



Annual Report and Financial Statements for the Year ended 31 March 2023

Charity Registration:

Charity Commission England and Wales Registered Charity No. 1184580

Scottish Charity Regulator Registered Charity No. SCO52326

Contents	page
Reference and administrative information	3
Trustees' report	4
Independent examiner's report	30
Statement of financial activities	32
Balance sheet	33
Notes to the financial statements	34

Trustees

Trustees for the full year 1.4.2022-31.3.2023	
Martine Petetin	Chair from 1.9.2023
Jen Ang	Chair until 1.9.2023
Pierre-Antoine Boulat	Deputy Chair
Wiard Sterk	Secretary
Will Garford	Treasurer
Christopher Desira	
Mihai Bica	
Marcela Benedetti	
Katia Widlak	Resigned 1.9.2023
Nicolas Hatton	Resigned 1.9.2023

Name of the Chief Executive

Kate Smart

Registered Office

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Upper Dock Street
Newport NP20 1DD

Independent examiner

2E Accountants
Unit 11, Flamingo Court
81 Crampton Street, London SE17 3BF

Bank

National Westminster Bank
40 Queens Road, Bristol BS8 1BF

Trustees' report

Settled's trustees are pleased to present this annual report and accounts for the period 1 April 2022 to 31 March 2023, their fourth report since Settled was set up on 24th July 2019. The trustees confirm that Settled remains fully compliant with the requirements of the Charity Commission of England and Wales. This report is set out according to Charity Commission guidance.

In February 2022 Settled became a registered charity with the Office of the Scottish Charity Regulator. Settled is also fully compliant with the requirements of the Office of the Immigration Services Commissioner (OISC) and holds accreditation OISC Level 3. Settled is the only UK-wide, citizen-led charity focused on immigration advice for European citizens post-Brexit.

In presenting this report the trustees would like to express their sincere thanks to all those whose vision, commitment and hard work have achieved so much and helped so many.

Objectives and activities

Summary of the main purposes of the charity as set out in its governing document.

Settled's constitution was agreed on 10th July 2019.

Settled's charitable objects are:

'The relief of European Union citizens* in need, by reason of youth, age, ill-health, disability, financial hardship, homelessness, being victims/survivors of domestic violence, being victims of human trafficking or other disadvantage by the provision of education, information, support, advice and representation on lawfully obtaining the right to reside and work in the United Kingdom following the departure of the United Kingdom from the European Union.'

* For the purpose of this clause European citizens include citizens of the EU27 countries or EEA or Swiss nationals or non-EU/EEA citizens dependent on an EU citizen for their residence status.

In May 2023 Settled's trustees sought approval from the Charity Commission to expand its charitable objects to include nationals of prospective candidate or candidate countries to the European Union even when not dependent on a European citizen for their residence status. This is due to the increasing need for Settled to expand the scope of its services to Ukrainian citizens following recent geo-political events and following strategic reflection by trustees on the needs of Europeans more broadly, not just those who are European citizens.

Summary of main activities in pursuit of these objects

Settled's main charitable activities in pursuit of these objects are:

1. Identifying needs
2. Providing multi-lingual education, information, advice and support
3. Adding value to the services of others

Statement on public benefit

The trustees understand and are committed to ensuring that Settled upholds the Charity Commission's guidance on public benefit. Public benefit inspires and drives Settled's trustees, staff and volunteers and this is demonstrated in this report.

Achievements and Performance

We are proud to report that 11,078 individuals received direct, personal advice from Settled between 1st April 2022 and 31 March 2023 (the number since Settled began in 2019 is over 40,000).

Furthermore, in this year 621,620 people received information and general advice through our various channels.

Further detail on how Settled interprets its charitable objects.

In the previous year 2021-2022 Settled reviewed its strategic direction and its trustees approved the following summary:

Settled's vision is 'A positive future for EU citizens in the UK'.

"Settled believes that European citizens who have made their home in the UK before Brexit should be allowed to continue to do so lawfully, safely and successfully, that there should be fair routes to settle for those arriving post-Brexit, and that European

citizens in the UK can contribute positively to the UK and the future of Europe. Settled intends to remain at the forefront of work with European citizens, making a unique contribution over the next 3 years by organising its activities in a structured way that reflect strategic themes, increasing its capacity to respond nimbly, valuing simplicity and sustainability and remaining focussed on making an impact.”

Settled’s charitable beneficiaries are not only EU, EEA and Swiss citizens but also their dependents, and these dependents may be citizens of other countries. When war broke out in Ukraine in February 2022, Settled was one of the few organisations in the UK that was already providing immigration advice in Ukrainian and Russian languages to people from Ukraine (if they had family ties to a European citizen in the UK) and we felt a moral imperative to respond by expanding this provision.

Further detail on activities carried out, achievements and performance.

1. Identifying needs

Settled’s staff and volunteers are spread across the UK and share common languages, cultures and experiences with European citizens. They are trained to sensitively explore the needs of vulnerable and isolated individuals and win their trust. Remote working has meant we have been accessible to people in all parts of the UK equally. In 2022-23, with the pandemic subsiding, we were able to expand our face-to-face advice provision in several new locations and learn from the insights gained in these sessions.

Our CharityLog case-recording database allowed us to keep detailed records and analyse data. Staff continued to hold weekly online meetings at which they shared learnings about emerging needs in communities across the UK and trends observed in our caseload –to plan responses quickly and maintain a birds-eye view of the long-term, wide-ranging and complex challenges which European citizens and their families face as they pursue a future in the UK.

In late 2022, thanks to additional funding and in response to growing needs, Settled created a new staff post: Ukraine Outreach and Communications Officer to help us reach further into communities, and for the coming year 2023-24 we have secured funding for a further outreach post to respond to European citizens in Wales.

2. Providing multi-lingual education, information, advice and support

Settled’s services are available and in demand UK-wide. Settled’s advice services for European citizens have remained in high demand throughout the year, in part due to our excellent networks of connections with both grassroots communities and

professionals in the statutory, legal and voluntary sectors which generate referrals to Settled. Settled's reputation grows year on year, we are known for our expert and friendly team who between them speak over 20 languages. Our specialist service for European citizens with Roma heritage, led by Assen Slavchev a Romanes-speaker, is similarly very busy providing face-to-face advice in London and taking phone calls from numerous other locations in the UK. 2022-23 is the first full year of Settled's Ukraine advice service. Our Ukraine adviser Yuliia Ismail (a qualified Ukrainian lawyer, member of the Ukrainian Bar Association) provides advice with guidance when needed from our Senior Immigration Adviser Naqeeb Sadiq, a solicitor.

