 17 of the Charities Act 2011.

Financial Review

The financial results for the year are as shown in the financial section of this report and cover accounting period of 12 months from 01 April 2020 to 31st March 2021,

The carry forward funds as at 31st March 2021 amounted to £142,888, all of which was unrestricted.

We continue to operate in an uncertain political climate. Changes in government policy alter the needs of our clients and also sources and amounts of our grants. We monitor, evaluate and adapt services to respond to changing demands. Our staff keeps up to date with changes in legislation and national or local policy.

A key aim of the Board is to ensure RAK holds adequate reserves for working capital purposes and has sufficient funds to meet contractual liabilities and winding down costs, if the organisation were to close. This includes redundancy pay, amounts due to creditors and commitments under contracts. RAK's level of reserves also helps the organisation to plan expenditure against variations in the way funding is received.

To balance the uncertainty of funding, our policy is to maintain financial reserves to cover these costs and allow for an orderly wind down. The current estimate of these costs is c.£85,000 - 90,000. Without a renewal or replacement of existing grants in place and based on current expenditure levels, RAK is estimated to still remain in a position to cover these costs for the coming 12 months as our unrestricted reserves stand at about £142k.

Risks and Internal Controls

As required by the Charity Commission, the Board formally records an assessment of the risks faced by the organisation. The Board regularly considers matters relating to risk and reviews the risk register.

The Board has overall responsibility for ensuring RAK has appropriate systems of control, both financial and operational. These systems are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. During the period, the Trustees continued to review the major financial and operational risks facing RAK and continue to monitor on a regular basis the implementation of any changes necessary to ensure that, as far as reasonable, controls are in place to protect RAK, its members, those working for it, the general public and other stakeholders.

Future Strategy

We will continue to work very closely with RBK and local voluntary and statutory service providers for supporting refugees and asylum seekers in the years ahead. To achieve this,

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we are pursuing an ambitious schedule of revitalisation. We want our level of client satisfaction, quality of service, and physical presence in Kingston to be transformed for the better.

This will require investments in better systems, both back and front end. Investments in staff, visibility and data collection will ensure we can communicate the impact of our work, and amplify our appeals. Investments in our board will ensure we are connected with the right networks to improve the lives of our clients. Investing in ourselves will pay dividends that go on to help our community.

As new arrivals continue to arrive in Kingston, some refugee groups are becoming more established. Our challenge is to meet the essential and complex practical needs of new arrivals whilst starting to provide second tier support and assistance to more established communities who want to set up community groups. We will also renew our efforts to provide additional support to our clients to gain employment.

As a frontline organisation, Refugee Action Kingston was already prepared to quickly respond to new developments. However the scale and scope of change brought on by the pandemic stretched even our most resilient systems.

The pandemic has taught us to be more agile, more risk aware, and more holistic. These are qualities we will use to continue to develop as an organisation and provide services that meet the needs of our clients in Kingston and the surrounding boroughs.

Structure, Governance and Management Background

Refugee Action Kingston (RAK) was established in 1991 as a charity, registered with the Charity Commission on 24th August 1992 under a Constitution adopted in January 2001. In 2018, RAK completed the process of changing its legal structure to a Charitable Incorporated Organisation (CIO).

Refugees and asylum seekers register with RAK and become clients. RAK exists to enable clients residing in Kingston and surrounding areas to live a fulfilling life and become accepted and active participants in their local communities. Since RAK was founded in 1991 it has grown to offer services to fulfil the organisation's current mission.

The Board is responsible for the overall management and strategic direction of RAK. The Director is appointed by the Board to manage the day to day operation of the charity.

Governance

RAK is a CIO. The constitution was approved in January 2018.

Trustees are appointed for a term of three years by a resolution passed at a convened meeting of the charity trustees. As the work of the charity is with refugees and asylum seekers, the Board seeks to ensure that refugees are appropriately represented on the Board.

At present, the CIO does not have extra classes of non-voting or associated members.

The Chair of the Board is responsible for inducting any new Trustees, supported by the Director. The Induction includes the roles and responsibilities of a Trustee, the aims and objectives of the charity and administrative information. Each new Trustee is required to sign a

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declaration of eligibility and references are sought. They are also supplied with the most recent Annual Report and Accounts and a copy of the Charity Commission booklet, 'The Essential Trustee'.

