

# **MANCHESTER REFUGEE SUPPORT NETWORK**

**CHARITY REGISTRATION NO:1196560**

**FINANCIAL STATEMENTS FOR THE YEAR ENDED  
31ST MARCH 2025**

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**Manchester Refugee Support Network****Report of the trustees for the Year Ended 31<sup>st</sup> March 2025**

The trustees present their annual report and financial statements of the charity for the year ended 31<sup>st</sup> March 2025. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's trust deed, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland published (FRS 102) (effective 1 January 2019).

**Reference and administrative information**

Charity Name: Manchester Refugee Support Network

Charity Number: 1196560

**Trustees**

Mike Mpofu

Ahmed Mohamud

Addisu Tewolde

Amina Said

Sadia Muminovic

Zahid Kahan

Selamawit Reda

**Key Personnel**

A scheme of delegation is in place and the CEO, Belay Kashay has responsibility for the day to day operational management of the organisation, individual supervision of the staff and also ensuring that the staff continue to develop their skills and working practices to ensure high quality service provision.

**Principal Office**

129 Princess Road

Moss Side

Manchester

M14 4RB

**Independent Examiners**

Hilton Jones Chartered Certified Accountant

Hollinwood Business Centre

Albert Street

Oldham

Lancashire

OL8 3QL

## Manchester Refugee Support Network

### Bankers

NatWest Bank  
438 Barlow Moor Road  
Chorlton-cum-Hardy  
Manchester  
M21 0BR

### Structure, governance and management

The organisation is a charitable incorporated organisation and was registered as a charity on 12<sup>th</sup> November 2021, and is governed under its Constitution.

The Charity took over the assets and activities of Manchester Refugee Support Network, an unincorporated charity number 1109990 on 1<sup>st</sup> April 2022.

### Appointment of trustees

The charity trustees will be elected by the membership with one half retiring from office at each AGM. Those trustees can make themselves available for re-appointment. The charity must have between 3 and 8 trustees.

### Trustee induction and training

Following their election, new trustees are provided with Governance training covering:

- The obligations of Management Committee members and signposting to relevant Charity Commission publications.
- Current agenda items for Management Committee meetings.
- The main documents and policies which set out the operational framework for the charity, including the Constitution.
- The finance and funding of the organisation including the Finance Policy, Strategy and Plan as well as the latest independently audited accounts.
- Business Plan and future objectives.

### Membership

Full Membership of MRSN is open to all properly constituted refugee community organisations in Greater Manchester who have charitable objectives, support the aims of MRSN, have had an AGM in the last 15 months and are refugee led. Associate Membership of MRSN is open to any adult who is interested in furthering the work of MRSN. Only full paid up members have the right to vote at Annual or Special General Meetings.

Each refugee community organisation constitutes a single member of MRSN and nominates a representative to vote on its behalf at any Annual General Meeting or any other Special General Meetings of the membership, including the election of the Management Committee.



### Objectives and activities

- To advance education and relieve financial hardship amongst those seeking asylum and those granted refugee status particularly by the provision of legal and other advice.
- To support and promote the physical and mental health of asylum seekers, refugees and their dependants.
- To advance the education and training of those granted refugee status and their dependants in need thereof so as to advance them in life and assist them to adapt within a new community.
- To advance the education of the public in general about the issues relating to refugees and those seeking asylum.
- The provision of facilities for recreation or other leisure time occupation with the object of improving the conditions of life of those persons in need of such facilities by reason of their age, race, gender, religion, infirmity or disablement, financial hardship or social and economic circumstances.
- To relieve the effects of financial poverty on refugees and asylum seekers through the provision of temporary accommodation.

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Charity's aims and objectives, in planning future activities, and setting the policies for the year.