Online information sessions

Settled co-delivered 7 webinars on the rights of European citizens with other charities, law firms or embassies. Topics included Moving from Pre-Settled to Settled Status, Joining Family Members options, Access to NHS Services, Family & Student Visas, Citizenship and Voting Rights. Broadcast via Zoom and/or Facebook Live, speakers from our staff and volunteers presented and answered queries in several languages. These innovative delivery channels are testimonies to Settled's diverse outreach capabilities.

Facebook forums

Facebook forums ran in 10 languages: Bulgarian, Czech/Slovak, French, German, Italian, Polish, Portuguese, Romanian, Spanish and (added this year) Ukrainian. These continued to have extensive multi-lingual reach, particularly among low-skilled, marginalised people. Simple queries were answered quickly, and the answers shared on Facebook for the benefit of others. Individuals with more complex questions were transferred to receive email or telephone advice from the most appropriate team member.

Telephone helplines

Telephone helplines ran in 11 languages: English, Bulgarian, Czech/Slovak, French, German, Italian, Polish, Portuguese, Romanian, Spanish and Romanes. We decided not to offer a Ukraine telephone line because of concerns about managing demand, but we received plenty of calls from Ukrainians on our English line.

Advice by email

Email enquiries could be submitted and answered via advice@settled.org.uk, roma.advice@settled.org.uk and ukraineadvice@settled.org.uk or via a form on the Settled website.

Higher level advice

Settled employed two senior immigration advisers qualified to give higher level advice on complex cases at OISC Level 3. In 2022-23 additional funding was secured to increase the number of days per week that they work for Settled.

Face to face advice

As the pandemic subsided, Settled's face-to-face work has expanded and we provided:

- Weekly advice sessions in Edmonton, North-East London, for Roma, and in Newport, Wales, mainly for Roma.
- Monthly advice sessions at the Foxton Centre in Preston with mainly homeless clients.
- Regular advice sessions for the Salvation Army in Kent, with Eastern European clients.
- Occasional advice sessions in Spanish for the Independent Workers Union of Great Britain (IWGB), in Italian in a hub building in Leicester and at the Ukraine Welcome Centre London.
- We are in discussion with Streetwork Scotland about providing face-to-face sessions for them.

Information leaflets

Settled maintains a small range of translated leaflets on relevant topics, electronic versions being available on our website or emailed out on request. In 2022-23 we began batch printing leaflets since there were more opportunities to distribute leaflets in person. In 2022-23 the following new leaflets were produced:

Refused EUSS applications;

A general leaflet about Settled

Information about our Ukraine service

Access to housing for Ukrainians

The visa scheme for Ukraine children.

Settled commissions the design talents of Goodthinking design for its new published materials.

Videos

We worked with a Roma film-maker to produce a short film in Romanes aimed at Roma families - an accessible and inclusive alternative to written information:

<https://www.youtube.com/watch?v=C0MJTQa1pxE> We intend to make more like this.

Our Communications and Impact Manager worked with some of our volunteers to make a series of short films about why they volunteer. A Ukrainian family, helped by Settled, made a film of their story which we edited to accompany Settled's winter fundraising appeal.

Website

Settled's multi-lingual website remained an essential tool for conveying information and thereby reducing demand on our busy advice services. Information was updated and extended during the year, notably adding additional information relating to our new Ukraine service.

3. Adding value to the services of others

Encouraging referrals

In general throughout the year, Settled has seen an increase in European citizens being referred by voluntary and statutory sector organisations throughout the UK:

Settled's Immigration Manager, working closely with our sub-contracting partners Citizens Rights Project, has encouraged a steady stream of referrals from several organisations in Scotland including Citizens Advice and the Simon Community.

New for 2022-23, Settled was also part of a new funded partnership: 'Thames Valley Immigration Alliance' resulting in referrals of European citizens from partners Asylum Welcome, Reading Refugee Support Group and Slough Refugee Support. Most of these have been Portuguese citizens of East Timorese origin.

The various embassies and consulates of the different EU member states continue to refer European citizens to Settled. This year we also took referrals from several Citizens' Advice Bureaus around the UK, from probation services in London and from The Big Issue regarding Roma members of their team. Numerous local authorities have made referrals, with Liverpool and Brent being among the most connected.

Our North of England co-ordinator Cristina Tegolo gave a presentation to an online conference hosted by Nottingham University about the rights of EU students to study in the UK post-Brexit, generating more referrals from student bodies.

The Polish community has increased its referrals to Settled after meetings with the Polish embassy and a St Nicolas event in Newport.

There was a noticeable increase in referrals from Northern Ireland in this year and members of our team met with Migrants Centre NI and with Armagh Roma Support Community, as well as other Northern Ireland organisations to discuss their concerns.

To highlight our new Ukraine service Settled met with the Ukraine consul in Scotland and corresponded with the Ukraine consul in London. We also wrote to Local Authorities in different parts of the UK, had several discussions with the Association of Ukrainians in Great Britain (AUGB) and visited the Ukrainian Info Centre Glasgow. All have subsequently referred cases to us.

Providing training

In Autumn 2022, the Welsh Government commissioned Settled to provide a training programme of 18 sessions delivered to local authority and other staff in Wales, so that they could better understand the differences between various migrant groups and their entitlements. A step in a new direction for Settled, developing and delivering this course was a lot of work involving several staff members. It resulted in excellent feedback from participants for oversubscribed sessions.

Our Ukraine Adviser Yuliia Ismail ran an expert training session for the Ukrainian Bar Association and has been in discussion with AUGB (Association of Ukrainians in the UK) about providing their branches with training and advice.

Settled held discussions with the Salvation Army about providing training for them - this has been postponed but we hope to resume in the year ahead.

Settled has also been asked to provide training for staff at the Refugee Council and this will take place in the year ahead.

Otherwise, we can see a substantial need for training on the rights of European citizens and Ukrainians, in organisations of all types across the UK, but currently Settled does not have sufficient staff capacity for the resource-intensive development and administration of training courses, so we are very selective about when we accept opportunities to provide training.

Informing and advocacy

EU authorities

Settled continues to work closely with the EU Delegation to the UK. Our staff attended regular meetings with EU Delegation staff to share information about issues concerning European citizens and we met with the outgoing EU Ambassador and welcomed his successor on his visits to Scotland and Wales. Settled's chair of trustees and some staff members attended a high-profile event in November 2022 organised by the EU Delegation to celebrate and discuss the concerns of European citizens in the UK. Several staff attended meetings with the European Economic and Social Committee in London, Cardiff and Edinburgh. Numerous meetings were held with representatives of embassies and consulates of different EU Member States.