Members of the Board during the period are set out on page 10. The Board meets every six weeks and is responsible for monitoring progress against a Business Plan prepared annually.

Organisational Structure

The Board is responsible for the strategic direction and policy of the charity. At present, the Board has seven members from a variety of backgrounds.

The Director of the charity is responsible for the day-to-day provision of services and ensuring that agreed outcomes are delivered. The Director is also responsible for the line management of staff and ensuring that the staff team use good working practice and develop their skills on an on-going basis.

Legal and Administrative Information Status

The organisation is a charitable incorporated organisation, registered on 22nd January 2018.

Trustees

Mark Kluth, Chair (Appointed January 2018)
Conor Dolan, Treasurer (Appointed January 2018)
Colin Green (Appointed January 2018)
Sadik Hassan (Appointed January 2018)
Pat Monro (Appointed January 2018)
Mark Addison Greaves (Appointed July 2020)
Gillian Margaret Ashmore (Appointed January 2021)
Rupika Gunawardena (Appointed April 2020)

Director

Isik Oguzertem (Appointed December 2020)

Charity Address

Siddeley House, 50 Canbury Park Road
Kingston upon Thames, KT2 6LX

Independent Examiner

Paul Ross FCA

Bankers

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

Metro Bank
64-66 Clarence Street
Kingston upon Thames
KT1 1NP

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Statement as to disclosure of information to Independent Examiner In so far as the Trustees are aware:

- there is no relevant audit information of which the charity's Independent Examiner is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the Independent Examiner is aware of that information.

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the report and accounts in accordance with applicable law and regulations. Charity law requires the Trustees to prepare accounts for each financial Period. Under that law the Trustees have elected to prepare the accounts in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under charity law the Trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. In preparing these accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in business

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Charity SORP 2015. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed on behalf of the Board of Trustees by:

DocuSigned by:
Mark Kluth
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27 September 2021

Mark Kluth, Chair

Approved by the Board of Trustees on 7 September 21

Refugee Action Kingston, Siddeley House, 50 Canbury Park Road, Kingston upon Thames, KT2 6LX.

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Independent Examiner's report to the Trustees of Refugee Action Kingston for the Year ending 31 March 2021

I report on the accounts of the charity for the period ending 31 March 2021.

Respective Responsibilities of Trustees and Examiner

The charity's Trustees are responsible for the preparation of the accounts. The charity's Trustees consider that an audit is not required for this Period under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report

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

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:
(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Name:	Mr Paul Ross
Relevant professional qualification or body:	The Institute of Chartered Accountants in England and Wales
Address:	18 Woodcock Dell Avenue, Kenton, Harrow, Middlex, HA3 ONS

Date:
28 September 2021

DocuSigned by:
.....
Paul Ross
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Statement of Financial Activities for the year ended 31 March 2021

	Notes	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Incoming Resources					
Donations	2	**17,301**	**-**	**17,301**	8,203
Charitable activities	3	**58,382**	**381,303**	**439,685**	384,282
Investments	4	**1,146**	**-**	**1,146**	1,699
Total incoming resources		**76,829**	**381,303**	**458,132**	394,184
Expenditure					
Costs of generating funds	5	**73,697**	**381,303**	**455,000**	516,269
Total expenditure		**73,697**	**381,303**	**455,000**	516.269
Net incoming/(outgoing) resources before transfers		**3,132**	**-**	**3,132**	(122,085)
Transfers		**-**	**-**	**-**	-
Net incoming/(outgoing) resources for the year		**3,132**	**-**	**3,132**	(122,085)
Reconciliation of funds					
Total funds at 1 April 2020		**139,756**	**-**	**139,756**	261,841
Total funds at 31 March 2021		**142,888**	**-**	**142,888**	139,756

The notes provided on pages 15 to 22 form an integral part of these financial statements.