The charity furthers its charitable purposes for the public benefit through

- Community development services to build capacity within refugee community organisations and to support the delivery of the key priorities enshrined in the Refugee Charter for Manchester
- Legal advice and support to help people affected by poverty, unemployment, homelessness and immigration status
- Volunteer programmes to provide meaningful work experiences and training to refugees and other members of the local community to enhance their employment prospects and to extend the reach of MRSN's advice and other activities
- Provision of temporary accommodation and hardship support

### A review of our achievement and performance: how our activities delivered public benefit

In line with the Charities Act 2011, the Trustees of the Manchester Refugee Support Network (MRSN) ensure that all activities and services are designed and delivered with clear public benefit at their core. When planning each year's programme, the Trustees give careful consideration to the Charity Commission's general guidance on public benefit.

During the 2024–2025 financial year, MRSN continued to provide a wide range of services that directly support refugees, people seeking asylum, and the wider community across Greater Manchester. Our work not only meets immediate needs but also promotes long-term integration, equality, and social cohesion.

## Manchester Refugee Support Network

### Accessibility and Inclusivity

All of our services are provided free of charge, ensuring accessibility to those who are often financially excluded. We actively remove barriers by offering support in multiple languages and by recognising and addressing the travel difficulties our clients face. This inclusive approach ensures that the most vulnerable members of society are not excluded from receiving essential advice and support.

### Core Services and Impact

- **Advice and Advocacy:** We remain the largest organisation providing specialist advice and advocacy for refugees and people seeking asylum in Greater Manchester. Through this service, thousands of individuals have been supported to access housing, legal aid, welfare benefits, and healthcare.
- **Integration Support:** Our programmes help individuals and families to settle into their new communities, access education and employment, and build the confidence and skills needed to rebuild their lives.
- **Community Cohesion and Awareness:** By engaging with the wider public, delivering training, and promoting awareness of refugee issues, MRSN strengthens understanding and mutual respect. This benefits not only refugees and people seeking asylum but the whole community by fostering a more cohesive and inclusive society.
- **Policy, Legislation, and Advocacy Work:** We influence local and national discussions on refugee and asylum issues, ensuring that the voices of those with lived experience are heard. This work helps to advance human rights, challenge discrimination, and reduce destitution.

### Outcomes and Achievements

Our services in 2024–2025 directly improved lives by enabling individuals to secure stable housing, access healthcare and education, and move into training or employment. Many of our beneficiaries report greater independence, improved wellbeing, and stronger social connections as a result of our support. At the community level, our advocacy and awareness-raising work contributed to fairer policies and enhanced understanding of refugee experiences among the public and partner organisations.

### Looking Ahead

Despite the continuing constraints on resources, MRSN remains committed to delivering high-quality services and ensuring public benefit. We will build on our successes by strengthening partnerships, expanding opportunities for integration, and ensuring that the voices of refugees and people seeking asylum continue to shape our work.

### Volunteers

Volunteers support MRSN through reception work and interpreting for clients who don't speak English. They also provide basic information and make telephone calls on behalf of clients. The role can also include advocacy and support for clients including by accompanying them to appointments. Volunteers also give advice on different issues.

**Financial review**

Total income in the year was £474,413 (2024 £705,190) and total expenses were £515,755 (2024 £515,212) leaving a deficit of £41,342.

The continued support from individuals and local organisations who provide our unrestricted funds is vital to MRSN's ongoing activities and we are very grateful that this continued.

We will keep raising the funds we need to keep Manchester Refugee Support Network open and maintain the vital services it provides to asylum seekers and refugees in Greater Manchester.

**Investment powers and policy**

The trustees, having regard to the liquidity requirements of operating the charity, have kept available funds in an interest-bearing account.

**Reserves policy and going concern**

The balance held in unrestricted reserves at 31<sup>st</sup> March 2025 was £226,532 of which £225,043 is free reserves (after allowing for funds tied up in tangible fixed assets). The balance held in restricted reserves at 31<sup>st</sup> March 2025 was £250,668.

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately six months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that support and governance costs are covered.