UK authorities

In April 2022 we launched our survey report 'Settled Not Secure' and shared it with the Home Office, Welsh Government, Greater London Authority and many others. Our service manager Toni Petkova attended the APPG on Migration, our CEO Kate Smart spoke at the All Party Parliamentary Group on Immigration Law and Policy. Chris Keppie and Inna Rogoman attended the APPG on Homelessness to discuss the needs of Ukrainians arriving in the UK.

Settled wrote to the Immigration Minister Kevin Foster M.P. about European citizens who struggle to prove a durable relationship either because they do not cohabit for religious or cultural reasons or because they have been separated due to covid restrictions.

We continue to have a close relationship with the Welsh Government and Settled's CEO is part of the Welsh Government's migrant integration steering group. Our Immigration Manager Andrew Jordan met with the Scottish Government officers to discuss issues of concern relating to proving status and accessing rights. He also met with the Office of the Immigration Services Commissioner (OISC) and raised the issue of unregulated immigration advisers in rural Scotland. Settled's Wales Manager Rhys Evans met with representatives of the Department for Work and Pensions as part of efforts to respond effectively to clients with benefit problems and other related problems accessing services. Several members of Settled's team (trustees, staff and volunteers) sit on the Citizens Panel for the Independent Monitoring Authority for the Citizens' Rights Agreements (IMA) and we are grateful to the IMA for its legal case seeking a safety net for those who struggle to transition from pre-settled to settled status.

We attended a Birmingham City Council roundtable on the impact of Brexit on communities. In the few weeks and months following the Russian invasion of Ukraine, Settled was at the forefront of advocacy to extend and simplify visa routes for Ukrainians e.g. to ensure that Ukraine family members of European citizens were considered.

To enable Settled to provide an effective service, we persistently pressed the Home Office to provide us with an internal escalation route so that we could make representations about individual Ukraine cases at a more senior level than the public helpline. After many months we reached an agreement with the Home Office and this is now working well.

Civil society

Settled participated in conversations and meetings with numerous civil society actors on topics of concern to European citizens including the3million, Tros Gynnal Plant, New Europeans, Access to Justice Wales, Maternity Action, Doctors of World, Seraphus, Greater Manchester Immigration Aid Unit (GMIAU), East England Migrant Workers Steering Group, the think tank Migration Policy Scotland, academics Jo

Wilding and Kuba Jablonowski and the chaplain of Luton Airport. In 2022-23 Settled joined the Immigration Law Practitioners Association (ILPA), the Civil Society Alliance and Welsh Council for Voluntary Action (WCVA), and continued to belong to several other relevant networks, the foremost being the EUSS Alliance hosted by New Europeans. Settled actively encouraged European citizens to vote in local elections and our Service Manager Toni Petkova took part in a promotional video. We also participated in a consultation on electoral reform. The invasion of Ukraine led to numerous meetings of voluntary and statutory organisations to discuss responses (including helpful meetings organised by the Eastern European Resource Centre) and Settled was and continues to attend where possible. In February 2023 Settled's Ukraine Outreach and Communications Officer Inna Rogoman joined a mass event in Trafalgar Square marking the anniversary of the invasion, attended by the Ambassador of Ukraine.

Media/communications

On the EUSS, Settled was mentioned in an article on the impact of delayed decisions in the [Independent](#); and in [Sussex Bylines](#) on the judicial review relating to pre-settled status. On Ukraine, CEO Kate Smart was interviewed by BBC Radio 5 Live in May 2022, and in this [BBC piece](#) about the Ukraine visa schemes. Settled featured in pieces by the [Big Issue](#) and [Al Jazeera](#) about increasing Ukrainian homelessness in the UK. Settled has periodically produced a Mailchimp newsletter to update its supporters, this was not issued often during 2022-23 and a goal for the year ahead is to do so more regularly, since it is valuable. In addition to its multi-lingual Facebook groups that focus on advice for our clients, Settled was active on other social media - a Facebook page in English, Twitter, LinkedIn and YouTube. Lloyds Bank Foundation offered us a communications consultant who worked with our Communications and Impact Manager.

Common concerns addressed by Settled

EUSS status applications

- Highly vulnerable European citizens who failed to realise the need to apply to the EU Settlement Scheme and so needed to make a late application.
- Delays in processing EUSS applications e.g. for European citizens with criminal convictions.
- Refused applications for pre-settled and settled status, often because European citizens did not understand the requirement to upload documentary evidence.
- European citizens needing help to submit an administrative review or make a fresh application following a refusal.

- Children without pre-settled or settled status because parents (who may have secured pre-settled or settled status for themselves) did not realise the need to make an EUSS application for their children.
- Refusal of children's EUSS applications due to lack of evidence, even when their parents' applications were successful.
- Difficulties in making applications for family members to join European citizens in the UK under the EU settlement scheme.
- Difficulties in providing documentary evidence of a long-standing relationship required for 'durable partners' to join European citizens in the UK under the EU settlement scheme.
- Applications on the basis of historic residency in the UK, which risk refusal because of the challenge of obtaining and providing sufficient relevant historic evidence.
- The need for people with pre-settled status to make a fresh application for settled status before their pre-settled status expires, and the risk that this might not be successful (at the time of writing policy on this point is evolving).
- Periods of absence from the UK (for work, family reasons, or COVID restrictions) which may affect the transitional applications from pre-settled to settled status.
- A concern that for applications to transition from pre-settled to settled status the Home Office requires documentary evidence previously submitted with the pre-settled status application which often is now lost or the digital version is lost or unavailable. A lack of understanding of the need to retain documentary evidence even after pre-settled status has been granted, in part caused by a more 'digital-centred' approach by applicants to documentary evidence.
- Survivors of domestic violence whose pre-settled status is dependent on their former partner and need to make an independent application. More such cases are likely as time passes. Limited documentary evidence available now and even more so in the future. Third country nationals are particularly affected.
- European citizens who arrived in the UK after 31 December 2020 and therefore do not qualify for the EU settlement scheme.
- European citizens who applied to the EU settlement scheme despite having arrived after the 31 December 2020 deadline and receive a Certificate of Application (and the right to work) valid for up to 6 months. Lack of understanding that holding a Certificate of Application is not a grant of EU pre-settled or settled status. Lack of understanding that a Certificate of Application is invalid if an application for EU pre-settled or settled status is refused.
- Shortage of quality advice and risks from unregulated immigration advisers who charge fees for poor quality or wrong advice.