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Balance Sheet as at 31 March 2021

	Notes	2021		2020	
		£	£	£	£
Fixed Assets					
Tangible Assets	8		-		2,105
Current Assets					
Debtors and prepayments	9	**15,102**		28,524	
Cash at bank	10	**319,334**		204,361	
		334,436		232,885	
Creditors: amounts falling due within one year	11	**(191,548)**		(95,234)	
Net Current Assets			**142,888**		137,651
Total Assets Less Current Liabilities			**142,888**		139,756
Funds					
General Funds	13		**-**		-
Restricted Funds	14		**142,888**		139,756
Total Funds			**142,888**		139,756

These financial statements were approved by members of the committee on 07/ 09/21 and are signed on their behalf by:

DocuSigned by:
Mark Kluth
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Mark Kluth
Chair

27 September 2021

DocuSigned by:
Conor Dolan
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Conor Dolan
Treasurer

27 September 2021

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Notes to the Accounts

1. Accounting Policies

Basis of preparation

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value.

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, and applicable UK accounting standards and the Charities Act 2011

The charity constitutes a public benefit entity as defined by FRS 102.

The Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence. Therefore they have adopted the going concern basis in preparing the annual report and financial statements

Income

Income is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty

Grants from the government and other agencies have been included as income from activities in furtherance of the charity's objects where these amount to a contract for services.

Expenditure

Expenditure is included in the Statement of Financial Activities on an accruals basis and on the basis that consideration has been received for the expenditure.

Governance costs

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include those related to statutory examination of the accounts. See note 6.

Tangible Fixed Assets

Assets over the value of £500 are capitalised at cost.

Depreciation is provided on all tangible assets at rates calculated to write off the cost on a straight-line basis beginning one month after acquisition over their expected useful lives as follows:

- Computer equipment 33.33%
- Other office equipment 20.00%

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Pension Costs

The charity has a workplace pension scheme with The Peoples' Pension. Employers' contributions of 5% have been provided to March 2021.

Related party transactions and trustee's remuneration

There were no related party transactions to report. Trustees received no remuneration in respect of their Trustees duties and no expenses were reimbursed

Funds Accounting

Funds held by the charity are:

- Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.
- Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Taxation

The charity is exempt from Corporation Tax under Section 505 of the Income and Corporation Taxes Act 1998. The Charity is not registered for VAT and therefore any irrecoverable VAT has been included with the relevant expenditure.

Risk Management

The Management Committee has assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity, and is satisfied that systems are in place to mitigate exposure to such major risks.

Operating Lease Agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged on a straight-line basis over the period of the lease.

2. Donations and Legacies

	Unrestricted Funds 2021	**Restricted Funds 2021**	**Total 2021**	Total 2020
	£	**£**	**£**	£
General donations	**17,301**	**-**	**17,301**	8,203
	17,301	**-**	**17,301**	8,203

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3. Income from Charitable Activities

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total 2021 £	Total 2020 £
London Councils Repatriation	-	-	-	5,250
Staywell - Advice	-	96,000	96,000	96,000
Kingston CCG	40,000	-	40,000	40,000
RBK - SVPRS	-	74,671	74,671	80,532
RBK - Other	3,982		3,982	32,747
Swire Charitable Trust	-	8,250	8,250	-
Kingston Nursing Association	1,500	-	1,500	1,712
Henry Smith	-	51,000	51,000	31,566
City Bridge Trust	-	47,504	47,504	39,896
Trust for London	4,900	40,000	44,900	40,000
Love Kingston	-	2,000	2,000	1,600
Homeless Link – Cold Weather Payment	-	-	-	14,979
London Communities Fund	-	13,258	13,258	-
Ground Work	-	4,950	4,950	-
Barrow Cadbury		26,500	26,500	-
Mrs Smith & Mount Trust	3,000	-	3,000	-
Albert Hunt Trust	5,000		5,000	-
Lloyds Bank Trust	-	15,670	15,670	-
London Catalyst	-	1,500	1,500	-
	58,382	381,303	439,685	384,282

4. Investment Income

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total 2021 £	Total 2020 £
Bank interest earned	1,146	-	1,146	1,699
	1,146	-	1,146	1,699

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5. Expenditure on charitable activities

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total 2021 £	Total 2020 £
Case work & Advice Projects	**18,720**	**160,271**	**178,991**	174,484
Education & Children Projects	**1,280**	**80,103**	**81,383**	117,959
Employment Projects	**-**	**51,000**	**51,000**	67,537
SVPRS Project	**-**	**74,671**	**74,671**	86,259
Hardship fund	**6,960**	**15,258**	**22,218**	20,128
Core & Infrastructure costs	**45,777**	**-**	**45,777**	49,477
Governance costs	**960**	**-**	**960**	425
	73,697	**381,303**	**455,000**	516,269

6. Analysis of governance costs

	2021 £	2020 £
Independent examiners renumeration	**960**	425
	960	425

7. Staff costs

The aggregate payroll costs were	2021 £	2020 £
Wages & Salaries	**299,453**	293,409
Social security costs	**19,327**	18,846
Pension provision	**13,707**	13,771
	332,487	326,026

Executive committee remuneration and expenses

No expenses or remuneration has been paid to any Trustee or member of the Management Committee during the period in respect of their Trustee duties.

