

REFUGEES WELCOME CRAWLEY

England & Wales · Charity number 1186127

Details

Status Registered

Legal form CIO

Registered 2019-11-04

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

Contact

Address c/o The Charis Centre
West Green Drive
Crawley
West Sussex
RH11 7EL

Phone 07842 133979

Email rwchair@gmail.com

Website www.refugeeswelcomecrawley.co.uk

Activities

Objects: 1. FOR THE PUBLIC BENEFIT TO RELIEVE POVERTY, SICKNESS AND DISTRESS AMONGST REFUGEES AND VULNERABLE MIGRANTS AND THEIR FAMILIES IN CRAWLEY AND THE SURROUNDING AREA, PARTICULARLY BUT NOT EXCLUSIVELY BY THE PROVISION OF ADVICE, ADVOCACY, FINANCIAL ASSISTANCE, ACCESSING APPROPRIATE TRAINING AND EMPLOYMENT OPPORTUNITIES AND OTHER SUCH SERVICES AS THE CHARITY SHALL DECIDE.2. TO ADVANCE THE EDUCATION OF THE GENERAL PUBLIC, STATUTORY AND VOLUNTARY ORGANISATIONS, AND IN PARTICULAR THE EDUCATION OF REFUGEES AND VULNERABLE MIGRANTS, IN ORDER TO ASSIST THEIR SOCIAL WELLBEING, WELFARE AND INCLUSION WITHIN THE WIDER COMMUNITY AND IMPROVING THEIR CONDITIONS OF LIFE.

Activities: Refugees Welcome Crawley is a local charity supporting refugees, asylum seekers and vulnerable migrants in the Crawley area. Volunteers provide befriending, English language practice and practical support to promote community integration.

Classification

- **How:** Provides Other Finance, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Other Defined Groups

Geography

- West Sussex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£61,647	£67,638	-	-
2024-03-31	£57,572	£50,151	-	-
2023-03-31	£23,892	£39,585	-	-
2022-03-31	£38,811	£10,066	-	-
2021-03-31	£13,875	£11,970	-	-

REFUGEES WELCOME CRAWLEY

England & Wales - Charity number 1186127

Accounts

Refugees Welcome Crawley

Report of the Trustees for the year ending March 31st 2025



Our mission

Refugees Welcome Crawley offers welcome and practical support to refugees and people seeking asylum in the Crawley area. We seek to alleviate poverty, sickness and distress amongst those seeking sanctuary in our local community.

Overview

In the past year, our dedicated volunteers have worked tirelessly to meet the significant needs of our clients throughout the asylum process and beyond as we support them to resolve their difficulties and improve their wellbeing. Workload has now increased to the point where we are looking to employ paid staff for key roles within the charity to deliver our services in safe, sustainable and effective ways in the years ahead. Meanwhile, we have streamlined our operations and processes by improving data recording, prioritising essential services and working closely with other partner organisations.

Governance

The **governance of RWC** in the past year comprised a Board of 6 Trustees including the Chair, Treasurer and Secretary; a Steering Group of 8 members and a total number of 50 active volunteers. Individuals with lived experience contribute essential insights at trustee, steering group and volunteer level. Our volunteers offer their time, compassion, skills and experience in many different roles - as English teachers, warehouse volunteers, delivery drivers, drop in advisers, interpreters, admin assistants, resettled family befrienders and Welcome Club volunteers. None of our services could run without their dedicated support or without the generous support of our donors and grant funders. We are extremely grateful to every individual and organisation that supports our work.

Who do we help?

Throughout the past year, our support has been accessed mainly by individuals and families in local hotel asylum accommodation, but also by those remaining in the local community after grant of refugee status and to a small number of UNHCR resettled refugee families.



Charity no: 1186127

Our service users are seeking sanctuary here from more than 40 countries, particularly from Iran, Sudan, Afghanistan, Syria and Eritrea, fleeing persecution and threat to life in their home countries. Recent traumatic experiences our refugees may have faced include torture, imprisonment, leaving family and loved ones behind and risking the hazards of dangerous journeys to reach the UK when no safe route to claim asylum here is available to them. Families with children living in hotels face additional difficulties of being unable to provide for their children as they would wish and of children settling into local schools and being uprooted again on grant of status when they move into accommodation elsewhere. Newly granted refugees with a spouse or child left behind when they fled may apply to be reunited with these close family members under Refugee Family Reunion rules so our clients over the past year have also included some of these families arriving to join a parent or spouse, usually after many years of separation. Heartwarming moments at the airport begin a new journey of resettlement for these families.

How do we help?

Welcome

The wellbeing of our refugee clients is at the heart of all we do. We treat each person who accesses our services as an individual, and do all we can to make them feel safe and welcome at all times, whatever their gender, age, nationality, ethnicity, religion or sexuality - whether through offering a listening ear, a sociable tea break chat in English classes or an individual clothing pack specific to their needs. The office space we have occupied in the past year has provided a much-needed community hub for in person support and advice.

I will forever cherish the warm and welcoming environment you created for all of us. Your generosity, patience, and encouragement have inspired me deeply. I am truly grateful for all the time and effort you have dedicated to helping people like me feel more at home in this new chapter of our lives.

Welcome Club

This year saw the introduction of our Saturday Welcome Club, where RWC and URC church volunteers host our guests from refugee backgrounds, sharing refreshments, chatting and playing boardgames or outdoor games depending on the weather. We also have a sewing machine available for mending and sewing new clothes.



This gives us all a heartwarming opportunity to reflect on how much we have in common whatever our background, whether it's the satisfaction of winning a game, mending some clothing or enjoying an ice cream in summer time. We are most grateful for the unfailing support of the URC team in delivering these activities.

From our lived experience volunteer: *The Welcome Club is a place of relief, calm, and connection. Many of our guests have experienced difficult journeys, trauma, or stress. Here, they can feel safe, be themselves, and take a breath*
As volunteers and representatives, our role is to welcome everyone with kindness, respect, and without judgment. We may come from different cultures, beliefs, and backgrounds — but here, we live peacefully alongside one another.

Welcome Club – Horley

Horley Welcome Club has continued to thrive with a committed team of local volunteers offering English conversation and a Gardening/Games session each week. Increasingly, volunteers have found that attendees also need information and advice, particularly around housing needs following eviction as well as asylum case refusal and health issues. The Horley team liaise with our Crawley Drop-in advisors as well as housing officers at Reigate and Banstead and the ABC team who kindly host the Welcome Club sessions at the Horley Health Hub.

Horley volunteer: We try to build confidence through working in a very relaxed atmosphere in which we are also approachable to help with other concerns. We are fortunate that we operate in a health setting where we have direct access to a team of health workers and mental health teams who we can call on if we encounter issues that require professional intervention. At every session we have a line of people asking for specific help e.g. travel tickets, assistance in making appointments, enrolling at college, finding solicitors, eVisa issues and so on and many times we encounter completely new problems. It's never dull, sometimes frustrating but we are always rewarded with smiles and laughter leaving the Welcome Club.

Advice drop-in

From May 24, we moved from a weekly advice drop-in session at Crawley library to three sessions a week in our own office at the Charis centre. Needs have only increased over the past year, meaning that these sessions are always very full and demanding of volunteer capacity as we are dealing with clients whose issues include imminent homelessness and asylum case refusals and attendees with mental or physical health vulnerabilities and/ or lack of English language to express themselves.

It is a struggle for many also to understand the workings of the asylum process and of the benefits system once leave is granted as well as the realities and challenges of private renting in the UK. The powerlessness and frustration of not being able to work,



Charity no: 1186127

claim benefit or choose one's own accommodation as an asylum seeker switch to the opposite challenge where it's essential to find work, find accommodation to rent and apply for Universal Credit while they are looking for employment. Aided by admin assistants and volunteer interpreters, advisors do their best to explain statutory processes and support our clients to apply for the help that is available to them. We work closely with local statutory organisations and partner charities to achieve best possible outcomes for our clients including local housing needs teams, Citizens Advice – especially for clients needing to access e-visas - and Open House.

At these sessions, we also issue free data sim cards, a much-appreciated resource from National Databank of which RWC is a member. It makes a huge difference for our clients to have wi-fi access when they are out of their hotels, particularly for finding their way around and using WhatsApp to communicate. Volunteering at these sessions is not easy but a vital source of support for our refugee clients, many of whom would be lost without this help.

My five-year residency permit arrived yesterday. If it weren't for you, I might not have seen this beautiful day. Thank you again

ESOL classes

These are a key component of our provision, so important for community integration and to relieve the boredom and powerlessness our clients feel with their lives on hold as they await the outcome of their asylum claims. Over the past year, RWC has had a dedicated team of 13 ESOL teachers giving their time and expertise to create and deliver enjoyable English classes focused around the language our learners really need to communicate in all areas of their lives and to start rebuilding a new life in the UK. RWC runs English classes in Crawley twice a week for Beginners, Intermediates and an English class for Ukrainian refugees in East Grinstead. As well as being a vital step in this process, classes are a sociable learning space in which learners and teachers get to know each other, build confidence, dispel isolation and boost overall wellbeing.

Joining the English classes and participating in the programs you organized has been an unforgettable experience. Your dedication and compassion have made a significant difference in my life, helping me grow both in my language skills and in confidence, ESOL learner

I would like to express my sincere gratitude and appreciation for your tireless efforts and highly effective teaching methods. Your patience, compassion and exceptional approach to education have played a vital role in our academic growth and motivation. It is truly remarkable. I am sincerely thankful for the love and dedication you show in your teaching. With heartfelt thanks, One of your students



I have found teaching the asylum seekers a very fulfilling experience. They are keen to learn, and I always wish I could give them more. Given their circumstances, I do try to make the classes fun. They respond to this enthusiastically, and I hope they learn a little bit about British culture as well as the English language.

Seeing each week the young men understanding more and their thirst to learn more. Lovely to see them smile and laugh and seeing each week the improvement in the English language.

ESOL class teachers

Children's Literacy Group

The Children's Literacy Group continued to run weekly over the past year with some children from asylum seeking families attending but the majority of learners being Ukrainian refugees. The children practised their English literacy skills with support from a dedicated volunteer team in a welcoming environment though numbers have now decreased, a testament perhaps to the children's achievement in acquiring English language capability so quickly as they adapted to living in their new community here. A decision was therefore taken to move from Children's Literacy to Adult conversation sessions at the same venue from September 25.

Community Befriending

A small number of refugee families and vulnerable individuals still receive volunteer support at home to manage aspects of daily living and household administration – bills, benefits and housing issues. A visiting English tutor also supports an Afghan mother with her English learning at home where the teaching can fit around the needs of her young children. These refugee clients really appreciate this special support which can only be offered where the needs of the person are exceptional.

Women's Dance Group

A Women's Wellbeing Workshop with dance and art was held in May and enjoyed by the women who attended. Further sessions of yoga were held during the year by our wonderful dance and yoga teacher but unfortunately attendance was low and sessions are currently on hold while we consult with our female charity service users to ensure we offer activities that will be well supported.