Concerns using EU pre-settled or settled status to exercise rights and access services

- Inability to access rights and services because an EUSS application decision has been delayed.
- Digital exclusion - confusion about how to use the View and Prove system to check status online and generate a share code.
- Technical glitches in the View and Prove system.
- Problems occurring when a European citizen replaces their passport or ID card, but the View and Prove online status is linked to their previous passport or ID card.
- European citizens with pre-settled status failing to pass the habitual residency test and therefore not being able to claim relevant public funds (benefits). Confusion about what is sufficient documentary evidence in such cases.
- Child-safeguarding concerns in families that have failed to qualify for welfare benefits. Increased poverty & destitution.
- European citizens with a Certificate of Application only, being charged for NHS treatment.
- European citizens with pre-settled status being charged for NHS treatment erroneously because of language barriers.
- Increased risk of exploitation &, in some instances, trafficking.
- European citizens being stopped by airlines from boarding if they are unable to demonstrate EU pre-settled or settled status using the view and prove system.
- European citizens being stopped by UK Immigration Officers on arrival - (a) some travelling with visitor visas (b) some travelling with a Certificate of Application.

Additional concerns for Roma

- Language barriers, low levels of education and literacy, and digital exclusion. Heavy reliance on children as interpreters and facilitators for their parents.
- Multiple support needs e.g. help also needed for gaining National Insurance Numbers, benefit claims, accessing healthcare, finding work, settling debts.
- Isolated and vulnerable to exploitation e.g. working at below the legal minimum wage.
- Safeguarding concerns for teenage girls (sometimes married and sometimes with children) dependent on older men for their livelihoods and immigration status.

Ukrainian citizens visa concerns/pre-arrival concerns

- Difficulty obtaining required documentation for a visa application in war conditions.
- Inability to access a visa application processing centre.
- Power cuts and loss of internet connection in Ukraine making communications and online applications difficult.
- Exploitation and fraud.
- Delays in getting visas, including cases where some family members receive visas but not others.
- Insufficient numbers of Homes for Ukraine hosting offers, to meet the demand.
- Problems with the host-guest matching process, inconsistencies in vetting.
- Complex cases – for example family visa applications where it was an extended family relationship rather than a direct family relationship.
- Families where different family members are covered by different visas.
- Ukrainians with outstanding asylum applications seeking advice on visa schemes.
- Ukrainians with outstanding applications under the Ukraine Visa schemes seeking advice on asylum applications.
- Applications from joining family members relying on the sponsorship of a previous joining family member.
- Applications for unaccompanied children.
- Advice on children stuck in limbo in Europe due to early Home Office policy on travel of Ukrainian minors.
- Ukrainians on seasonal worker visas whose children have been left in Ukraine with grandparents and now seek to bring them to the UK.

Concerns after arrival in UK

- After arrival, breakdown in sponsorship arrangements due to safeguarding concerns, overcrowding or financial pressures. Delays in finding an alternative sponsor or accommodation.
- Domestic violence, and a need to find alternative safe accommodation.
- Delays in processing benefit applications.
- Financial pressures on family members who accepted Ukrainians on the Ukraine Family Visa scheme rather than the Homes for Ukraine Scheme and therefore receive no additional financial support.
- Difficulty in finding independent move-on accommodation once the hosting comes to an end.
- Homelessness.
- Insufficient local support services.
- Lengthy delays to processing Biometric Residence Permits (BRPs) for Ukrainians.

- Poor-quality and inconsistent advice, misinformation and rumour are widespread, including when the source is a well-meaning friend or local professional.
- Numerous requests for Settled to travel to provide advice in person, lack of resources to cover travel and staff time.
- Concerns about the additional disadvantages facing Ukrainian Roma.
- Uncertainty of future immigration status as no word from the government about what happens when the three year's humanitarian visa granted under the Ukraine Schemes expires.

Assessment of Impact on beneficiaries

In the 12 months between 1 April 2022 and 31 March 2023, we estimate that **11,078 people received direct, personal advice** from Settled on the concerns set out above.

The number since Settled began in 2019 to end of March 2023 is over 40,000.

During the 12 month period, 855 of the people provided with direct advice were identified as Roma. 454 people provided with direct advice were recorded as being Ukrainian, this was the first year of our Ukraine service and numbers are growing month on month.

Of the 11078 cases, detailed monitoring data was collected for 2615 people. This sample gives us the following information:

47% contacted us by email, 29% by phone, 13% in person and 11% by other means.

We provided advice to people from 63 nationalities; of whom 28 are from countries who are members of the EU, or EEA and Switzerland; 3 are candidates for joining the EU; and the remaining 32 from other nationalities. The most common were Bulgarian (18%), Romanian (17%), Italian (13%), and Ukrainian (11%).

Initial status of beneficiary recorded

Of the EUSS cases:

- 44% had Pre-Settled status
- 40% had a pending application for Pre-Settled status
- 11% had Settled status
- 2% had been refused status
- 2% had not yet applied to the EUSS
- 1% had British citizenship

Of Ukrainian cases:

- 44% had already been granted a visa
- 34% had an application for a visa pending
- 12% were queries from a host or other third party
- 8% had not yet applied for a visa
- 2% had been refused a visa

Matter type recorded

Of the EUSS cases:

- 24% were about bringing family members to the UK (joining family members)
- 16% moving from Pre-Settled to Settled status
- 14% late applications
- 11% refusals
- 8% advice on absences
- 7% problems accessing services
- 5% difficulty proving status

Furthermore, in the 12 months, our data shows that **621,620 people received information and general advice** through our various channels (including information sessions views, website views, twitter impressions and belonging to Facebook forums).

As a result, all of these people are more likely to have secured their status in the UK and exercised the rights that go with it, thereby safeguarding their homes, livelihoods and access to health and other services. They are more likely to have been able to reunite their families and ensure their wellbeing, confidence and inclusion, and access education for their children. For Ukrainians, as well as these other benefits, they have been assured of a place of safety.

Settled continues to monitor the success of our work against the following criteria:

- Secured settled status
- Secured pre-settled status
- Secured a visa to enter the UK under Ukraine visa schemes
- Secured citizenship
- Secured other status'
- Able to make a successful status application/challenge a refusal

- Secured access to certain rights/services where previously this was difficult
- Allowed to travel back into the UK when previously this was difficult
- Able to receive expert help from an external body
- Family reunited
- Increased understanding, reduced anxiety
- Increased wellbeing and community connections
- Empowered to tell their story

Our volunteers are also beneficiaries: they have gained skills, a warm and sociable community, and new ways of affirming their European identity.

Case studies of beneficiaries of Settled's services

G, from Poland

G had already been living in the UK for 12 years when she contacted Settled at the end of 2022. G is a young woman with a severe neurological condition that meant that she could not complete an online application to the EU Settlement Scheme and she could not be helped through remote advice online or on the phone. She was very anxious to resolve this because she was shortly due to receive hospital treatment. A highly trusted member of Settled's team arranged to visit her at home and offered her support and reassurance. They took time to help her collate the relevant documents, although G was quite confused and could not remember a lot of things. Settled helped her to make the application and a positive result was received a few days later.