**Risk management**

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The Trustees recognise the importance of identifying and putting in place effective arrangements for the management of risk. A risk register has been established and has been approved by the Board of Trustees. It is kept under continual review by the Board of Trustees and any changes to risk are reviewed at each Trustees meeting. Financial risks associated with reducing income streams from the government and trust funding has led to development of income generation strategy which allow for the diversification of funding and activities. Where appropriate, systems or procedures have been in place to diminish the risk the charity faces. These procedures are periodically reviewed to ensure they continue to meet the needs of the charity.

**Achievement and plans for future periods**

At the heart of our mission is the commitment to provide a safe and supportive space where the basic needs of refugees and asylum seekers can be met, and where the challenges of poverty and social isolation can be addressed.

Looking ahead, we are committed to building new partnerships and informal alliances, both in service delivery and in campaigning. By bringing together the expertise and networks of different organisations, we aim to maximise our collective reach and impact. MRSN will continue to campaign strongly on refugee issues across the region, while also working to secure a significant increase in the availability and quality of legal advice for refused asylum seekers and refugees.

As the needs of our service users continue to grow, we recognise the importance of expanding and diversifying our income streams to ensure our long-term sustainability. This will enable us to respond positively and effectively to emerging challenges.

We are also clear in our ambition to become increasingly user-led. A key priority will be the recruitment of staff and volunteers with lived experience, ensuring that our services remain relevant, empathetic, and shaped by the voices of those we serve.

In parallel, we are investing in the improvement of our buildings and premises, making them more accessible, creative, welcoming, and family-friendly. These improvements will enhance the experience of all who use our services.

Finally, we recognise that understanding and sharing the difference our work makes is essential. We are therefore strengthening our impact measurement and monitoring processes to better capture, evaluate, and communicate the outcomes of our work.

**Trustees responsibilities in relation to the financial statements**

The charity trustees are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, of the charity for that period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting principles and then apply them consistently;
- Observe the methods and principles in the applicable Charities SORP;
- Make judgments and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures that must be disclosed and explained in the financial statements;

**Manchester Refugee Support Network**

- Prepare the financial statements on a going concern basis unless it is appropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provision of the Trust deed. They are also responsible for safeguarding the assets of the charity and taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees on 23<sup>rd</sup> September, 2025 and signed on their behalf by:

*Almed*

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Chair of trustees

**INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF  
MANCHESTER REFUGEE SUPPORT NETWORK  
REGISTERED CHARITY NO. 1196560**

I report on the accounts of the charity, for the Period Ended 31<sup>ST</sup> March 2025 which are set out on pages 8 to 20.

**Respective Responsibilities of Trustees and Examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity is preparing accrued accounts and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

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

**Basis of Independent Examiners Report**

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

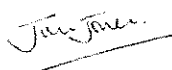
**Independent Examiner's Statement**

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

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

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

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



Signed: .....

James Hilton-Jones FCCA

Date: 23<sup>rd</sup> September 2025

Hilton Jones Chartered Certified Accountants  
Hollinwood Business Centre, Albert Street  
Oldham, Lancashire OL8 3QL

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2025**  
(Including income & expenditure account)

				Year Ended 31.03.25	Year Ended 31.03.24
	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds £	Total Funds £
<b>INCOME FROM:</b>					
Donations & Legacies	(2)	11,537	-	11,537	38,566
Charitable Income	(3)	52,610	409,596	462,206	666,583
Other Income		656	-	656	28
Investment Income		14	-	14	13
<b>TOTAL</b>		<b>64,817</b>	<b>409,596</b>	<b>474,413</b>	<b>705,190</b>
<b>EXPENDITURE ON:</b>					
Raising Funds	(4)	180	-	180	180
Charitable Activities	(4)	115,512	400,063	515,575	515,032
<b>TOTAL</b>		<b>115,692</b>	<b>400,063</b>	<b>515,755</b>	<b>515,212</b>
<b>NET INCOME (EXPENDITURE FOR THE YEAR</b>		<b>(50,875)</b>	<b>9,533</b>	<b>(41,342)</b>	<b>189,978</b>
Transfer between funds	(15)	-	-	-	-
<b>Net income after transfers</b>		<b>(50,875)</b>	<b>9,533</b>	<b>(41,342)</b>	<b>189,978</b>
<b>Total Funds Brought Forward</b>		<b>277,407</b>	<b>241,135</b>	<b>518,542</b>	<b>328,564</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>(15)</b>	<b>226,532</b>	<b>250,668</b>	<b>477,200</b>	<b>518,542</b>