Eid and Christmas

Every refugee child in hotel accommodation received a Christmas gift this year from the wonderful and aptly named **Spread some Sunshine** charity, truly a special time for



Charity no: 1186127

volunteers to deliver and for each child to receive a new and age-appropriate gift. We also held a Christmas get together for resettled families at which Father Christmas himself made an appearance with his sack of gifts for the children. At Eid we also delivered a small gift for each child and adapted our provision for both Ramadan and Eid within our English classes and Welcome Club

Practical support

Our ongoing work seeks to provide our refugee community with the support they desperately need and would be unable to access without our help.

We provide:

Essential clothing for warmth, dignity and to make each recipient feel welcome and cared for as an individual. Many of our clients arrive with only the clothes they are wearing and urgently need this support.

Our warehouse volunteers source, sort, allocate, pack and deliver appropriate clothing for each individual request made through our Clothes Support helpline. Clothing is sourced through donations of pre-loved clothes and supplemented with purchases of essential items.

In September 2024, Sussex Aid for Refugees, the charity with which we previously worked to provide refugee clothing, ended its local support. An additional challenge was the end of clothing support from LDS (Church of Latter-Day Saints) who had previously provided a very generous supply of new clothing for adult refugees in asylum hotels, for which we were extremely grateful.

From early 2025, clothing and baby equipment for our youngest clients has been provided by Ten Little Toes baby bank through Crawley Community Action social prescribing. This new system seems to be working well with families receiving excellent quality items from a very caring and expert charity. The considerable backlog of people waiting for clothes caused by the changeover from Sussex Aid to RWC management and the sheer volume of new arrivals needing clothes was finally cleared this Spring with turnover time from request to delivery now minimal, thanks to the hard work of our fantastic warehouse volunteers, automation of the request system and new grant funding, as detailed below.

I received your support package today and it made me really happy. I truly appreciate it.

Thank you for the football boots you sent to my son. You made my son happy!

Clothing recipients



Warehouse lead volunteer: In the last year we have supported more than 1500 people in hotels in Crawley, Mid Sussex, Horley and at the Airport Inn, Gatwick, with emergency clothing, including traditional modesty wear and maternity clothing. We also supplied a huge range of other items - from backpacks to umbrellas, suitcases, pots and pans and bedding though to art and craft materials, allowing refugees the chance to enjoy creativity during their wait for refugee status.

We have enhanced our system of recording requests from refugees, introducing a new automated, printed labelling system which saves on volunteer time and ensures we capture the data we need in order to apply for funding for more support. We are now proud to let you know that we are responding to service users within one day of their request and delivering within a week

Travel tickets

RWC continued to provide essential travel tickets for our clients to reach solicitors, Home Office or medical appointments, with travel costs for our service users representing around 14% of RWC annual expenditure. In an average month in the past year, train and bus tickets were purchased for around 60 clients at an average cost of £22 per journey which is clearly unaffordable for asylum seekers receiving just £8.86 per week asylum support. Enabling these journeys is vital for our clients' wellbeing since without our help, they would not be able to access the help they need. Missing an asylum interview or immigration bail signing appointment, even when the Home Office has failed to provide a ticket in time, could have a bearing on the progress of a person's asylum case.

Travel fares are also needed, for example, where a housing offer has been made out of area and the prospective tenant does not have the funds to reach the accommodation. We minimise cost wherever we can, for example by asking clients to reschedule appointments outside peak travel times wherever this is possible.

We are extremely grateful for the bus tickets we receive from ABC (Alliance for Better Care) to facilitate journeys that are necessary for the person's health and wellbeing but costs to the charity remain high. From February 25, residents at one of our hotels were able to travel on a shuttle bus into Crawley provided by WSCC for resettled refugees from a nearby hotel but unfortunately this service has now been paused.



Charity no: 1186127

Due to the distance and my current health condition, as I am experiencing back pain, I am finding it difficult to travel alone. I would greatly appreciate it if you could kindly provide a train ticket for a companion to accompany me. Having my Partner by my side to assist and guide me during the journey would be of immense help. Thank you very much for your understanding and support. I am truly grateful for your kind consideration of my request.

The problem is that I don't have money. How will I go? My appointment is in 6 days.. I am lost and don't know what to do.....

*I wanted to thank you for helping me today I thank you from the bottom of my heart
Recipients of travel tickets*

Basic smartphones and phone repairs

We assist service users coming to us who have no phones so that they can access the internet for information, learning and navigation and communicate with the Home Office, solicitors, GP, housing officers and loved ones back home, all vital for wellbeing as evidenced by the desperate messages we receive from people without one.

I would like to request you for a mobile phone please as I do not have one and I use my friends phone to write out this message. I would really appreciate it if you could provide me with a mobile phone as it would really mean a lot to me. I need to receive messages for my asylum case from home office

Homelessness support

RWC supported increasing numbers of homeless clients in the past year, mainly newly granted refugees who were unable to find affordable accommodation or a landlord willing to accept a tenant on Universal Credit within the 56 days' timeframe from positive decision date to end of asylum support and eviction from their hotel. This took the form of sleeping bags, food vouchers or occasional night respite accommodation, usually for homeless women or rough sleepers who were unwell or in extreme weather conditions. In this financial year, homeless costs represented around 7% of our total expenditure. We communicate and liaise with housing officers at each of our local councils, Open House, StreetLink and Hope into Action, Refugees at Home, Room for Refugees and Turning Tides in our efforts to help our clients facing homelessness to resolve their situation. We also support clients at our drop-in advice sessions to make homelessness applications to the relevant council, apply for Universal Credit and



search for a room to rent on rental websites. For employment support, we also signpost to Employ Crawley and, during the past year, to BEAM social enterprise for work and accommodation assistance.

Unfortunately, despite the best efforts of our advice team and the clients themselves, we generally have at least one person sleeping outside at any one time. It is hard to go to bed each night being aware that someone known to us is on the street and alone. In this situation, we or the client makes an alert to StreetLink so that homeless outreach workers will visit them in the next few days to verify their street homeless status and make sure they are registered with housing needs council teams, Open House or Turning Tides.

I can't stay with my friend. And weather is really cold . It is a torture to stay outside

I had a very difficult night. In the middle of the night, the hotel guys came and woke me up in that state, shivering so much that all my clothes were wet. Please help me because I am not well mentally and physically. Please help me. Homeless service users

We have been touched over the past year by the kindness of refugee charity hosts offering welcome and a safe haven in their own homes until their guest can find independent accommodation and start truly rebuilding their lives. Guests can refer themselves to Refugees at Home and we complete their applications to Room for Refugees hosting charity.

I am here with my host. They are the kindest people I have ever met on my entire life. They are nice and friendly. I thank you for referring me. And just wanted to say I slept well and safe last night.

Thankfully, families with children under 18 do not generally face street homelessness and are offered emergency/ temporary accommodation following eviction though this is unlikely to be in Crawley and often results in children having to move schools, sometimes a considerable distance away.

We have provided limited support in the form of donated or low-cost household items such as kitchen equipment or bedding for homeless refugee families and individuals moving into accommodation which is often empty or lacking essential items.

Translation of documents

This is often needed so that evidence for a person's asylum claim written in other languages can be considered. Translation services are costly and, regrettably, we



Charity no: 1186127

cannot meet all the requests we receive to translate all of the evidence a person may have. We are very fortunate to have peer interpreters at our advice sessions to help speakers of different languages, especially Arabic and Persian, communicate with our drop-in advice team. When a case is especially sensitive and it is more appropriate to use an interpreter not known to the client, we also have paid access to Clear Voice phone interpreter services, provided by Migrant Help. Clearly, it makes a huge difference to our clients to be able to express themselves and be understood in their own language and to support their asylum claims with the evidence they have.


Bicycles

Many of our clients living in hotels request a bicycle to give them the freedom to move around the local area and an enjoyable, practical way to exercise that a bicycle will give them. We always have more people asking for bicycles than we can supply but just at the end of this accounting year, Bike Project restarted their donated bicycle provision for refugees and we gratefully received 20 bikes and a grant award from Sport England to provide the safety kit needed to go with them.

Laptops

We also receive many requests for laptops and we aim to match the donated laptops we receive, refurbished by our wonderful laptop community volunteer, to those who really need one for a specific purpose, such as an IT course or a student with special needs.

Our Thanks

First of all, thanks must go to the resilient, dedicated and kind hearted  volunteers who are at the centre of our organisation and continue to give of themselves and of their time with patience, flexibility and compassion.

Especial thanks to the core team of volunteers who have worked tirelessly to help resolve the most problematic of situations – supporting troubled people at times of crisis in their lives, finding ways to restock empty shelves and get clothing to those in dire need and making difficult decisions when resources are insufficient to do all that is requested of us.

Thank you to our trustees, our steering group and every volunteer in whatever capacity. Thank you to our advisers, teachers, warehouse volunteers, Welcome Club teams, and community befrienders. Much of our volunteer work goes on unseen behind the scenes but making a world of difference to every person benefitting from it.



We also benefit hugely from some unsung heroes in the community around us – our laptop volunteer, those who provide us with regular donations of clothing, the special people at the **Charis Centre, United Reformed Church , St Paul’s Methodist Church** and other local churches that support our work. Special mention must go also to **Alliance for Better Care (ABC)** whose clinical staff and care coordinators from the RASS (Refugee & Asylum Seeker Service) team visit and support our clients in Sussex hotels, ABC also provide a welcoming meeting space for our attendees and contribute much appreciated bus travel support for our clients in need. ABC also lead the extremely helpful partner network meetings we attend to network and co-ordinate provision by statutory and charitable agencies supporting clients in asylum accommodation in Crawley and surrounding areas.

We are most grateful too for the kindness of the **NHS therapist** and mentors from **SARAS – Systemic Action for Refugees and Asylum Seekers** who support key volunteers with their mental health wellbeing, giving their time for free to deliver one-to-one mentoring and reflective practice group meetings.

Also to our dance teacher from **Communitas Dance** for her compassionate support and expertise in facilitating dance and yoga sessions appropriate to our clients’ needs.

Our grateful thanks also go to **High Ashurst Outdoor Activity Centre** for a series of wonderful activity days in early Spring this year. These were much enjoyed and created a wonderful atmosphere of camaraderie and personal achievement

Thanks also go, as noted earlier to **Spread Some Sunshine** for their beautiful Christmas Gifts and to **Stripey Stork** for their help with presents for older teenagers.

Thank you to **Ten Little Toes** baby bank and to **Crawley Community Action Social Prescriber** for rescuing our clothes provision service for hotel little ones. **Happy Baby** charity also liaises closely with us to provide for pregnant women and women with young children. Thanks to **Crawley Community Action** volunteering team and group development manager for their support with volunteers and our future charity planning.

Clearly, RWC could not achieve a fraction of its current impact without the generous funding of our donors – individual giving, those attending fundraising events and grant making organisations.

We are so grateful for all the financial support we received this year from the following grant funders and donors.