Particulars of employees:

The average number of employees during the period was 10 (2020: 9)

No employee was paid more than £60,000 during the year

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8. Tangible Fixed Assets

	Computer Equipment	Fixtures & Fixtures	Total
Cost	**£**	**£**	**£**
At 1 April 2020	**7,325**	**1,584**	**8,909**
Additions	**-**	**-**	**-**
At 31 March 2021	**7,325**	**1,584**	**8,909**
Depreciation			
At 1 April 2020	**5,220**	**1,584**	**6,804**
Charge for the year	**2,105**	**-**	**2,105**
At 31 March 2021	**7,325**	**1,584**	**8,909**
Net Book Value			
At 31 March 2021	**-**	**-**	**-**
At 31 March 2020	**2,105**	**-**	**2,105**

9. Debtors

	2021	2020
	£	£
Debtors	**8,116**	19,538
Prepayments & Room Deposits	**6,986**	8,986
	15,102	28,524

10. Cash at Bank and in hand

	2021	2020
	£	£
Current Accounts	**166,596**	88,483
Investment Account	**152,681**	115,672
Petty Cash	**57**	206
	319,334	204,361

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11. Creditors: Amount falling due within one year

	2021	2020
	£	£
Creditors	**8,135**	169
Grants received in advance – deferred Income	**163,484**	79,179
Accruals	**9,001**	425
Pension Contributions	**2,557**	2,421
PAYE tax & social security	**8,371**	13,040
	191,548	95,234

12. Commitments under operating leases

At 31 March 2021 the charity had annual commitments under non-cancellable operating leases as set out below

	2021	2020
Operating leases which expire	**£**	£
Within 1 year	**1,656**	1,656
Within 2 to 5 years	**-**	-
	1,656	1,656

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13. Movement of restricted Funds

	1st April 2020	Incoming Resources	Outgoing Resources	Transfers	31stMarch 2021
	£	£	£	£	£
Crisis Support	-	96,000	134,484	-	-
RBK - SVPRS	-	74,671	74,671	-	-
Barrow Cadbury	-	26,500	26,500	-	-
Swire Charitable Trust	-	8,250	8,250	-	-
City Bridge Trust	-	47,504	47,504	-	-
Ground Work	-	4,950	4,950	-	-
Henry Smith	-	51,000	51,000	-	-
Lloyds Bank Foundation	-	15,670	15,670	-	-
London Catalyst	-	1,500	1,500	-	-
Trust for London	-	40,000	40,000	-	-
Love Kingston	-	2,000	2,000	-	-
London Communities	-	13,258	13,258	-	-
	-	381,303	381,303	-	-

14. Movement of unrestricted Funds

Unrestricted funds	139,756	76,829	73,697	-	142,888
	139,756	76,829	73,697	-	142,888

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15. Statement of Cash Flows for the year ended 31 March 2021

	Total Funds 2021 £	Total Funds 2020 £
Cash flows from operating activities		
Net cash provided by/(used in) operating activities	**113,827**	(6,551)
Cash flows from investing activities		
Investment Income	**1,146**	1,699
Net increase/(decrease) in cash:	**114,973**	(4,582)
Cash and cash equivalent at the beginning of the reporting period	**204,361**	209,213
Cash at bank and in hand	**319,334**	204,361

Reconciliation of net cash flow income/(expenditure) to net cashflow from operating activities

Net income/(outgoing) for the reporting period (as per the statement of financial activities)	**3,132**	(122,085)
Adjustment for:		
Depreciation charges	**2,105**	2,417
Investment income	**(1,146)**	(1,699)
Decrease/(increase) in debtors	**13,422**	28,894
(Decrease)/increase in creditors	**96,314**	85,922
Net cash provided by/(used in) operating activities	**113,827**	(6,551)