The statement of financial activities includes all gains and losses in the year.

The notes on pages 11 to 19 form part of these accounts.

## BALANCE SHEET AS AT 31 MARCH 2025

CIO 1196560

	Notes	2025 £	2024 £
<b>FIXED ASSETS</b>			
Tangible Fixed Assets	(10)	12,252	18,994
<b>CURRENT ASSETS</b>			
Debtors	(12)	39,042	34,048
Cash at Bank and in Hand		<u>562,571</u>	<u>523,799</u>
		601,613	557,847
<b>LIABILITIES:</b>			
Amounts falling due within one year	(13)	<u>(136,665)</u>	<u>(58,299)</u>
		(136,665)	(58,299)
<b>NET CURRENT ASSETS</b>		464,948	499,548
<b>NET ASSETS</b>		<u>477,200</u>	<u>518,542</u>
<b>ACCUMULATED FUNDS</b>			
Unrestricted	(15)	226,532	277,407
Restricted	(15)	<u>250,668</u>	<u>241,135</u>
		<u>477,200</u>	<u>518,542</u>

Approved on behalf of the Board of Trustees

*Ahmed*

Chair

Ahmed Mohamed

Date: 23rd September 2025

The notes on pages 11 to 19 form part of these accounts.



## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31ST MARCH 2025

## Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	2024 £
Net movement in funds	(41,342)	189,978
Add back depreciation	9,314	10,072
Less Investment Income	(14)	(13)
Decrease/(increase) in debtors	(4,994)	(17,351)
Increase/(decrease) in creditors	78,366	(60,012)
<b>Net cash used in operating activities</b>	<b>41,330</b>	<b>122,674</b>
<b>Cash flows from investment activities:</b>		
Purchase of fixed assets	(2,572)	(14,022)
Investment Income	14	13
<b>Net cash provided by investing activities</b>	<b>(2,558)</b>	<b>(14,009)</b>
 Increase/(decrease) in cash and cash equivalents during the year	 38,772	 108,665
 Cash and cash equivalents brought forward	 523,799	 415,134
<b>Cash and cash equivalents carried forward</b>	<b>562,571</b>	<b>523,799</b>

**1. ACCOUNTING POLICIES****(a) Basis of preparation and assessment of going concern**

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 1st January 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

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

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

**(b) Funds structure**

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed. There were 33 restricted funds at the year end date.

Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds may include designated funds where the trustees, at their discretion have created a fund for a specific purpose.

Further details of each fund are disclosed in note 14.

**(c) Income recognition**

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

**(d) Expenditure Recognition**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings. For more information on this attribution refer to note (f) below.

**(e) Irrecoverable VAT**

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

**(f) Allocation of support and governance costs**

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to independent examination and legal fees together with an apportionment of overhead and support costs.

Governance costs and support costs relating to charitable activities have been apportioned based on staff time and facilities used in each activity.

The allocation of support and governance costs is analysed in note 6.

**(g) Charitable Activities**

Costs of charitable activities include governance costs and an apportionment of support costs as shown in Note 5.

**(h) Tangible fixed assets and depreciation**

Fixed assets are included in the accounts at net book value. Additions of a single item or a group of similar assets exceeding £500, are capitalised at cost (valuation for donated assets). Depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets over their estimated useful lives as follows:-

Office Equipment & Furniture	25% on cost
Computers	33.3% on cost

**(i) Taxation**

The organisation is exempt from income tax by reason of its charitable status. Income tax suffered on investment income is reclaimed in full. The Charity is not currently registered for VAT.