Charity no: 1186127

Grants and Donations 24-25

Allen Lane Foundation grant for women's wellbeing activities

Sussex Community Foundation Trust

High Sheriff for West Sussex award

St Christopher's Trust

Gatwick Community Foundation -homeless costs

Ifield Community College – Diversity Day

Balcombe Church

Cuckfield Church

Worth Parish

A&B Diocese Migrant Fund - homelessness

Halley Stewart

St Vincent de Paul – English class support

WSSC - warehouse rental costs

All our regular and occasional donors and those who came along to our Quiz afternoon, which raised an amazing £2,719.50. **Easy Fundraising** also generates some welcome income for RWC when subscribers make online purchases.

We also generate a small income from **Astra Recycling** for fabric recycling of donated clothes not in good enough condition to supply to clients.

High Sheriff's award

We were proud and delighted to receive a community award from the outgoing High Sheriff of West Sussex. Her personal letter to us was especially uplifting and we are very grateful for her support

This award reflects not only how grateful I am for your hard work and determination but how much better off our refugee and asylum seekers in Crawley are for having your invaluable support. You make a difference, at a point when help is most needed. It is often when families, men and women and young people feel at their most vulnerable and need to know that someone cares.



Charity no: 1186127

Treasurer's report

This has been a record year for both our income and expenditure with income at £61,647.11 and expenditure at £67,637.54. This meant a deficit of £5990.43. However, just over £16,000 of the expenditure related to storage charges, the cost of which are kindly reimbursed by WSCC. With payment for storage being made 31/3/24 and the reimbursement not received until the new financial year, the £3279.33 storage rental inflated the deficit for the year. When taken into account this and the due HMC refund for Gift Aid, the deficit for the year is around £1200.

We could not carry out the work we do without the generous support of our donors. I would like to mention St Christopher's Trust, Gatwick community Fund, the Allen Lane Foundation, Sussex Community Foundation Trust and the Ifield Community College Diversity Day donation. In addition, the many contributions from private individuals. We are also grateful to WSCC for agreeing to pay the costs of the storage facility.

On expenditure, outside the storage charge, the main costs have been tickets (bus and train), accommodation (an increasing problem), interpreting, Curry's (for telephones), room hire (for the activities run), clothing, purchases from retail outlets (sleeping bags etc) and the Charis Centre (rental on office). The new financial year will be equally challenging and we will need to look for further grant funding, donations and fundraising opportunities.



The way ahead

It is clear to all closely involved with RWC, whether as a trustee, volunteer or client that the workload for the charity as an entirely volunteer run charity is unsustainable in its current form.

For this reason, we are appointing three new trustees to the Board with HR, project management, business development and lived experience as a refugee in the UK.

We are also in the process of applying to the National Lottery Fund for funding to employ paid staff in the roles of Charity manager, Advice Session Caseworker, Administrator/ Bookkeeper and Community Outreach officer.

If we are fortunate enough to succeed with this bid, the continuation of the charity's work will be secured and strengthened with our dedicated volunteers supporting rather than leading and managing all areas as is currently the case.

RWC Officers 2025-2026



I just wanted to say thank you for all the support you gave me and my wife. You are like kind angels who help asylum seekers with compassion and fairness, no matter their race or nationality. Because of people like you, the world is a better and more beautiful place.



Charity no: 1186127



CHARITY COMMISSION
FOR ENGLAND AND WALES

REFUGEES WELCOME CRAWLEY

1186127

CC16a

Receipts and payments accounts

For the period from	01/04/2024	To	31/03/2025
---------------------	------------	----	------------

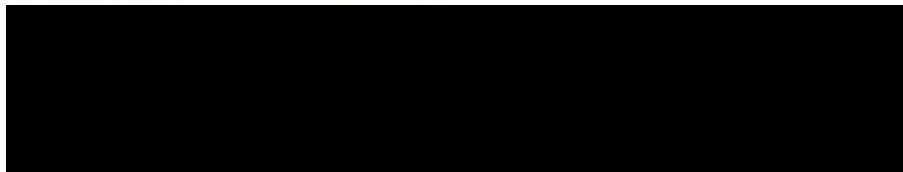
Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations	38,694	-	-	38,694	-
Fundraisers	2,720	-	-	2,720	-
Grants	20,221	-	-	20,221	-
Bank interest	13	-	-	13	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	61,647	-	-	61,647	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	61,647	-	-	61,647	-
A3 Payments					
operating expenditure	28,817	-	-	28,817	-
Direct Refugee support	38,821	-	-	38,821	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	67,638	-	-	67,638	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	67,638	-	-	67,638	-
Net of receipts/(payments)	5,990	-	-	5,990	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	23,755	-	-	23,755	-
Cash funds this year end	17,764	-	-	17,764	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Barclays	1,331	-	-
	CAF	16,433	-	-
		-	-	-
	Total cash funds	17,764	-	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	Details	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees





Section A Independent Examiner's Report

Report to the trustees

Refugees Welcome Crawley

On accounts for the year ended

31 March 2025

**Charity no
(if any)**

1186127

Set out on pages

(remember to include the page numbers of additional sheets)

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

Responsibilities and basis of report

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

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

Independent examiner's statement

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

Signed:

Jane Gareze

Date:

11 July 2025

Name:

Mrs Jane Gareze FCA ATT

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

Chartered Accountant (ICAEW)

Address:

Gravelye Farmhouse, Hanlye Lane

Cuckfield, West Sussex, RH17 5HR

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

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

REFUGEES WELCOME CRAWLEY

England & Wales - Charity number 1186127

Accounts



Chair's Report for Refugees Welcome Crawley April 2023 – March 2024

Overview

The past year for Refugees Welcome Crawley (RWC) has been one of growth and challenge. Our volunteers have continued through increasingly difficult times to welcome, support and improve the wellbeing of refugees and people seeking sanctuary in our local area. The most significant challenge of the past year has been the increase in homelessness amongst refugees evicted from asylum accommodation following grant of refugee status.

The main focus of our work has continued to be with people accommodated by the Home Office in local hotels while they await the outcome of their asylum claims. Numbers have fluctuated over the past year with the Home Office transferring people out of some hotels including to Napier barracks and the Bibby Barge and moving families into others that previously accommodated single people. As a charity, RWC continues to offer support to the Syrian and Afghan resettlement scheme families we have supported since their arrival with some families still having a dedicated family befriender or visiting English tutor. We also provide English classes for Ukrainian refugees in Crawley and East Grinstead.

Governance

The **governance of RWC** in the past year comprised a Board of 6 Trustees including the Chair, Treasurer and Secretary; a Steering Group of 8 members and a total number of 50 active volunteers. Volunteering roles over the year have included English class teachers for adults and children, one-to-one tuition and Conversation group volunteers. Others have given their time as interpreters or family befrienders, by delivering clothes to hotels or helping with sewing, gardening and charity events.

Our charity service users have also benefitted during the year from visiting yoga and dance teachers and from Art sessions offered to them in Crawley.



Thanks

First thanks must go to the resilient, dedicated and kind hearted volunteers who are at the centre of our organisation and continue to give of themselves and of their time with patience, flexibility and compassion.

Especial thanks to those who have worked alongside the Chair to resolve the most problematic of situations, in particular our advice session volunteers at the homeless drop-in sessions, our treasurer for overseeing the charity finances and all the English teachers with their endless ingenuity and good humour needed to successfully teach constantly changing classes at all levels with minimal resources. To those who sort clothes at the unit or deliver them to hotels, to the Horley group for setting up such a hospitable Welcome Group, to family befrienders, Sewing Group volunteers and to any other volunteer not singled out for thanks. Much of the work of volunteers goes on unseen behind the scenes but making a world of difference to every person benefitting from it.

Clearly, RWC could not achieve a fraction of its current impact without the generous funding of our donors – individual giving, those attending fundraising events and grant making organisations.

Particular thanks go to individuals making one-off or regular donations and to **Ifield Community College** for their Diversity Day collection. We are extremely grateful to all our grant funders - to the trustees of the **Wates Foundation, the St Christopher's Trust, National Lottery Fund, Sussex Community Foundation Trust, Reigate and Banstead Borough Council, the Yorkshire Building Society Fund, the Catholic Diocese of Arundel and Brighton, Moat Church, The Longley Trust, St Mary's Balcombe, Active Sussex, Worth Parish, St Vincent de Paul Society and West Sussex County Council.**

Our grateful thanks also go to **High Ashurst Outdoor Activity Centre** for the enjoyable active days out for hotel men last Spring and to **One World Orchestra** for an amazing music festival session in Brighton for a group of our keen musicians. Their musicians also visit the hotels to lead much enjoyed interactive music sessions for all who want to take part.

Funding from these sources has enabled us to supply clothes and shoes and pay rent for the storage unit; English books and resources for classes; travel tickets for essential journeys to medical appointments, solicitor appointments or to the Home Office; sports and games equipment; pre-loved bicycles, bike equipment and repairs; phones and phone repairs for those without this essential means of communication and internet access; interpreter and translation costs and destitution support for homeless



refugees including subsistence money for food , sleeping bags and occasional hotel nights for those in exceptional need including illness.

Clearly, all of these have a direct and positive impact on the lives of our refugees and people seeking asylum. In the words of just a few:

'I want to thank you for everything you did for me, the things you brought for me, clothes, your support, your love etc. I'm so thankful. I wish all the best'
H from Congo

Partnerships

RWC works in close partnership with **Sussex Aid for Refugees (SAR)**, specifically in the provision of clothes, shoes and other essentials for the hotel guests. Both charities work alongside each other also in supporting the wellbeing of guests and identifying those in need of special help.

Sharing the burden of support is invaluable to RWC and we could not continue to function as we do without this. Special thanks go to the tireless founder of SAR for her outstanding work in sourcing and packing thousands of items of clothes for hotel guests arriving with very little. Unusable donated clothes are collected from our clothes storage unit by Astra ReCycling, thereby creating a welcome income stream from 'rag money'.

We would also like to thank **Alliance for Better Care (ABC)** for their excellent medical and wellbeing support for people seeking asylum in hotels and for their invaluable help for our organisation, especially for the regular network meetings for local organisations involved in refugee support and for hosting our Horley Welcome Club.

We are most grateful to **Crawley Community Church** at the Charis Centre, **St Paul's Methodist Church** and the **URC Church**, Three Bridges, for their welcoming hospitality to us, our learners and our homeless clients. We also recognise the work of **Crawley Love Your Neighbour** who run weekly football sessions much enjoyed by players from the hotels.

We are also hugely appreciative of all the hosts from **Refugees at Home** and **Room for Refugees** charities who have hosted homeless refugees during the past year. This has been a vital turning point in the lives of the guests, enabling them to escape homelessness, build their independence and prepare to move on into rented accommodation from a safe and welcoming home environment We desperately need more hosts in the local area and would encourage anyone thinking about this to contact



one of the charities above to find out more. Equally, landlords with rooms to rent at an affordable rate are much needed for new refugees evicted from asylum hotels who can pay rent at the local housing allowance rate but haven't yet been able to find a job to increase their income.