A, Bulgarian Roma

A is Roma and a Bulgarian citizen. He has lived in the UK since 2018 with accommodation provided in his community. In 2021 he applied for EU settled status with the help of an unregulated 'lawyer', he was refused and the adviser disappeared. A's wife and 3 children arrived in the UK June 2022. The local authority social services became concerned about the family and contacted Settled. Settled's Bulgarian-speaking advisers realised that A did not have sufficient documentary evidence of how long he had been in the UK, e.g. a tenancy agreement or a national insurance number and he was not registered with a G.P. A had been sending small amounts of money regularly to his wife back home using an international money transfer company and so Settled requested permission from that company for a record of transactions. This record was proof that he had been in the UK for the required period and Settled helped A to make a new application to the EU settlement scheme. When this was successful, Settled made successful 'joining family member' applications for his wife and children. As a result of having secured their immigration status, A and his wife were able to rent their own accommodation and get regular employment.

L from Brazil, married to a Portuguese citizen.

L was married in late 2019 and came to live in the UK in early 2020. She and her husband both applied for and were granted pre-settled status. She contacted Settled in early 2023, heavily pregnant, seeking advice on her immigration status because she had separated from her husband due to escalating domestic abuse. Settled advised her that her pre-settled status remains valid, she is not dependent on her husband for this immigration status and that she could get this confirmed by the Home Office. We explained how to take control of her online EUSS account. We explained the importance of keeping all evidence of time spent in the UK and evidence of the domestic abuse to support her future application for settled status - letters and reports from social services, midwives and domestic abuse support charities, including a MARAC report. We also contacted a specialist benefits adviser.

M from Ukraine

M was a pharmacist in Mariupol. She is Ukrainian with family members who are European citizens, and they advised her to seek a host in the UK. Following the Russian invasion and the devastation of that city, M applied to the UK's Homes for Ukraine scheme and came to live with a host in the Midlands in Summer 2022. After a few months she found paid work as an assistant in a pharmacy and moved into rented accommodation. Her priority was to apply for her mother to live with her - her mother had been displaced from Mariupol and was in another part of Ukraine in difficult circumstances. M was wrongly advised that she was eligible to apply for her mother to join her under the Ukraine Family Scheme and she made an application that was refused. She approached Settled and we advised her, in Ukrainian, that according to the immigration rules the Ukraine Family Scheme does not apply in this case and she must apply to be a host for her mother under the Homes for Ukraine scheme. We explained to her the conditions that she would need to satisfy to be accepted as a host by her local authority, and the support available. We helped her to make a successful application and her mother has now arrived to live with her.

Case studies of Settled volunteers**Daniela, Italian, a volunteer since 2019 giving advice in Italian.**

"I decided to volunteer when I realised that EUSS was not as easy and straightforward as initially promised. I was particularly concerned about the potential impact on vulnerable groups, including the elderly and the youngest members of society. Having a legal background, spare time, and prior experience in volunteering within an English-speaking environment, I was determined to find the perfect charitable organisation to contribute to. Settled, without a doubt, turned out to be the right fit for me. Within the Settled community, I encountered individuals who genuinely cared for the welfare of

the most vulnerable. These dedicated individuals not only take pride in their work but also provide ample opportunities for us, the volunteers, to develop and enhance our own skills. Over the past three years, I have eagerly participated in various training sessions and meetings, continuously expanding my knowledge. Settled has not only been a service to the European community in the UK but has also fostered a wonderful sense of community among the volunteers. Despite the constraints of my full-time job, the need to support Europeans and their families in making the UK their home remains. Settled continues to play a vital role in meeting this need, and I am grateful for the opportunity to contribute.”

Olga, Ukrainian, a volunteer since 2022, giving advice in Ukrainian.

“As I emigrated with my family several times, I know how hard starting a new life can be. I sympathise and want to use my experience to help others on similar journeys. I'm so happy to have joined this team, who are real professionals, are always willing to help, and for whom all lives really matter.”

PART 3 MANAGEMENT INCLUDING FINANCES

How fundraising performed

Settled has attracted funding from statutory bodies, from trusts and foundations, from corporate and community organisations and from philanthropic individuals. To sustain and grow its work Settled continued both to earn support from loyal funders and to attract the interest of new trusts and foundations. Funds were secured both for Settled’s work with European citizens and for its response to the needs of citizens of Ukraine. Major funders are listed in the table below. Grants from the National Lottery for England and for Wales respectively, were entered into the accounts for the previous year 2021-22 but their impact continued into 2022-23.

In Spring 2023 Settled was delighted to receive news of an increase in its grant from the Welsh Government and for the first time to secure a grant from the Scottish Government. These will have a positive impact on our working in the coming year 2023-24.

We are also humbled by the support shown by individual donors, including some major philanthropic gifts and many small donations from European citizens who have seen our work first-hand. Records were kept of individual donors and thank you messages sent following their donations.

A British author who felt moved to support Settled because his wife is a Slovak national, has donated the proceeds (over £500 so far) from a book of unofficial Dr Who short stories.

Settled ran a funding appeal to coincide with the Winter holidays and Christmas season.

Most of the fundraised income was secured by the CEO Kate Smart. The Wales Manager Rhys Evans has also begun to engage in fundraising bids, securing a grant from the Moondance Foundation which will show in next years' accounts.

A proportion of Settled's funds were spent on fundraising. This was a salary for a part-time fundraiser during part of the year, who has since left the organisation, plus volunteers posting hand-written thank you cards to all donors (affordable as our donor base is small). Online donation facilities were set up using Paypal, Facebook donate and CAF Online, charges are a small percentage of the donations.

Our main sources of funding 2022-23

Source	Classification	Purpose of funds (where restricted)
CDL	Corporate funder - donation	Core costs and to support the development of services for people from Ukraine.
AB Charitable Trust	Grant making trust or foundation	Core costs.
Allen Lane Foundation	Grant making trust or foundation	Core costs.
Asylum Welcome		To provide complex immigration advice to EU citizens in the Thames Valley.
Barrow Cadbury Trust	Grant making trust or foundation	To expand advice provision to citizens of Ukraine.
The Blue Thread	Grant making trust or foundation	To expand advice provision to citizens of Ukraine.
Justice Together Initiative	Grant making trust or foundation	To provide complex immigration advice to EU citizens in Scotland and North West England. (ii) To expand advice provision to citizens of Ukraine.
Lloyds Bank Foundation	Grant making trust or foundation	Core costs, with a focus on services for those at risk of trafficking and modern slavery.
Paul Hamlyn Foundation	Grant making trust or foundation	To improve provision of information, advice and support to EU citizens in the North of England.
Trust for London	Grant making trust or foundation	To develop and manage volunteers to

		advise vulnerable European citizens.
Unbound Philanthropy	Grant making trust or foundation	To influence policy through evidence from service delivery.
Edmonton Community Partnership	Statutory and community partnership	To provide information and advice sessions for Roma families in Enfield.
Welsh Government	Statutory funder - grant	To develop and manage volunteers to advise vulnerable EU citizens in Wales.