**(j) Pensions**

The trustees implemented an auto enrolment pension scheme during 2016. The charity has no liability beyond making its contributions and paying across the deductions for the employee's contributions. Employer contributions are charged to expenditure as they fall due.

**(k) Contingent liabilities**

A contingent liability is identified and disclosed for those transactions resulting from a possible obligation which will only be confirmed by the occurrence of one or more uncertain future events not wholly within the trustees' control.

**(l) Operating Leases**

Payments under operating leases are charged to the income and expenditure account in the period to which they relate.

**(m) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**(n) Creditors and Provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of the funds to a third party and the amount due to settle the obligation can be measured of estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**(o) Donated Goods, Facilities or Services**

During the year goods to the approximate value of £850 were donated to the organisation in the form of food for the food bank. These donations are not reflected in the income and expenditure account.

**(p) Costs of raising funds**

The costs of raising funds consists of rental of a property which is sublet to homeless refugees.

**2 DONATIONS & LEGACIES**

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Donations	11,537	-	11,537	37,486	1,080	38,566
	11,537	-	11,537	37,486	1,080	38,566

3 INCOME FROM CHARITABLE ACTIVITIES	Unrestricted Funds £	Restricted Funds £	Total 2025 £
National Lottery Community Fund	-	94,247	94,247
National Lottery Community Fund- Awards for All	-	7,272	7,272
Sport England	-	7,500	7,500
Access to Justice	-	-	-
GMCA	-	185	185
GMIAU	-	19,751	19,751
Henry Smith Charity	-	69,900	69,900
Lloyds Foundation	24,375	-	24,375
Manchester City Council (RIS)	-	50,000	50,000
Manchester City Council (SASCA)	-	-	-
Manchester City Council (OMVCS & Other)	-	66,396	66,396
Refugee Action	-	44,781	44,781
Tudor Trust	-	11,391	11,391
Forever Manchester	-	-	-
MACC - Household Support Fund	-	13,650	13,650
MCC - HSF	-	4,200	4,200
MCC Destitution fund	-	1,440	1,440
Migrant Help	-	-	-
Blue Thread	-	8,333	8,333
Newby Trust	-	10,000	10,000
Income from Destitute Housing	24,730	-	24,730
The Fore Foundation	-	-	-
Eat Well Get Well	-	50	50
Minor Grants	3,505	500	4,005
	<u>52,610</u>	<u>409,596</u>	<u>462,206</u>

Previous Year	Unrestricted Funds £	Restricted Funds £	Total 2024 £
National Lottery Community Fund	-	89,148	89,148
Access to Justice	-	27,678	27,678
GMCA	-	24,500	24,500
GMIAU	-	14,259	14,259
Henry Smith Charity	-	70,000	70,000
Lloyds Foundation	25,000	-	25,000
Manchester City Council (RIS)	-	50,000	50,000
Manchester City Council (SASCA)	-	30,000	30,000
Manchester City Council (OMVCS & Other)	-	59,646	59,646
Refugee Action	-	123,305	123,305
Tudor Trust	-	31,004	31,004
Forever Manchester	-	5,000	5,000
MACC - Household Support Fund	-	28,650	28,650
MCC Destitution fund	-	240	240
Migrant Help	-	5,000	5,000
Income from Destitute Housing	23,064	0	23,064
The Fore Foundation	30,000	0	30,000
Other Grants	30,089	-	30,089
	<u>108,153</u>	<u>558,430</u>	<u>666,583</u>

## 4 EXPENDITURE ON RAISING FUNDS

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Local Giving membership	180	-	180	180	-	180
	<u>180</u>	<u>-</u>	<u>180</u>	<u>180</u>	<u>-</u>	<u>180</u>