Our Activities

English (ESOL) classes

RWC volunteers teach two very well attended classes each week in Crawley for adult learners as well as two classes specifically for Ukrainian refugees. We teach at two levels – Beginners and Intermediates – and we never know exactly how many students will arrive for the class. Often every seat is occupied and somehow, we find room for all who want to learn. Generally, our students arrive somewhat dispirited and leave smiling and chatting to each other. Humour often plays a part in our learning and students become more relaxed as they get to know each other. An important part of the session is the coffee break in the middle when students can get together and share a drink and biscuit together. Wellbeing concerns are often raised along with requests for travel tickets, sim cards or bicycles and passed on to RWC Chair after the class. It's hard to overestimate how important English learning is for integration in the community and for managing the significant challenges of finding work and reaching independence once refugee status is granted.

A recent survey of our students in both classes showed 100% satisfaction score for what they think of their classes. Comments showed that all like learning English and many added that they like their teachers and enjoy meeting and connecting with other people. Many also said they would like more frequent classes and to take home the books to study from.

"Everything is very good. I am very satisfied for your support. Thank you very much for doing these things. When I first came here, I didn't learn much English. When I attended this course, I became bolder in speaking. Thank you for your support .Thank you"

From one of our teachers: "It's rewarding seeing the learners progress and say that they have enjoyed the lesson." And another "Lovely to make a difference in what must be an otherwise bleak and uncertain world. I enjoy hearing laughter and seeing them learn."

Children's Literacy



Charity no: 1186127

From our lead volunteer: *“We started the Literacy Sessions in early 2023, welcoming a diverse range of age groups from refugee families, some residing in hotels and others in rented accommodation. Our students speak various languages, including Afghan, Ukrainian, Spanish, and Arabic. Each student is provided with a notebook to track their progress in speaking, reading, writing, and listening skills.*

“Our activities often adapt to current events, with younger students (ages 5-6) engaging in drawing and word practice to enhance their speaking abilities. Older children are given specific tasks from books or worksheets, while KS4 students focus on revision skills. These sessions have been incredibly rewarding, clearly impacting our students' development and confidence.”

And another volunteer *“The literacy sessions have been particularly rewarding as the children are so willing to learn. When they first start the sessions, they tend to be very shy which is only to be expected but they soon start enjoying the sessions and being with other children. I am amazed how quickly they progress with each session and their handwriting is very neat.”*

Horley Welcome Club

From a Horley volunteer: *“The club has changed venue and diversified since last year. We are a group of fifteen volunteers, including three lead volunteers.*

We now work in the Horley Health Hub, thanks to ABC, who are very supportive.

Weekly Conversation sessions concentrate on English, and what began as weekly gardening sessions now include art under the expert guidance of a volunteer art teacher. The guests have made and decorated clay pots, and are now screen- printing T-shirts with their own choice of design. Our successful bid for funding from Reigate and Banstead Council means we are well resourced for materials.

The untidy, unproductive garden is now in bloom- the first strawberry was picked last week. Our emphasis is always on welcome, with a drink, snack and a chat, in English if possible. Some volunteers have become much more involved in helping especially vulnerable individuals negotiate the outside world. The unpredictability of numbers and irregular attendance are challenges, as is the sudden removal of our guests by the Home Office. So far, we have mainly worked with single men though this may change if more families are moved into the area.”

From another volunteer: *“Sessions are enjoyable and watching people’s confidence and general wellbeing improve, as well as improving life chances in the UK is very rewarding. Also working along with friends makes this an even more enjoyable experience.”*



Women's Dance Group

From our Women's Dance teacher: *"Since October 2022, I have been running fortnightly women's dance classes at one of the hotels. These are fun and accessible classes that explore Latin dance moves and other styles of dance that the participants can share with the group. The number of participants varies each week, with anywhere between 2-15 participants. Many participants have commented on the lack of activities and structure at the hotel and have expressed how they look forward to the classes. I noticed a significant lift in morale after the class and it was great to see participants interacting and possibly making friends. I hope to continue these classes but in a central location where there will be the opportunity for refugee and migrant women living in other accommodations around Crawley to also attend. "*

Gardening

Gardening at Worth continued in the warmer months with one Afghan family growing vegetables under the guidance of two RWC volunteers. This is especially rewarding for the family who live in a flat but had a large and productive garden they had to leave back home in Afghanistan.

Resettled Refugee Family Support

Family Befriender report: *"Over the past year I have made weekly visits to an Afghan refugee family. I spend my time with their 5-year-old son, focusing mainly on phonics, early reading skills and maths. He has made great progress at school, he can now chat to me and tell me the names of his classmates, what he does at school, and his favourite lunch! I have also helped the family with occasional other tasks such as taking the mum to a hospital appointment and explaining how to register their new baby's birth. "*

Each year we celebrate Eid and Christmas with our resettled families, gathering in a local park for an picnic and outdoor games for Eid and hosting a children's Christmas party with Santa distributing presents at Christmas time. These are always really rewarding and enjoyable occasions, with delicious Syrian cooking taking centre stage on the refreshments front!



Sewing:

RWC volunteers led two sewing groups this year, initially a session for asylum seeking women and later in the year for Afghan women recently arrived on the Afghan resettlement scheme. With machines and some material supplied by county council funding and later supplemented by donors, a group of around 12 attended each week, creating beautiful garments for themselves and their families to wear. As the lead volunteer says, *“We will miss our excellent Kurdish needlewoman who not only made wonderful Kurdish clothes but kept our begged and borrowed machines working, cut out patterns and helped less talented sewers. She was inspiring and a reminder that not all of the world can buy the underwear they need from M&S.”* Once the Afghan refugees had moved on into longer term accommodation, clothes mending sessions were set up by the volunteers in two of the men’s hotels but this hotel too was soon to close and the sewing sessions therefore ended. The machines are currently in use at a hotel outside Horsham supported by the local refugee support group. In August sewing volunteers supported a one-day activity event for refugees with sewing, embroidery and crochet work. Many thanks to the sewing group volunteers who gave up their time to make these sessions so rewarding.

Homeless support and Advice Drop-in

From an Advice Drop-in volunteer: *“Homelessness continues to be an issue locally with refugees being evicted with just 28 days’ notice once they receive their biometric residence permit (evidence of refugee status).*

The local authorities are mostly without capacity to offer emergency accommodation unless there is a family or a priority need and the criteria for this has become increasingly difficult to reach, even where clients present with significant physical or mental health conditions. Consequently, we are generally supporting around ten to twelve homeless refugees at any one time. Life as a street homeless refugee is very tough and our support options are limited.

We refer refugees evicted from Crawley hotels to Open House to register on their waiting list for a bed space in the hostel. Registered clients can also access the resource centre each morning to use the shower, WiFi, phone charge and other support. Refugees from hotel accommodation in Mid Sussex cannot currently be registered at Open House and there is no comparable service in this district.



We also provide limited destitution support for people seeking asylum who have become homeless where a claim has been mistakenly withdrawn by the Home Office or who have left inappropriate accommodation and ended up outside.

On receipt of refugee status, all financial and accommodation support from the Home Office ends so we assist new refugees in making Universal Credit claims for living costs and also for housing costs at local housing allowance rate if they are lucky enough to find an affordable room. This is a huge challenge with very little available and landlords preferring tenants/ housemates who have a job. We signpost and refer new refugees to appropriate employment agencies such as Employ Crawley.

Our work with these clients is complex and challenging and their search for accommodation and work remains incredibly difficult. Rough sleeping means physical and mental health rapidly declines and becomes a risk. Rough sleepers can be referred to StreetLink but outreach workers do not visit every night, meaning the refugee has to continue hoping someone will come to find them. If they are verified as street homeless, some emergency accommodation may be provided for a limited space of time.

We support at the drop-in sessions with emergency food, clothing, SIM cards, advocacy, referrals, form filling, Migrant Help calls and, if it's a crisis situation, hotel rooms. Any help that's needed, if we can provide, it we do. We spend time with them supporting giving as much moral support as we can to keep them going, it's not an easy task."

Training and Volunteer Support

Following feedback last year, we have added training opportunities to our volunteer offer. Horley volunteers have attended two mental health training sessions led by Gatwick Detainee Welfare Group . RWC Chair and another volunteer attended Mental Health First Aider training; a volunteer training session on the asylum process was led by RWC Chair and a session on ESOL teaching was also offered to English teachers.

Monthly coffee mornings were started this year for volunteers to meet informally and raise concerns and mentoring is on offer to any volunteer who would like to access this by therapists from SARAS (Systemic action for Refugees and Asylum Seekers). A volunteer survey indicated that 75% of volunteers find volunteering highly rewarding and 25% very rewarding. There is a concern from Chair and Trustees that the increasing challenge of homelessness support with such limited options to resolve their situation will lead to burn out amongst volunteers. Volunteers are encouraged to access all forms of support as above and to bring issues of concern to the Chair and Trustees.



Annual accounts

	RWC	
INCOME AND EXPENDITURE TO	31-Mar-24	
INCOME		
Donations	£12,265.02	
D Atkinson	£5,380.00	
St Christophers	£6,000.00	
Just Giving	£3,788.50	
Active Sussex	£2,163.20	
Ifield Community	£880.00	
Astra ReCycling	£1,601.00	
St Marys	£2,200.00	
National Lottery Fund	£6,000.00	
Wates Foundation	£7,000.00	
YBS Charities Trust	£1,050.00	
Sussex Community Foundation Trust	£6,000.00	
Reigate and Banstead BGC	£2,244.00	
Howard Hlowarsch Trust	£1,000.00	
TOTAL INCOME	£57,571.72	
EXPENDITURE		
Monthly expenditure	£28,756.55	
Hire of halls	£3,648.25	
Insurance	£290.36	
DBS	£12.00	
P+H (storage Unit)	£4,000.00	
Clothing for Refugees	£4,401.96	
Activities (Dance&Yoga)	£1,380.25	
Mini Mayhem (Kids Entertainment)	£500.00	
Crazy Beanz (Kids Entertainment)	£250.00	
Currys (Mobile Phones)	£2,628.96	
Migrant Help (interpreter costs)	£715.65	
Volunteer expenses	£3,416.78	
Gatwick Detainees Training	£150.00	
TOTAL EXPENDITURE	£50,150.76	
INCREASE in FUNDS	£7,420.96	
BALANCE SHEET AS AT 31 MARCH 2024		
Balance at 1 April 2023	£16,333.71	
INCREASE	£7,420.96	



TOTAL	£23,754.67	
CURRENT ASSETS		
Barclays Current Account	£23,754.67	

Treasurer's Report

This Financial Year has seen a large increase in the need for RWC to provide support to those in need, both in person and financially. Financially, this has led to an almost 27% increase in our expenditure to £50,150.76, the highest in our history, Happily, our income also rose, by 141%, to £57,571.72, again a record. This was due to the efforts of many of you, especially [REDACTED] in obtaining grants. Major factors affecting the figures are as follows:

INCOME

Donations , mainly from individuals rose by 48% to £12,265.02

Just Giving donations up 212% to £3788.50

New Grants from:-

National Lottery £6,000

Wates Foundation £7,000

Sussex Community Trust £6,000

Charities Trust £1,050.00

Continuing Grant from St Christophers £6,000

EXPENDITURE

Monthly expenditure (expenditure incurred supporting RWC service users) up 70% to £28,756.55

Hire of Halls up 57% to £3648.25

Storage Unit down by 64% to £4,000

Clothing up by 162% to £4,401.96

Volunteer expenses up 126% to £3,416.78

Overall, there was a surplus of £7,420.96 , taking our balance to £ 23,754.67 (up 45%). Although the current financial position is positive, any continuation of the current level of expenditure will mean that we will need to seek more grants/donations in the coming year.