Financial review

In this financial year Settled has received grants to the value of £399,812 (2022: £307,429). In addition, the Charity has received £19,736 (2022: £22,136) of donations and other income of £995 (2022: £0). Expenses of £414,731 (2022: £324,382) are mainly payroll, project-specific costs, finance and IT and outreach costs incurred in the delivery of the services. Grants received which will be delivered in 2023 are held in deferred income. The free reserves at the end of the period were £43,982 (2022: 38,171), up £5,811 on the previous year end. Cash in bank at year end was £249,554 (2022: £225,633). This included £110,921 received from 4 donors and 2 individuals for the work with Ukraine.

As Settled expands its outreach, cash reserves held going forward will be a minimum 3 months of operational expenditure to bring further grants and income in the case of expected grants failing to be made. This quarterly value is calculated at £132,500 including salaries covered by restricted funding and has been factored into the budgeted forecast by the end of the first quarter of the financial year 2023/24. Furthermore, at the end of September 2023, Settled had already received £199,605 (2022: £122,125) of cash funding in the current financial year to the date of these financial statements.

During the financial year, the Finance, Risk and Audit subcommittee has continued to focus on the charity's financial and risk management, coordinating with the CEO and finance team on a regular basis. This has resulted in improved clarity and strategy being applied to the financial planning process and increased ongoing scrutiny to the

performance of fundraising, forecast of headcount and usage of funding in line with any relevant restrictions, as well as reviewing financial impact of decisions including new hires and the opening of a new office space for staff. The subcommittee has also held multiple meetings with the charity's external examiner to understand the challenges and areas for focus on financial and risk governance to support growth and sustainable development.

The FRAC committee also carries out a continuous review of financial controls in place and a comprehensive budget and cashflow forecast for the new financial year. The primary focus of the budget process was to improve financial confidence, manage growth and security for the employment of staff and build comfort that the charity can plan ahead while maintaining agility in a challenging and fast evolving international and local environment.

The budget process has been the most comprehensive yet for the forthcoming financial year, with the clear aim of providing assurance to the trustees, employees and funders that Settled is confident in the organisation's liquidity and financial agility at a time of economic turbulence in the macroeconomic climate. With this in mind, the charity has opened a savings account to help manage cash flow in light of rising inflation and interest rates. A cost of living pay review was also conducted as part of the budget process to support all staff, to ensure all employees can continue their great work at Settled in a challenging climate.

Future Plans

In March 2022, Settled's trustees agreed the following strategic themes to cover a three year period:

SECURE STATUS

FAIR ACCESS & INCLUSION

CITIZENS AND THEIR FAMILIES PROTECTED

PART OF EUROPE'S FUTURE

In the year ahead 2023-24, with these themes in mind, some of the key developments planned are:

1. Service expansion

Settled will expand services in Wales and Scotland thanks to funding from the Welsh and Scottish Governments and investigate the potential for offering services in Northern Ireland. It will prepare for the impact of the end of Home Office grants to its network of 57 local organisations providing EUSS advice and Settled will adapt our services to cope with a likely increase in demand involving complex cases. Settled will

cautiously grow the number of locations where it is providing face to face advice, working with partners to use their community events, centres etc. and also provide some practical help to promote 'digital inclusion'. We predict that our specialist service for Roma will continue to be essential to helping people understand how to access their rights.

2. Offering a paid-for citizenship advice service

We will begin a new service to provide advice on citizenship and expert assistance to complete and submit citizenship applications. For the first time, we will introduce a fee for this area of advice, priced similar to other NGO providers and less than commercial rates. This is to generate a new income stream and is justifiable because citizenship advice is non-urgent work and tends to be requested by people who are well-established in the UK. Fees generated will contribute to sustaining our free advice services.

3. Support for cultural inclusion

We have long identified the need to address the sense of alienation that European citizens have felt as a result of Brexit. European citizens in the UK can contribute positively to the relationship between the UK and the EU, and to the future of Europe – its identity, prosperity, and values. Settled will take practical steps to implement a new field of work to promote artistic and cultural work by, for or about European and Ukrainian citizens in the UK – setting up a webpage to promote cultural events and related activities, perhaps starting initially in Wales.

4. Excellence in communications

We will make regular and expert use of social media and the newsletter and increase engagement with mainstream media – to reach wider and different audiences, to provide updates and raise awareness of our clients' rights, needs and opinions, to advocate for improvements in policy and to promote acceptance of European citizens.

Structure, Governance and Management

How Settled is constituted

Settled is a Charitable Incorporated Organisation. Settled's governing document is its Constitution. As explained above, Settled is now registered with the Office of the Scottish Charity Regulator in addition to being registered with the Charity Commission of England and Wales.

Selection, induction and training of trustees

Settled's trustees are selected on the basis of suitability including knowledge of Settled's specialist area of interest and knowledge of charity management. They pledge to serve for at least 3 years. Settled runs open and accessible recruitment when new trustees are needed. Prospective trustees are nominated and approved by existing trustees. Settled supplies all new trustees with its constitution, recent accounts and information setting out the requirements of the trustee role as produced by the Charity Commission and NCVO. Trustees are encouraged to read internal minutes and reports to familiarise themselves with charitable activities, and to meet the staff and volunteers to see their work in action.

The organisational structure

Settled's team comprises trustees, staff and volunteers. Most of this team are European citizens.

Trustees

All of Settled's trustees have personal or family experience of the UK immigration system. 8 trustees remained in post throughout 2022-23 and intend to serve in the year ahead. A further 2 trustees who had been instrumental in setting up Settled - Nicholas Hatton and Katia Widlak - stepped down as trustees during the year but remain enthusiastic supporters. After capably steering Settled through its early years, Jen Ang stepped down as Chair of Trustees in September 2022, to focus on the demands of her career as a human rights lawyer. Martine Petetin, one of Settled's founding trustees took over the role of Chair, with a welcome commitment to making more opportunities to bring trustees and staff together. Meetings of the trustee board took place every 2 months. Board meetings regularly reviewed the charity's finances, delivery of services, management of risks and other matters within their responsibilities. Two sub-committees: Finance, Risk and Audit, and Strategy and Governance met regularly between full board meetings. Additional sub-committees – one on Human Resources and one on Policy, met as needed. An in-person planning day jointly for staff and trustees in Newport in February 2023 was a big success. Trustees gained a better understanding of the work of Settled and the discussions contributed to the drafting of a plan of work for the year ahead.