5	EXPENDITURE ON CHARITABLE ACTIVITIES	Advice &		Total 2025
		Temporary Accommodation	Other Work	
		£	£	£
	Employment Costs		285,988	285,988
	Freelance Workers		3,120	3,120
	Recruitment Costs		-	-
	DBS Costs		58	58
	Provision of temporary accommodation	23,991		23,991
	Service user refreshments		296	296
	Service user telephone		160	160
	Service user travel		-	-
	Food Supplies		932	932
	Project Partner		-	-
	Staff Travel		1,514	1,514
	Staff Training & Teambuilding		2,281	2,281
	Staff Refreshments		1,473	1,473
	Staff Appreciation		-	-
	Venue Hire, Events & Activities		22,459	22,459
	Subscriptions		1,804	1,804
	Household Support		18,160	18,160
	Volunteer Travel & Expenses		10,815	10,815
	Volunteer Rewards		62	62
	Support Costs		140,584	140,584
	Governance Costs		1,878	1,878
		23,991	491,584	515,575
	Restricted Funds			400,063
	Unrestricted Funds			115,512
				515,575

Previous Year	Advice &		2024
	Temporary Accommodation	Other Work	
	£	£	£
Employment Costs		270,138	270,138
Freelance Workers		9,823	9,823
Recruitment Costs		575	575
DBS Costs		18	18
Provision of temporary accommodation	12839		12,839
Service user refreshments		150	150
Service user telephone		120	120
Service user travel		250	250
Food Supplies		2,147	2,147
Project Partner		30,000	30,000
Staff Travel		1,448	1,448
Staff Training & Teambuilding		604	604
Staff Refreshments		668	668
Staff Appreciation		1,461	1,461
Venue Hire, Events & Activities		4,905	4,905
Subscriptions		1,846	1,846
Household Support		28,220	28,220
Volunteer Travel & Expenses		3,171	3,171
Volunteer Rewards		2,975	2,975
Support Costs		140,757	140,757
Governance Costs		2,917	2,917
	12,839	502,193	515,032
	Restricted Funds		460,146
	Unrestricted Funds		54,886
			515,032

6	ALLOCATION OF GOVERNANCE AND SUPPORT COSTS	Basis of Apportionment	General Support	Governance	2025 Total	2024 Total
			£	£	£	£
	<b>Support Costs:</b>					
	Employment Costs	Facilities Used	57,425	-	57,425	57,425
	Premises Costs	Facilities Used	27,741	-	27,741	22,629
	Repairs & Maintenance	Facilities Used	2,373	-	2,373	8,094
	Minor Equipment	Facilities Used	879	-	879	3,290
	Printing, Stationery & Postage	Facilities Used	6,240	-	6,240	3,633
	Cleaning & PPE	Facilities Used	4,725	-	4,725	3,063
	Telephone	Facilities Used	6,831	-	6,831	7,220
	Insurance	Facilities Used	714	-	714	775
	Equipment Rental	Facilities Used	1,798	-	1,798	1,680
	IT Support & Equipment	Facilities Used	6,405	-	6,405	7,436
	Depreciation	Facilities Used	9,314	-	9,314	10,072
	Book-keeping	Facilities Used	6,107	-	6,107	2,020
	Accountancy & Payroll	Governance	1,937	1,260	3,197	3,059
	Bank Charges	Facilities Used	494	-	494	486
	AGM & Management Committee	Governance	-	618	618	1,388
	Consultancy		5,163	-	5,163	4,176
	Legal Fees		-	-	-	5,829
	Sundry	Facilities Used	2,438	-	2,438	1,399
			<u>140,584</u>	<u>1,878</u>	<u>142,462</u>	<u>143,674</u>

**7 STAFF COSTS**

The charity considers its key management personnel comprises of the trustees and the manager. The total employment benefits, including employer pension contributions of the key management personnel were £57,425. No employee has benefits in excess of £60,000 .