RWC Treasurer



RWC Officers 2023-2024

RWC Steering Group: Eliane A, Iyadh D, Mo F, Pam H, Ruth L, Kate M, Bernadette O, Samar Q

The year ahead

We expect the year ahead to hold a continuing level of challenge. RWC will continue to adapt to the needs of the refugee and asylum-seeking community in our midst and to do everything we can to support them.

We have no way of knowing if the asylum hotel population will decrease and how the impending election will change the political landscape for our services and service users.

We do not expect the demands on our services to lessen in the near future, particularly in regard to homelessness.

On a positive note, we hope to expand our offer to those we support to include weekly drop-in sessions for games or craft activities, chat and refreshments as this was a request that arose from our recent survey. Other requests included trips out, more sporting and volunteering opportunities. We will endeavour to find ways this can happen and to work with other agencies and networks.

Last word:

We consider ourselves privileged to be working with refugees and people seeking sanctuary, recognising the resilience and courage it takes to rebuild a new life in a strange country. Every day we learn a little more about life in other countries and other cultures, about the loved ones and the ways of life they miss and the problems that led to having to leave it all behind, and about their hopes for the future. We gradually get to know more about the people they were before they arrived here with nothing and about who they would like to be in the future. We learn about similarities and differences between us all and share conversation, laughter and learning amidst the bleakness of the refugee context in hostile times.



It would be easy at times to become dispirited or overwhelmed by these challenges and so the positive appreciation of those we support is often much needed

I have to admit that I will never forget your help for the rest of my life, you have a very kind heart and you have always helped me, thank you very much”

A from Iran



Charity no: 1186127

	RWC
INCOME AND EXPENDITURE TO	31-Mar-24
INCOME	
Donations	£12,265.02
D Atkinson	£5,380.00
St Christophers	£6,000.00
Just Giving	£3,788.50
Sussex Sport	£2,163.20
Ifield Community	£880.00
Astra ReCycling	£1,601.00
St Marys	£2,200.00
National Lottery	£6,000.00
Wates Foundation	£7,000.00
Charities Trust	£1,050.00
Sussex Community Trust	£6,000.00
Reigate and Banstead	£2,244.00
HH trust	£1,000.00
TOTAL INCOME	£57,571.72

EXPENDITURE	
Monthly expenditure	£28,756.55
Hire of halls	£3,648.25
Insurance	£290.36
DBS	£12.00
P+H (storage Unit)	£4,000.00
Clothing for Regugees	£4,401.96
Activities (Dance&Yoga)	£1,380.25
Mini Mayhem	£500.00
Crazy Beanz	£250.00
Currys	£2,628.96
Migrant Help	£715.65
Volunteer expenses	£3,416.78
Gatwick Detainees	£150.00
TOTAL EXPENDITURE	£50,150.76

INCREASE in FUNDS	£7,420.96
BALANCE SHEET AS AT 31 MARCH 2024	
Balance at 1 April 2023	£16,333.71
INCREASE	£7,420.96

TOTAL **£23,754.67**

CURRENT ASSETS
 Barclays Current Account **£23,754.67**

Treasurer

Date: 24/09/24



Section A

Independent Examiner's Report

Report to the trustees

Refugees Welcome Crawley

**On accounts for the year
ended**

31 March 2024

**Charity no
(if any)**

1186127

Set out on pages

(remember to include the page numbers of additional sheets)

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

**Responsibilities and
basis of report**

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

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

**Independent
examiner's statement**

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

Signed:

Date:

12 November 2024

Name:

Mrs Jane Gareze FCA ATT

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

Chartered Accountant (ICAEW)

Address:

Gravelye Farmhouse, Hanlye Lane

Cuckfield, West Sussex, RH17 5HR

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

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

REFUGEES WELCOME CRAWLEY

England & Wales - Charity number 1186127

Accounts



Chair's Report for Refugees Welcome Crawley May 2022 - April 2023

Overview

The past year for Refugees Welcome Crawley (RWC) has been one of significant expansion and challenge. Our volunteers have continued to welcome, support and improve the wellbeing of refugees, people seeking asylum and vulnerable migrants in the Crawley area.

The number of **people we support** has continued to increase and now comprises 5 Afghan and 13 Syrian long term resettled refugee families, around 1800 people accommodated by the Home Office in 9 local hotels who are awaiting the outcome of their asylum claims and a small, more transitory number of vulnerable migrants needing, for example, support with destitution or homelessness and referral to other appropriate agencies.

Governance

The **governance of RWC** continued in the past year to comprise a Board of five Trustees including the Chair and Treasurer, a Steering Group of 9 members and a total number of 47 active volunteers including our Secretary and Admin Assistant. Volunteering roles include English class teachers, Children's literacy group tutors, one-to-one support teachers and Conversation group volunteers as well as interpreters, refugee family befrienders, volunteers delivering clothes to hotels and others helping with sewing, gardening, home preparation or charity events. We also have the support of a volunteer yoga teacher and two Art teachers both running free sessions for RWC refugees and asylum seekers. Many volunteers are carrying out more than one role or offering help wherever it is most needed at the time.

Thanks

The Chair and Trustees extends heartfelt thanks to all volunteers for their compassionate and dedicated support. Without this, Refugees Welcome Crawley could not continue to offer welcome to those seeking sanctuary here at such a difficult time in their lives.



Partnerships

Our charity works within a network of other local organisations and charities to support the wellbeing of people accommodated in hotels awaiting the outcome of their asylum claims. We work with **Sussex Aid for Refugees** (SAR) to provide clothes, shoes and multiple other items. Requests are processed by SAR lead and a team of volunteers at our Manor Royal Storage Unit. Items include maternity, baby, children's, men's and women's clothes for people seeking asylum who arrive with very little and cannot provide for themselves. New warehouse style premises will be required from August 23 when the current lease expires. Three RWC volunteers make weekly deliveries to hotels while another two join the SAR team of volunteer clothes sorters.

Several events have been organised by SAR in the past year for hotel families including a soft play session today for 110 refugee children and their parents, a children's party and deliveries of presents to children at Christmas and Eid.

We have also continued to work with a number of **local organisations and charities**, including **Alliance for Better Care (ABC)** who act as a link between vulnerable people and the NHS to ensure that people in hotels are accessing the NHS services they need. Their invaluable support to RWC includes the provision of vital bus tickets for people needing to reach hospital, dentist and GP appointments and urgent care treatment as well as to train stations for solicitor and Home Office appointments in cases where tickets have not been provided for them.

We attend a monthly **network meeting of local agencies** chaired by ABC, to discuss issues arising and offers of support for hotel people seeking asylum. The network meeting attendees include NHS social prescribers and representatives from SAR, Crawley Community Transport, Love Your Neighbour, Home Start, Happy Baby, Surrey Police, Surrey FA, Nuffield Health, SBHL (hotel accommodation management), Carers Support, Crawley Community Action, WSCC and local councils.



Our Activities

With the kind support of volunteer teachers, RWC offers a weekly women's **yoga/dance class** to hotel asylum seekers and refugees at Crawley library which is well attended and much enjoyed:

"I really enjoyed the yoga class because my teacher was great. As it's a healthy activity which is very important for everyone to live a healthy life."

The popular and friendly **Women's Dance** class led by two sympathetic dance teachers at one of the hotels offers a welcome opportunity for wellbeing to women in one of the more isolated hotels.

Two Arts teachers from Community Creations Art also offer a weekly **Arts class** in Crawley which is greatly enjoyed by a small group of attendees:

"As far as Art class, I'm learning a lot from my mentors and they've always encouraged me and appreciate my work. And I want to learn more new things from them."

A **Gardening group** continues at Worth Abbey under the leadership of two volunteer gardeners offering an Afghan and a Syrian family living in flats a chance to grow and take home vegetables to enjoy.

Two **Sewing Groups** have been offered by a lead sewing volunteer and her team over the past year, one for asylum seeking women and one for women at one of the Afghan 'bridging' hotels. There is both a practical and a creative need for these sessions as attendees, many with amazing tailoring skills, not only want to mend clothes but also to sew clothes for themselves and their families.

English (ESOL) classes

Our ESOL classes are run by a dedicated team of ten ESOL trained teachers and assistants. Over the past year we have offered up to 9 weekly English class sessions for refugees and asylum seekers of many different nationalities at three levels both online and in person at asylum hotels and in Crawley. We also run weekly classes for Ukrainian refugees in East Grinstead and in Crawley. All classes are well attended and much enjoyed by the learners who make progress with their English at the same time as benefitting from the social



interactions that come from communicating with each other in a welcoming environment.

This year also saw the addition of the **Horley Welcome Club** run by a group of volunteers in Horley offering a friendly drop-in group for English conversation and hospitality. This offers a much-needed opportunity to practise English for people seeking asylum who are accommodated in Horley hotels.

Club volunteers:

“What felt like positive interaction with the guests made me feel that we had shown that they were welcome here, despite government rhetoric.”

“Our conversation club is fun and very much enjoyed by our guests who are so appreciative and lovely to engage with. We all enjoy the meetings very much and I feel we are helping with their language skills and mental health.”

The **Children’s Literacy Sessions**, run by a lead teacher and her volunteer team continues each Saturday morning with a number of children from refugee and asylum seeking families benefitting from this each week.

Session volunteer: *“The literacy sessions have been particularly rewarding as the children are so willing to learn.”*

One-to-one learning support was also provided by four learning support volunteers-to school students needing help with their homework. All tutors report their students are progressing well and benefitting from individual attention.

A further six volunteer tutors have been supporting Afghan women one-to-one with English conversation. This is a vital link for these women who would otherwise be very isolated since having small children and babies at home makes it very difficult for them to attend ESOL classes outside their homes

Asylum support

RWC receives many requests not only for clothes and shoes but also for phones, laptops, bicycles, sports equipment, games, study books and sometimes musical instruments. We receive requests for travel



fares for essential appointments , health related requests as well as queries about English classes and access to exercise. With minimal asylum support income of £8 per week, asylum seekers cannot afford to fund any of these items themselves.

Many of our people in hotels are in desperate need of smartphones to communicate with family and friends back home by WhatsApp or email through the free wi-fi in the hotels as very few have any phone credit. Phones are also essential for receiving text or email communications from the Home Office or solicitors as well as for any online study or Zoom classes.

For similar reasons, especially for people who were studying back in their home countries, we receive many requests for laptops or tablets. We received a generous donation of Chromebooks from Tesco via Level Up charity during the year and hope to access more charitable donations of this kind in the year ahead. We have received amazing support from a local IT expert who kindly gives his time and expertise for free to repair and refurbish donated laptops for us to pass on to a small number of the many people on our waiting lists.