Staff

Settled's staff team expanded during the year. Having entered its third year, some hard-working staff who had been with Settled from its early days decided to move on,

and we said goodbye to Maria Llorente, Cristina Tegolo, Eva Plajerova and Alec Herron, as well as more recent arrival Sarah Lally. The last remaining member of the original Settled team is Toni Petkova and we are very glad that she is staying with us. New staff members this year include advice workers working with European citizens Ewa Kasprzak and Veronica Bortolato, Wales manager Rhys Evans and Ukrainian team members Yuliia Ismail and Inna Rogoman. Chris Keppie took over as our Communications and Impact Manager. Of these new recruits, three had previously been Settled volunteers. Talented new staff members are settling in well and the team as a whole is strong, well-organised and positive with a good sense of confidence about the work they do together and opportunities for the future.

In addition to the routine annual pay increases, staff were given an additional cost of living pay increase in the Autumn of 2022. We are grateful that some of our funders made additional grants possible in order to cover this cost. Staff work within a framework of employment contracts, job descriptions, policies and standards. Staff continued to work remotely - based in Scotland, Wales, London and various points in between. It was important therefore to be able to hold some in-person staff planning days during the year - once in Manchester and twice in Newport, with the last of these including trustees also. Staff met remotely for weekly team meetings, with sub-groups meeting to discuss specific areas of operations.

The staff roles at the end of the year were as follows:

- CEO
- EUSS advice services manager
- Immigration advice manager
- Wales service and development manager
- Communications and impact manager
- Senior immigration adviser
- 4 advisers (one for North of England, one Wales, one specialising in Roma, one specialising in Ukraine support)
- Ukraine outreach and communications officer

Two other staff work towards Settled's goals through our sub-contractor Citizens Rights Project. A freelance finance manager has also been an important member of the team, and we are grateful for regular expert support from an IT contractor.

New office and equipment

In April 2022 Settled moved into its own office in the newly refurbished market complex in Newport. This has resulted in a proportionately small increase in our regular expenditure, but we have gained a physical base for keeping records and holding in person meetings. Staff and trustees worked together to make it attractive, thanks in part to a small grant in the previous year from Newport City Council. To meet the

cyber-security requirements of the Welsh Government, Settled purchased new laptops for staff who were previously working on their personal computers.

Volunteers

Volunteers are essential to delivering Settled's multi-lingual advice services. All those involved in providing advice are DBS checked and are supported to get OISC accreditation. The volunteer team is well organised and impactful. Volunteers have clearly defined roles and are well supported by designated staff. There is daily communication within this network, plus a weekly volunteer newsletter and regular online volunteer meetings.

A survey to gather volunteer feedback ran in February 2022: they are warmly appreciative of the "lovely" staff and volunteer team and proud to be making a tangible difference, and they would welcome more training opportunities. We also learned that our volunteers are keen to see Settled expand the range of services it offers.

Our Volunteering and Impact Manager Maria Llorente left at the end of August 2022. As the staff team has grown, we succeeded in splitting the responsibilities of this post among the remaining team rather than recruiting a replacement. We have found that this shared involvement has created a richer induction and management experience for volunteers. Our new Wales manager Rhys Evans joined at the end of September 2022 and brought experience of volunteer management from his previous post at Citizens Advice. He has helped overhaul some of our processes.

Maria and Rhys contacted all of those who are 'on our records' as volunteers but are relatively inactive so that we have a better understanding of who wants to stay with Settled. This exercise resulted in a dip in the numbers of volunteers mid-year but this has recovered due to new volunteers coming forward - we began the year with around 100 volunteers, it dipped to around 60 but has since returned to around 100 again.

We continued to assess and fill skills-gaps within our volunteer team - for example we gave priority to recruiting volunteers with Eastern European languages and/or Roma heritage, and our Ukraine service continued to engage Ukrainians as volunteers. We learned to expect higher turnover of Ukrainian volunteers whose lives were more unsettled compared to our other volunteers. We organised a successful in-person volunteer day in London in June 2022. Due to the pandemic it was the first time we had attempted this and people were excited to finally meet in person.

Training

Settled takes seriously its responsibilities to ensure that volunteers are well-trained. All volunteers are trained to acquire the accreditation OISC Level 1 (EUSS) and are given a further induction training on all aspects of Settled's work and the volunteering roles. Settled invested in an online training programme on safeguarding which all staff and trustees completed in late 2022. External training courses on various topics were

attended by volunteers or staff members provided by Seraphus, IIPA, CPAG, Rights of Women, Refugee Action and Trust for London.

Settled's in-house lawyers had access to expert external supervision.

Remuneration

All trustees carried out their roles without receiving remuneration. In order to support a funding application, one of the trustees - Wiard Sterk - provided a limited number of days of paid consultancy and this was duly approved, minuted and accounted for. His remuneration did not exceed £1000. Staff salaries by March 2023 were within the range £27,000-£48,000. Volunteers are reimbursed for expenses incurred but do not receive a regular allowance.

Representation and respect

Settled works respectfully with and not just for European citizens, providing information, advice and support to increase their ability to take steps to improve their own situation and safeguard their rights. Settled is committed to ensuring that its beneficiary group is well represented in the charity's decision-making and delivery of services and that their voices are heard. We appreciate the strengths which European citizens bring to our charity - commitment to their home in the UK, determination to work hard to support their families, willingness to help others. This is embodied in Settled volunteers who harness linguistic, inter-personal and technical skills to support peers and create an inclusive pan-European community. While Brexit has been a distressing experience, Settled has galvanised and empowered European citizens to take positive action to help others. Settled has robust policies on equality and diversity, complaints-handling and more. Our beneficiaries participate through our large, multi-lingual, interactive Facebook groups and periodic client surveys.

Declarations

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

Signed on behalf of the charity's trustees:



Martine Petetin, Chair of Trustees of Settled

27th September 2023

Independent examiner's report to the trustees of Settled

I report on the accounts of the charity for the year ended 31st March 2023, which are set out on pages 32 to 37.

This report is made solely to the trustees as a body, in accordance with the Charities Act 2011. My examination has been undertaken so that I might state to the trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the trustees as a body, for my examination, for this report, or for the opinions I have formed.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, 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 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

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.