	2025 £	2024 £
Wages and Salaries	314,150	299,266
Redundancy	0	912
Social Security Costs	18,012	16,802
Pension Costs	11,251	10,583
	<u>343,413</u>	<u>327,563</u>
No employee earned £60,000 per annum or more.		
The average number of employees during the year was 17 with a full time equivalent of 11:		
Services	10	10
Management	1	1
	<u>11</u>	<u>11</u>

**8 INDEPENDENT EXAMINERS FEES**

	2025 £	2024 £
Independent examination fees	1,260	1,200
Other Services	8,044	3,879
	<u>9,304</u>	<u>5,079</u>

**9 RELATED PARTY TRANSACTIONS AND TRUSTEES' REMUNERATION AND EXPENSES**

There are no related party transactions which require disclosure.

No remuneration was paid or payable to any of the trustees in respect of the period. Except as disclosed below no reimbursement of expenses has been made or is due to be made to any of the trustees in respect of the period.

		£
Travel Expenses	1 trustee	160
Destitution expenses	1 trustee	600
Christmas dinner provision	1 trustee	1,000
		<u>1,760</u>

**10 TANGIBLE FIXED ASSETS**

	Building Improvements	Computer Equipment	Office Equip. & Furniture	Total
	£	£	£	£
COST				
Brought forward at 1 April 2024	7,071	21,708	8,295	37,074
Additions	-	2,572	-	2,572
At 31 March 2025	7,071	24,280	8,295	39,646
DEPRECIATION				
Brought forward at 1 April 2024	1,286	12,674	4,120	18,080
Charge for the Period	643	6,388	2,283	9,314
At 31 March 2025	1,929	19,062	6,403	27,394
NET BOOK VALUE				
At 31 March 2025	5,142	5,218	1,892	12,252
At 31 March 2024	5,785	9,034	4,175	18,994

**11 CAPITAL COMMITMENTS**

	2025 £	2024 £
Contracted but not provided for	nil	nil

**12 DEBTORS**

	2025 £	2024 £
Other Debtors	25,630	31,754
Prepayments	13,412	2,294
	39,042	34,048

In 2025 £38,413 (2024 £33,413) debtors and prepayments relates to restricted funds.

**13 LIABILITIES: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2025 £	2024 £
Other Creditors	213	1,029
Other Taxes & Social Security Costs	9,753	4,374
Accruals	13,156	4,759
Deferred Income	113,543	48,137
	136,665	58,299

In 2025 £126,699 (2024 £52,896) relates to restricted funds.

**14 DEFERRED INCOME**

	2025 £	2024 £
Deferred income transferred from old charity	-	-
Balance brought forward	48,137	105,846
Amount released to income earned from charitable activities	(48,137)	(105,846)
Grant income deferred during the year	113,543	48,137
	113,543	48,137