We also have a very long waiting list for bicycles and have received two donations of 25 bikes in the past year from the Bike Project. Sadly, this enterprise has halted their bicycle donations programme for the time being. We accept and refurbish pre-loved bikes with the generous help of a local bicycle enthusiast and another volunteer who manages basic repairs. We received a very welcome bicycle grant this year from Active Sussex to help with the cost of safety kit – helmet, lock, lights and hi-vis- without which we cannot donate a bicycle to anyone needing one. We have been offered some bicycles by WSCC which we are starting to allocate now that we have grant provision for purchasing more safety kit.

Resettled Refugee Family Support

Since the arrival of the first Syrian refugee families in 2016 right up until the summer of 2022, RWC volunteers have continued to help integrate a total of thirteen Syrian and five Afghan families, preparing their homes by painting and constructing furniture, welcoming them on arrival and helping with the initial settling in process. Some of these families still have a volunteer befriender who



continues to visit and assist householders with managing bills, benefit payments, communications from school, medical appointment, prescriptions and other issues. It has been very rewarding to witness families becoming gradually more settled, with children in particular speaking English fluently, parents finding work, passing driving tests, redecorating their homes and in some cases acquiring British citizenship. Resettled families have also celebrated one wedding and the arrival of eight babies during these years. In the past year, families and volunteers came together for both Christmas and Eid celebrations, notable for the wonderful Syrian and Afghan dishes that are shared with guests.

Family befriender: *"It has been a pleasure to see the family grow, improve in speaking English, have more confidence with things like making telephone calls and hear how the children are progressing at school as well as their hopes for the future. I feel happy that I am able to help them in some small way, to hopefully feel better supported in their adjustment to life in the UK."*

Grants

We are extremely grateful for the grants we have been awarded in the past financial year as well as donations from individuals without which we could not begin to offer all the services detailed above. In particular, we gratefully acknowledge the generous assistance we have received from

West Sussex County Council (previous year award)
St Christopher's Trust
Balcombe Parish Council
Milton Mount Primary School
Active Sussex, Sport for All
Ifield Community College
Cuckfield Church
Balcombe Walk fundraising event

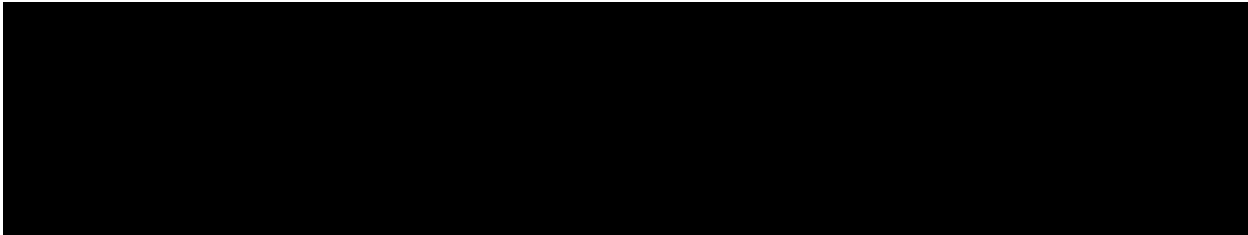
Annual Accounts 2022-2023(attached)

Expenditure for the year at £39,585.19 exceeded income of £23,892.06 leaving a deficit of £15,693.13, reflecting the significant increased demands on the outgoings of the charity associated with the high number of asylum seekers needing support and including the rental cost for our clothes storage unit. A balance of £32,026.84



from April 2022 ensured that the charity balance for the end of this year stood at £16,333.71. Income from grants, donations and fundraising and expenditure on the charity's activities and services will continue to be carefully managed by the RWC Trustees in the year to come to ensure that we can continue to provide this ongoing support to our clients.

RWC Officers 2022-2023:



Year ahead

The year ahead looks set to be one of equal challenge and some uncertainty. The changes to asylum policy intended by the current government will clearly have a significant adverse impact on people coming to the UK to seek sanctuary if they pass into Immigration law. Our support for these men, women and children who are already here will remain constant and we will continue to help those who come after them in whatever ways we can.

Grateful thanks from the Chair and Trustees to all who have supported Refugees Welcome Crawley in so many different ways during the past year.

From people we support:

You are the great organization that provides humanitarian assistance to the refugees here. I am unable to express my gratitude to you for all the help you give me.

Thank you all that provide for us.

I will never forget your kindness ☺♥

And from our volunteers:



It is encouraging to see the work of the RWC has improved all aspects of the welfare of Refugees being supported. I feel humbled to be contributing a small part of the good support being given by RWC group to the Refugees in Crawley.

It has been so interesting meeting new people and listening to their stories. I can see that some of the help I give makes a difference to people's lives; I find that rewarding.

(Our aim:) 'To be welcoming through acts of kindness so that people who have suffered trauma and injustice know that there is hope for them and a chance to 'live' life rather than just existing.

[Redacted]

Chair
Refugees Welcome Crawley

24.07.2023



INCOME AND EXPENDITURE TO 31-Mar-23

RWC

Treasurer

Date:

INCOME	
Donations	£8,292.64
D Atkinson	£1,200.00
St Christophers	£6,000.00
Just Giving	£1,214.41
PCC Sussex	£500.00
Greensand	£1,005.63
Sussex Sport	£1,000.00
C Jordan	£1,250.00
field Community	£810.00
Astra ReCycling	£1,069.70
HMRC	£466.68
Cuckfield Church	£1,083.00
TOTAL INCOME	£23,892.06

EXPENDITURE	
Monthly expenditure	£16,939.70
Hire of halls	£2,323.63
Insurance	£368.98
DBS	£72.00
P+H (storage Unit)	£11,000.00
Asda (vouchers)	£670.00
Clothing for Reguees	£1,678.96
Activities (Dance&Yoga)	£1,795.68
Leell cycles	£1,431.51
Just Giving	£216.00
WSSC	£388.00
Migrant Help	£342.06
Volunteer expenses	£1,509.77
Miscellaneous	£848.90

TOTAL EXPENDITURE £39,585.19

DEFICIT £15,693.13

BALANCE SHEET AS AT 31 MARCH 2023

Balance at 1 April 2022 £32,026.84

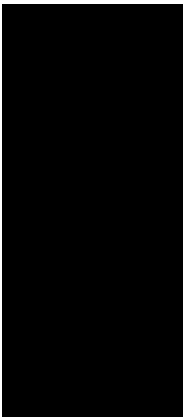
DEFICIT £15,693.13

TOTAL £16,333.71

CURRENT ASSETS

Barclays Current Account £16,333.71

Signed



REFUGEES WELCOME CRAWLEY

England & Wales - Charity number 1186127

Accounts

Annual Report for Refugees Welcome Crawley April 2021-April 2022



The past year for **Refugees Welcome Crawley** has been one of significant challenge and change. Our charity has come a long way from its early beginnings back in 2016 and the number of people we support now has increased beyond anything we could have imagined then.

When **Afghan** families started arriving from Kabul in September last year, we were part of a joint charities effort, overseen by the West Sussex

'Hope' ©Alisson H

County Council Refugee Resettlement Team, to supply clothing and toiletries for Afghan families in quarantine hotels. While many of these Afghan families remain in 'bridging' hotels waiting for long term accommodation to become available across the UK, we were pleased to welcome three Afghan refugee families into their new long term homes in our area. One of these individuals said,

'I came to Crawley from a hotel in London. When I got home, I was greeted very warmly by Crawley's kind team, who had kindly prepared everything that day, and a family from Syrian Kurdistan also brought us some delicious food for our lunch. There was a lot of work to be done after that day, but our kind family supporter worked hard, day and night to provide everything, which was done the best. We are very happy for living here. I would like to be a useful person in this city and serve the neighbours, the city and the people here. Crawley's Welcome Refugees Team is a really great team and I can say that this team is a role model that works hard for refugees and tries to solve their problems.'

Afghan families remain very concerned about family members back home in Afghanistan with little prospect of the situation improving in the near future.



Registered Charity no.

1186127

We endeavour to allocate a volunteer family befriender to each new family to help them integrate as well as offering one-to-one English learning if this is needed.

We continue to support Syrian refugee families as we have always done. Long term volunteer support for these families is varied as our focus moves on from the initial settling in process to empowering refugee families to manage all aspects of their own daily lives independently. However, limited English and the need to manage so much of daily life online now means that many still need support with accessing GP, hospital and dental services, communicating with schools, enrolling for ESOL classes, managing benefits online, applying for jobs and dealing with household bills and home repairs. It has been good to meet face-to-face again with these families now that the pandemic has receded though much of our support continues to be virtual, for example, with families checking in with their family volunteers on Zoom once a week, with volunteer interpreters if needed.

The most significant change for us this past year resulted from the Home Office decision to use hotels in the Crawley area for recently arrived asylum seekers. Initially we were called on to supply clothes and shoes for asylum seekers in just one hotel. From this point, our partnership with the amazing Cerian from Sussex Aid for Refugees, to meet these needs began. Residents at this hotel included Afghans whose stories were similar to those on the Afghan resettlement schemes but who had unfortunately not managed to secure a place on any scheme or safe flight back. We spoke to Afghans whose families had been targeted by the Taliban for supporting allied forces, perhaps just by offering them food or driving a delivery lorry to a UK or American base. These stories highlighted for us the callous disregard of current government policy in discriminating against refugees from troubled countries just because of the way they travelled here.

The number of hotels accommodating asylum seekers from many different countries - Afghanistan, Syria, Iran, Iran, Sudan,



Registered Charity no.

1186127

Chad, Eritrea, Pakistan, El Salvador to name a few - soon increased from one to the six hotels housing around 1300 people which we now support. The scale of this work is such that with Sussex Aid for Refugees we are now jointly renting an industrial unit to store and process the clothes, shoes and other items for the many people - men, women and families with children - who arrive with very little or nothing. The messages we receive from people who receive these basic necessities from us show how much difference a touch of humanity makes in an increasingly unwelcoming environment for those who are seeking refuge here.

Since September Cerian has been managing first a temporary storage facility in Tilgate and now the Manor Royal industrial unit, sorting and processing countless donations of clothing with a small band of volunteers, selecting and labelling up individual bags to meet all the requests that come in to us by WhatsApp and email, ready for collection and delivery to the hotels by our kind volunteer drivers. Cerian estimates that she has sent out over 17,000 items since September fulfilling individual requests for clothes, shoes, toiletries and other items for around 1100 men, women and children as well as bulk deliveries to hotels of hygiene items, underwear and winter hats and gloves along with toys, balls, cards and other games, prams, school uniforms, Eid packs with dates, Qurans and prayer mats, Easter eggs for the children and Christmas presents. One of the typical messages we receive thanking us.

My package has arrived, thank you very much, and everything fits perfectly, I am very grateful!

In addition to providing clothes, shoes, toiletries and toys, we have also fulfilled some special requests such as a keyboard and a guitar for two talented musicians and art equipment for two skilled artists. Our joint charities have also supplied a number of smartphones which are needed to contact loved ones back home, communicate with the Home Office and access online learning and other information. A donation of refurbished laptops has enabled us to provide a medical



Registered Charity no.