2E Accountants
Unit 11, Flamingo Court
81 Crampton St, London SE17 3BF

Date: 28-Sep-2023

Settled CIO

Statement of Financial Activities for the year ended 31 March 2023

	Notes	unrestricted	restricted	year ended 31.3.2023	year ended 31.3.2022
					£
Incoming Resources					
Donations and similar resources		19,736	0	19,736	22,136
Operating activities					
in furtherance of charity's objects	2	36,667	363,145	399,812	307,429
for generating funds					
Other income		995	0	995	0
total inc		57,398	363,145	420,542	329,565
Resources expended					
Costs of generating funds		0	0	0	0
Charitable expenditure	3				
in furtherance of the charity's objects		49,946	363,145	413,091	323,062
Management and administration		1,640	0	1,640	1,320
total res		51,586	363,145	414,731	324,382
Net movement in resources		5,812	0	5,811	5,183
Total funds brought forward		£38,170	0	£38,170	32,987
Total funds carried forward		£43,982	£0	£43,982	£38,170

Summary Income and Expenditure Account for the year ended 31 March 2023

	year ended 31.3.2023	year ended 31.3.2022
		£
Gross income of continuing activities	420,542	329,565
Total expenditure of continuing operations	414,731	324,382
Net income / (loss) for the year	£5,811	£5,183

The summary income and expenditure account is derived from the Statement of Financial Activities above, which together with the notes to the accounts on the following pages provides full information on the movements during the year

Settled CIO
Balance Sheet as at 31 March 2023

	<i>Notes</i>	2023 £	2022 £
Current assets			
Debtors and Prepayments		105	8,021
Cash at Bank		<u>249,554</u>	225,633
Petty cash		249,659	233,654
Liabilities - amounts falling due within one year			
Creditors and accruals	5	<u>205,677</u>	195,483
Net current assets		<u>43,982</u>	<u>38,170</u>
Total assets less current liabilities		<u>£43,982</u>	<u>£38,170</u>
Funds			
Restricted	8	£0	0
Designated		£0	0
Unrestricted		<u>£43,982</u>	<u>38,171</u>
		<u>£43,982</u>	<u>£38,171</u>

Approved by the Trustees on

2023 and signed on its behalf by:

the notes on the following pages form part of these accounts

Settled CIO

Notes to the accounts for the year ended 31 March 2023

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with the Charities Act 2011, accounting and reporting by charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1st October 2019) (Charity SORP FRS 102) and the Financial Reporting Standard applicable in the UK and Republic of Ireland

b) Grants

Grants are recognised in the Statement of Financial Activities (SOFA) on an accruals basis following the satisfaction of any pre-conditions

c) Donations, other income, fundraising and gifts

Donations, other income, gifts and fund raising are recognised in the accounts on a received basis. Gifts in kind are valued at their value to the charitable company

d) Expenditure and support costs

Expenditure is recognised in the period in which it is incurred and includes attributable VAT which cannot be recovered. Expenditure is recognised when a legal or constructive obligation arises. Costs of raising funds are those

e) Preparation of the accounts on a going concern basis

The Trustees consider that the principal uncertainty regarding going concern relates to the ability to raise funds. The Trustees monitor results and budget to mitigate that risk.

f) Volunteers

The value of services provided by volunteers has not been included

g) Taxation

No provision for taxation is included in the accounts as the charitable company is entitled to exemption from tax afforded by Section 505 of the Income and Corporation Taxes Act 1988. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred

g) Funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

l) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

2 Grants and donations

Included in the statement of financial activities as donations and similar resources and operating activities in furtherance of the charity's objects are the following grants:

	year ended 31.3.2023		31.3.2022	
	unrestricted	restricted	total	total
GLA	0	0	0	13,518
AB Charitable Trust	4,167	0	4,167	44,745
Allen Lane	15,000	0	15,000	7,000
Asylum Welcome	0	11,994	11,994	0
Lottery Funding	0	0	0	20,000
Paul Hamlyn Foundation	0	40,667	40,667	37,295
Justice Together Initiative	0	59,592	59,592	26,300
SR Trust	0	0	0	20,000
Trust for London	0	22,000	22,000	12,265
Edmonton Community Partnership	0	7,650	7,650	900
CDL	0	0	0	20,013
Lloyds Bank Foundation	17,500	0	17,500	0
Ukraine*	0	110,921	110,921	0
Unbound Philanthropy	0	46,118	46,118	44,846
Welsh Government	0	64,203	64,203	60,547
	£36,667	£363,145	£399,812	£307,429

3 Salaries and wages

	2023 £	2022 £
Salaries and wages	302,137	240,600
Social security costs	24,975	21,644
Pension costs	<u>2,349</u>	<u>4,840</u>
	<u>£329,460</u>	<u>£267,084</u>

The average number of employees (FTE) during 2023 was 10 (2022 9)
No employee received emoluments of more than £60,000. (2020 Nil)

4 Analysis of total resources expended	2023 £	2022 £
Salaries and wages	329,460	267,084
Contractors	37,714	28,800
Accountancy and Independent examination	1,200	1,320
IT costs	6,685	4,236
Marketing	3,341	9,369
In person planning days	7,261	0
Translation	711	500
Travel	2,288	3,519
Printing, Stationery, postage, phones	6,361	6,329
Volunteer costs	2,004	1,157
Rent	8,219	0
Other	9,486	2,068
	<u>£414,731</u>	<u>£324,382</u>

5 Creditors and accruals	2023 £	2022 £
Deferred income	185,718	178,820
Taxation	12,526	10,563
Accruals	<u>7,433</u>	<u>6,100</u>
	<u>£205,677</u>	<u>£195,483</u>

6 Trustee Remuneration and Expenses

One Trustee was remunerated for writing a grant (£1,000) in 2023. (2022 Nil)

During the year 2023, no trustees received expenses (2022 Nil)

7 Contingencies and Contractual commitments

In the opinion of the trustees at 31.3.2023

there were no contingent liabilities and no contractual commitments 2023 (2022 nil)

8 Restricted funds

	Balance 31.3.2022	Income	Expenditure	Balance 31.3.2023
Justice Together Initiative	0	59,592	59,592	0
Edmonton Community Partnership	0	7,650	7,650	0
Asylum Welcome	0	11,994	11,994	0
Paul Hamlyn Foundation	0	40,667	40,667	0
Trust for London	0	22,000	22,000	0
Unbound Philanthropy	0	46,118	46,118	0
Welsh Government	0	64,203	64,203	0
Ukraine*	0	110,921	110,921	0
	0	363,145	363,145	0

The purpose of the first seven of these restricted funds was to help with EU settled status.

*Ukraine: this represents all the grants and donations received to support a new immigration advice service for Ukrainians. There is more detail on these donations on page 17 of the Trustees report.

These included

Barrow Cadbury Trust	20,000
The Blue Thread	20,000
CDL	20,000
Justice Together Initiative	45,521
Individual donations specified for Ukraine service	5400