1186127

research scientist, a language teacher and an engineer with a laptop to help them with their studies. The Home Office prohibition on asylum seekers working results in a massive waste of abilities and competences amongst this group of people while they wait so many months for their claims to be assessed and so the ability to keep up with their studies is very important for them to look more positively towards the future.

Thanks from a laptop recipient:

I cannot express my gratitude and excitement enough for having a laptop. Without it, all of these research wouldn't be possible. Not only research, but attending classes for instance -both English and medical- are much easier than it used to be. For an academic, a laptop is everything. I hope to be a prolific writer -as much as I can- And having a laptop is the beginning point.

The mental and physical wellbeing of the hotel asylum seekers inevitably deteriorates from living day in day out with such uncertain future prospects and reflecting on the traumatic events that led them to make such dangerous journeys to reach the UK. Together with the other agencies involved in promoting their wellbeing, we are trying to provide meaningful and enjoyable activities that can be accessed by all even though there is little or no space or provision for these at the hotels. We have provided table tennis table equipment, Carrom boards, footballs and donated bicycles and liaised with a local cricket club to provide an informal weekly cricket session accessible to two of the hotels. Thanks to generous grants from East Grinstead Lions and the St Christopher Trust, we will soon be purchasing other sports equipment including volleyball and badminton sets for the only hotel that has some outdoor space.

We are very grateful to the Bike Project, a charity that supplies refurbished bicycles for refugees, who have agreed to provide 25 bicycles for us; to the Sussex Police Property Fund for their grant to RWC for bicycle costs and to the Together fund at Active Sussex who have agreed to fund 10 bicycles. All our



Registered Charity no.

1186127

bicycles are given to hotel asylum seekers with full safety kit on a loan scheme to be returned to us when they are moved on to dispersal or other accommodation to be reallocated to the next person on our long waiting list. These bicycles make a huge difference to the wellbeing of the people who receive them as they are then able not only to benefit from the exercise of cycling but also to reach the town centre, English classes, college for those who have managed to enrol at East Surrey college and to get to their places of worship.

Our two charities have also networked with other local charities to offer volunteering opportunities to some asylum seekers since volunteering is permitted as long as it is for a charity rather than a business. One group of women has been cooking meals for the homeless and another person has been volunteering in a local charity shop. These opportunities help mental health and general wellbeing.

Asylum seeker volunteer's report

When I came to England in October 2021, I felt lonely and broken after a long and arduous journey. I emailed Refugee Welcome Crawley and requested essential needs like food and clothing. [REDACTED] came to my place, and without any questions, she brought me food, clothing and hope; I realized someone here cared about me. After that, I saw she tried to help everyone, talk to them, get them stuff and provide English books and English class. In February 2022, I asked her to introduce me to a charity for a volunteering job. She introduced me to Crawley free shop, and they accepted me to be with them two days a week. Working with lovely and kind people and feeling valued makes me stronger to continue my life that is full of anxiety. Nowadays, I learn a lot from them, and I can't forget their kindness never.

Refugees Welcome Crawley now runs five weekly face-to-face ESOL (English teaching) sessions, two at local church centres, two in hotels and one for children on Saturday mornings with up to 100 people attending in total across the week. In addition



Registered Charity no.

1186127

to these, we run three online Zoom classes at three different levels and one Women only group.

Belinda, one of our wonderful, endlessly flexible English teachers:

Face-to-face teaching restarted in February 2022 after Covid restrictions lifted. Classes are advertised in the hotels and students are encouraged to drop in (there is no formal enrolment procedure), either to classes held in their hotel, or in a meeting place such as The Charis Centre in Crawley. There is a face-to-face class held somewhere in the area every weekday. Numbers attending vary hugely week to week (40 +); it's hard to know whether this is because of the weather or any other number of external factors. But this is quite an appealing feature of the classes as it keeps the atmosphere informal and relaxed, students are very welcoming to new arrivals, and are excellent at helping new attendees feel included and valued. There is a real sense of community.

Students learn relevant everyday English such as greetings, describing health complaints, shopping, or describing emotions and feelings. The volunteer teachers use props, games, worksheets, books and role play to support learning. Students are roughly grouped according to ability; sometimes there are less able students within a group, but the stronger learners support them well. Students are encouraged socialise, and have the opportunity to ask for support regarding English learning or of a more pastoral/administrative nature.

Our objective is to continue developing a scheme of work which will work on a rolling 20-week cycle, and to add to the team of volunteer teachers and increase our bank of teaching resources.

Some weekly classes are also held online, using Zoom for groups, and also more frequently for individuals who have needed more intensive learning. Online and face-to-face learning complement each other well, and I imagine that both will continue well into the future.



Registered Charity no.

1186127

Rozina who runs the children's literacy support sessions:

The sessions started in May 2022 and have been a huge success. The classes are currently being held at the Crawley Museum. The sessions are informal based mostly around literacy activities for Key Stage 1-3, broken down into reading, grammar, punctuation and spelling. A volunteer tutor is paired with a group of students to work through the tasks that are individually tailored to their needs. We have consistent attendees that are working through the activities. Each student is given a notebook, which shows the progression they have made. Tutoring sessions help students improve their comprehension skills, build their confidence and improve

In recent months, Refugees Welcome Crawley is also part of the local support network for newly arriving **Ukrainian refugees** and their hosts. We attend the weekly drop-ins offered in Crawley and East Grinstead and Sussex Aid for Refugees has provided clothes, shoes, toiletries and toys to Ukrainian families who, in common with other refugees, arrive with little and need these items to help them settle in while they wait for benefits to be processed and work offers to be found. Unlike asylum seekers, Ukrainian refugees have the right to work and to apply for benefits and many of the refugees we have met have already started working. Those on the Homes for Ukraine scheme though not those on family visas are also eligible for initial extra help from WSCC Most Ukrainian refugees also want to learn English though some already have a high level and want to help teach others.

It has been extremely heart-warming to witness the outpouring of support and the open-hearted welcome from so many hosts offering their homes for Ukrainian refugees since the shocking invasion and ongoing war in Ukraine. At the same time, however, as the government supports Ukrainian refugee schemes, the draconian policy of relocating others seeking refuge from similarly terrible situations are being penalised and potentially removed to Rwanda purely because the journey they made to reach the UK can be deemed as 'dangerous'.



Registered Charity no.

1186127

Refugees Welcome Crawley is one of the charity signatories of the open letter to government opposing this brutal policy and we can only hope that the legal challenges being mounted against it are successful. We do not consider, if enforced, how relocating asylum seekers to Rwanda can achieve anything other than further harm to an extremely vulnerable group of people who deserve better than to be 'off shored' in this way.

None of what we do would be possible without our wonderful volunteers and our generous funders.

The first thank you goes to my longsuffering and supportive husband, [REDACTED] who not only collects and delivers bicycles, clothes and other items but offers a supportive and encouraging ear at all times.

Secondly to my dedicated trustees, steering group and all our wonderful volunteers who give their time, dedication and compassion with endless humour and initiative.

I am especially grateful to Cerian at Sussex Aid without whose partnership we could not deliver the services to asylum seekers that help to make their lives bearable.

Thank you also to the many agencies who work with us in the multi-agency network, especially ABC Alliance for Better Care, hotel staff and WSCC Refugee Resettlement Team.

We are extremely thankful to our generous donors, both individuals who donate to us and to our grant funders including East Grinstead Lions, Worth Parish, Balcombe Community, Arundel and Brighton diocese, Milton Mount School and, in the new financial year, a wonderful donation towards education, wellbeing and other needs from the St Christopher's Trust and a further grant for bicycles from the Together Fund, Active Sussex. We gratefully acknowledge the grant award from WSCC which enables us to rent our unit.


Thank you all for helping us to build meaningful lives for the many refugees and asylum seekers we support, to spread hope



Registered Charity no.

1186127

and to build on a positive dialogue around migration and asylum in Crawley and surrounding area.


 Chair of Trustees
 Refugees Welcome Crawley

8/6/2022

Annual Statement of Accounts April 2021- 2022

INCOME AND EXPENDITURE TO	31-Mar-22
INCOME	
Donations	£7,413.29
D Atkinson	£1,700.00
Arundel&Brighton	£500.00
LEAP	£500.00
Side by Side	£350.00
Balcombe Community	£600.00
Worth Parish	£1,000.00
Al Zoghayyer	£1,000.00
Unison West	£250.00
WSCC	£25,000.00
HMRC	£497.75
TOTAL INCOME	£38,811.04
EXPENDITURE	
Monthly expenditure	£7,163.72
Hire of halls	£197.06
Insurance	£229.47



Registered Charity no.

1186127

DBS	£72.00	
Driving Lessons	£150.00	
Driving Test	£62.00	
Clothing for Refugees	£2,191.78	
TOTAL EXPENDITURE	£10,066.03	
SURPLUS	£28,745.01	
Refugees Welcome Crawley		
BALANCE SHEET AS AT 31 MARCH		
Balance at 1 April 2021	£3,281.83	
Surplus	£28,745.01	<i>I have examined these accounts, vouchers and bank statements and have found them to be correct</i> Signed Richard Holroyd FCIB DATE
TOTAL	£32,026.84	
CURRENT ASSETS		
Barclays Current Account	£32,026.84	
	£32,026.84	



Registered Charity no.

1186127

RWC

INCOME AND EXPENDITURE TO Mar 31, 22

INCOME

Donations	£7,413.29
D Atkinson	£1,700.00
Arundel&Brighton	£500.00
LEAP	£500.00
Side by Side	£350.00
Balcombe Community	£600.00
Worth Parish	£1,000.00
Al Zoghayyer	£1,000.00
Unison West	£250.00
WSCC	£25,000.00
HMRC	£497.75

TOTAL INCOME £38,811.04

EXPENDITURE

Monthly expenditure	£7,163.72
Hire of halls	£197.06
Insurance	£229.47
DBS	£72.00
Driving Lessons	£150.00
Driving Test	£62.00
Clothing for Regugees	£2,191.78

TOTAL EXPENDITURE **£10,066.03**

SURPLUS **£28,745.01**

BALANCE SHEET AS AT 31 MARCH

Balance at 1 April 2021 **£3,281.83**

Surplus **£28,745.01**

TOTAL **£32,026.84**

CURRENT ASSETS

Barclays Current Account **£32,026.84**

**I have examined these accounts,
vouchers and bank statements
and have found them to be
correct**

Signed
Richard Holroyd FCIB
DATE

BANK RECONCILIATION AS AT 01 AUGUST 2020

Balance as per Bank Statement **£7,703.00**

Outstanding Cheques

01/08/2020	549	£33.75
01/08/2020	407	£7.15
01/08/2020	410	£133.05
01/08/2020	413	£43.75

Total o/s cheques **£217.70**

Bank Balance as per cash sheet **£7,485.30**

RWC

INCOME AND EXPENDITURE TO Mar 31, 22

INCOME

Donations	£7,413.29
D Atkinson	£1,700.00
Arundel&Brighton	£500.00
LEAP	£500.00
Side by Side	£350.00
Balcombe Community	£600.00
Worth Parish	£1,000.00
Al Zoghayyer	£1,000.00
Unison West	£250.00
WSCC	£25,000.00
HMRC	£497.75

TOTAL INCOME £38,811.04

EXPENDITURE

Monthly expenditure	£7,163.72
Hire of halls	£197.06
Insurance	£229.47
DBS	£72.00
Driving Lessons	£150.00
Driving Test	£62.00
Clothing for Regugees	£2,191.78

TOTAL EXPENDITURE **£10,066.03**

SURPLUS **£28,745.01**

BALANCE SHEET AS AT 31 MARCH

Balance at 1 April 2021 **£3,281.83**

Surplus **£28,745.01**

TOTAL **£32,026.84**

CURRENT ASSETS

Barclays Current Account **£32,026.84**

**I have examined these accounts,
vouchers and bank statements
and have found them to be
correct**

Signed
Richard Holroyd FCIB
DATE

BANK RECONCILIATION AS AT 01 AUGUST 2020

Balance as per Bank Statement **£7,703.00**

Outstanding Cheques

01/08/2020	549	£33.75
01/08/2020	407	£7.15
01/08/2020	410	£133.05
01/08/2020	413	£43.75

Total o/s cheques **£217.70**

Bank Balance as per cash sheet **£7,485.30**

REFUGEES WELCOME CRAWLEY

England & Wales - Charity number 1186127

Accounts

REFUGEES WELCOME CRAWLEY

Annual Report Nov 2019-March2021



Charity Name: REFUGEES WELCOME CRAWLEY

Charity Number: 1186127

Financial period: 4th November 2019 - 31 March 2021

**Registered Office: c/o CCA, The Orchard
1-2 Gleneagles Court,
Brighton Road,
Crawley
RH10 6AD**

Objects of the Charity:

The objects of the charity, as set out in our governing document, are:

1. For the public benefit to relieve poverty, sickness and distress amongst refugees and vulnerable migrants and their families in Crawley and the surrounding area, particularly but not exclusively by the provision of advice, advocacy, financial assistance, accessing appropriate training and employment opportunities and other such services as the charity shall decide.

2. To advance the education of the general public, statutory and voluntary organisations, and in particular the education of refugees and vulnerable migrants, in order to assist their social wellbeing,



How did we provide support?

1. Financial Support

Where did our funds come from?

Grants:

£485 Sussex Community Foundation Trust
 £3,500 Sussex Community Foundation Trust - Sussex Crisis
 Fund Grant
 £744 West Sussex County Council Community Initiative
 Fund

Donations:

£6894.00 including:
 £460 designated for Tinsley men
 £1200 1 x regular donor
 £500 donation designated for Days Out fund

Fundraising:

£1240 Quiz Night
 £400 Milton Mount School Yr 6 Apprentice Fair

Gift Aid:

£611.19 Gift Aid

Total:

£13874.99

RWC has registered with AmazonSmile and with Easyfundraising.com, enabling supporters who sign up with these organisations to donate to RWC when purchasing goods from these companies at no extra cost to the donor.

How did we spend our funds?

Expenses during this financial year were impacted by the **Covid pandemic**, especially during lockdown. A major expense, funded by the SCF grant (see above) was the purchase of new **laptops** and software for 12 refugee families



so that children and adults could access home learning during lockdown.

We also purchased 7 refurbished **bicycles** with cycling safety equipment for refugee adults and children from our WSCC CIF grant. Lockdown expenses included a new monthly **Zoom account** to host extended meetings for ESOL classes, trustee and steering group meetings and support meetings for volunteers and clients. Prior to the pandemic room hire costs included Homework Club bookings at Crawley library (funded by an earlier grant from The Longley Trust). Other pandemic expenses included **taxi fares** for hospital appointments where public transport was not appropriate and volunteers could not take passengers in their cars during lockdown. Groceries were also provided for families who were self-isolating.

For asylum seekers (who are not permitted to work or access UK benefits), we continued to provide limited cash support food, toiletries, phone top up or travel tickets.

Designated donations for the ex-Napier Barracks asylum seekers temporarily accommodated at Tinsley House were used to purchase shoes, toiletries, prayer beads, phone top ups and hair clippers.

Expenditure over the period included new home set up costs for the last two Syrian refugee families who arrived in Crawley in January 2020. RWC also paid towards **household repairs** and **replacement household white goods** for refugee families. Carpeting was purchased for a previously homeless client moving into long term accommodation. An Eaton Fund grant was awarded towards this cost after this financial year.

RWC paid **driving test costs** for 4 Syrian refugee learners from a £485 Sussex Community Foundation grant awarded in December 2019. This grant also paid the administration charge for 10 **DBS checks** for volunteers.

Designated donations included kind donations of £540 from Worth School parents for Christmas presents for refugee children as well as a supermarket voucher for each family at Eid. Crawley Seventh Day Adventist Church gift of £70 kindly funded Easter Eggs for the children at Easter time. The



fundraising by Milton Mount schoolchildren enabled children to attend after school clubs and sports activities and other activities in the subsequent financial year.

2. Learning Support

Men's English group

The Men's English group for Syrian refugee men moved online from June 2020 to the Zoom meeting platform. Led by volunteer ESOL teachers and an Arabic interpreter, the focus of the class was on practical English in daily living and basic communication skills.

Women's English Group

Similarly, the Women's English group also transferred to Zoom from face-to-face learning. Online learning together has helped to combat isolation for the women during the pandemic with the attendees gaining confidence in using their English. Interpreter support from Arabic speaking volunteers was phased out during the year as the women's level of understanding increased.

Homework and Adult learning support (one-to-one)

RWC volunteers provided learning support for 8 adults and 20 children during lockdown and beyond, with some volunteers helping both adults and children with their learning. We were most grateful to all these volunteers for providing continuity of learning during this difficult time.

Driving Theory Course

One volunteer also ran an online course on passing the **Driving Theory Test**, which is a significant challenge for many of our resettled families because of the level of English language needed.

3. Befriending Support

Whilst all refugee families and individuals supported by RWC receive practical support and guidance from the Chair and



other volunteers, 11 families and individuals had a designated support volunteer as a befriender. This is particularly valued by those individuals who are living here alone without any support from family or friends.

Day to day support for our clients is provided mainly by RWC Chair, often with the help of interpreters, and includes making medical appointments, requesting prescriptions, explaining medical letters and Covid test instructions; helping people manage their benefit claims including Universal Credit online; understanding their rent and council tax and also helping families to access school and college communications and meetings. We have also supported families who have had to isolate with food shopping.

We are particularly grateful to our 6 volunteer interpreters who provided vital communication support for our refugee families during this year, enabling them to communicate with volunteers and outside agencies and to understand and manage many aspects of daily living as outlined above.

4. Social support

Meeting in person was much curtailed from March 2020 but RWC has endeavoured to maintain a sense of community within the group through the learning activities above and regular communication through the WhatsApp group chat including translated Covid guidance and birthday greetings for all the children. Eid vouchers, Christmas presents, Easter eggs, seeds and summer bedding plants were delivered to refugee families at the appropriate times of year.

One volunteer initiated a weekly online **story time** for children which enabled them to enjoy a story and link up with other families online.

Gardening Club restarted in the Spring, with one family growing vegetables in the garden of the Worth Parish Office, supported by volunteer gardeners.



DIY volunteers helped to prepare new homes for two refugee families, painting all rooms, constructing flatpack furniture, fixing curtain rails and making curtains.

RWC Newsletters were circulated to supporters of the charity in Winter, Spring and Summer from November 2019 to Spring 2021.

Financial review

With expenditure this financial period totalling £11,970.29 and income £13874.99, surplus income above expenditure was £1904.70. RWC bank account balance stood at £3281.83 in credit with £126.42 cash in hand. In considering the financial sustainability of the charity, the Chair and Trustees have taken into account the extraordinary nature of the past year, in which fundraising events could not be staged as in previous years and some expenses increased due to the pandemic. RWC therefore considers the financial position of the charity to be sound and likely to recover from the impact of Covid-19 in the coming months.

Future Plans

Looking ahead from April 2021 onwards, RWC plans to continue all its current activities and to meet the continuing needs of the refugees, asylum seekers and vulnerable migrants who approach RWC for assistance and support. A 'Step into Spring' fundraiser by the Milton Mount schoolchildren was set up shortly after the AGM in April 2021.

RWC will continue to observe government and local council guidance on Covid-related issues, all of which clearly have a direct impact on the ways we can work together with our clients.

As we gradually emerge out of lockdown restrictions, we will carefully consider which of our pre-pandemic activities we can resume and in which ways we will need to adapt these. It is likely that our activities in the year ahead will consist of a blend of virtual and face-to-face support, assessing and managing risk to maintain volunteer and client safety as best we can at each step.



Park meetings are planned for East Grinstead families in the summer and an outdoor park gathering is planned in Crawley after June 21st for all volunteers

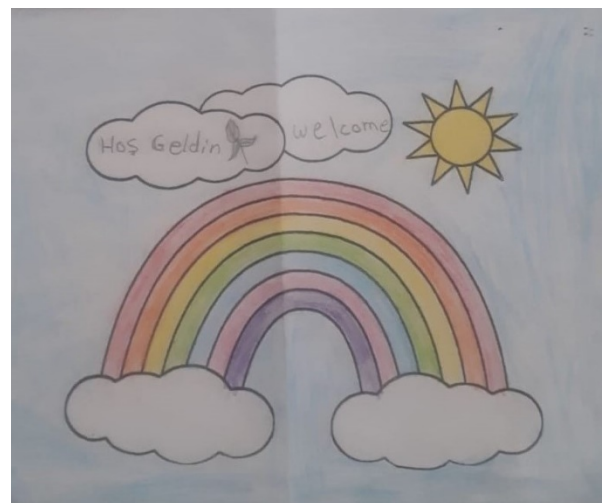
and refugee families to get together and celebrate all that is good about Refugees Welcome Crawley.

Recruitment

Recruitment of volunteers continues through potential volunteers searching and contacting us from the RWC website and also from recruitment portals on the Mid Sussex Voluntary Action and Crawley Community Action websites. Potential volunteers have an initial conversation with the Chair followed by a further informal virtual meeting with another volunteer and a refugee client to assess suitability for RWC volunteering. A reference is sought, volunteer agreement signed and DBS check carried out where needed. Volunteers are initially supported by the Chair or other experienced volunteer until they are comfortable working with clients one-to-one if appropriate

Risk Management

RWC has a Risk Management Policy in place and considers the risks of each situation and projected event case by case. Covid risks for volunteers and clients have been continually assessed in line with government guidance, and RWC Covid policy updated and circulated to all parties. RWC also has a Safeguarding Policy including Protection Policies for Children and Vulnerable Adults which is given to all new volunteers as part of the recruitment process.



Organisational structure



Refugees Welcome Crawley is a Charitable Incorporated Organisation, 'CIO'.

It is managed by the Chair, Trustees and Steering Group. Trustee and Steering Group meetings are held every 6-8 weeks with minutes taken by the Secretary, an elected RWC volunteer. The RWC AGM is held in April/May each year when RWC officers for the financial year ahead are elected.

November 2019-March 2021



Steering Group: 8 volunteers elected annually at RWC AGM in April