15 MOVEMENT IN FUNDS	Balance at 1 April 2024	Incoming	Transfers	Outgoing	Balance 31 March 2025
	£	£	£	£	£
<b>Restricted Funds:</b>					
National Lottery Community Fund	5,295	94,247	-	(84,314)	15,228
National Lottery Community Fund- Awards for All		7,272	-	(6,000)	1,272
Emerge	10,234	-	-	-	10,234
Esme Fairbairn	5,000	-	-	-	5,000
Access To Justice	20,059	-	-	-	20,059
Forever Manchester - destitute project	1,914	-	-	-	1,914
Forever Manchester	3,724	-	-	-	3,724
Greater Manchester Mayors Fund	12,858	-	-	-	12,858
GMCA	3,627	185	-	-	3,812
Manchester City Council (Afghan Support)	3,130	-	-	-	3,130
Manchester City Council (DF Somali)	220	-	-	-	220
Manchester City Council (SASCA)	3,940	-	-	-	3,940
Manchester City Council (OMVCS)	13,785	66,396	-	(80,181)	-
Manchester City Council (RIS)	-	50,000	-	(50,000)	-
Manchester City Council (HSF)	140	4,200	-	(3,489)	851
MCC Destitution Fund	-	1,440	-	(1,440)	-
Salford CVS	3,642	-	-	-	3,642
Refugee Action	38,994	44,781	-	(57,270)	26,505
Tudor Trust	20,808	11,391	-	-	32,199
Migrant Help	4,290	-	-	(1,505)	2,785
UK Community Foundation	9,670	-	-	-	9,670
Sport England	1,242	7,500	-	(4,162)	4,580
Lloyds Foundation	11,646	-	-	-	11,646
Wai Yin	11,734	-	-	-	11,734
Carnegie UK Trust	2,270	-	-	-	2,270
Donation - Eat Well Get Well	380	50	-	(50)	380
Henry Smith Charity	32,074	69,900	-	(76,477)	25,497
MACC	1,190	-	-	-	1,190
MACC - HSF	-	13,650	-	(13,650)	-
Minor Grants	1,290	500	-	(500)	1,290
GMIAU	3,007	19,751	-	(10,818)	11,940
Blue Thread	-	8,333	-	(5,636)	2,697
Newby Trust	-	10,000	-	(4,000)	6,000
Crisis Covid	4,900	-	-	-	4,900
Groundwork UK	500	-	-	-	500
RAFT	4,153	-	-	-	4,153
Restricted Donations	275	-	-	-	275
Clothworker	5,144	-	-	(571)	4,573
<b>Total Restricted Funds:</b>	<b>241,135</b>	<b>409,596</b>	<b>-</b>	<b>(400,063)</b>	<b>250,668</b>
<b>Unrestricted Funds:</b>					
Designated - Building Fund	50,000	-	-	-	50,000
General	227,407	64,817	-	(115,692)	176,532
<b>Total Unrestricted Funds:</b>	<b>277,407</b>	<b>64,817</b>	<b>-</b>	<b>(115,692)</b>	<b>226,532</b>
	<b>518,542</b>	<b>474,413</b>	<b>-</b>	<b>(515,755)</b>	<b>477,200</b>

**Designated Fund - Building Fund**

The trustees have decided to set aside surpluses from unrestricted funds towards the establishment of a an MRSN building.



14 Cont...	Balance at				Balance
Previous Year	1 April	Incoming	Transfers	Outgoing	31 March
	2023				2024
	£	£	£	£	£
<b>Restricted Funds:</b>					
National Lottery Community Fund	2,770	89,148	-	(86,623)	5,295
Emerge	10,234	-	-	-	10,234
Esme Fairbairn	5,000	-	-	-	5,000
Access To Justice	14,568	27,678	-	(22,187)	20,059
Forever Manchester -destitute project	1,914	-	-	-	1,914
Forever Manchester	3,724	5,000	-	(5,000)	3,724
Greater Manchester Mayors Fund	12,858	-	-	-	12,858
Joseph Levy Foundation	1,524	-	170	(1,694)	-
GMCA	-	24,500	-	(20,873)	3,627
Manchester City Council (Afghan Support)	3,130	-	-	-	3,130
Manchester City Council (DF Somali)	300	240	-	(320)	220
Manchester City Council (SASCA)	3,940	30,000	-	(30,000)	3,940
Manchester City Council (OMVCS)	11,325	59,646	-	(57,186)	13,785
Manchester City Council (RIS)	-	50,000	-	(50,000)	-
Manchester City Council (HSF)	140	-	-	-	140
Salford CVS	3,642	-	-	-	3,642
Refugee Action	(2,379)	123,305	-	(81,932)	38,994
Tudor Trust	12,229	31,004	-	(22,425)	20,808
Migrant Help	-	5,000	-	(710)	4,290
UK Community Foundation	9,670	-	-	-	9,670
Sport England	2,579	-	-	(1,337)	1,242
Lloyds Foundation	11,646	-	-	-	11,646
Wai Yin	11,734	-	-	-	11,734
Carnegie UK Trust	2,270	-	-	-	2,270
Donation - Eat Well Get Well	-	1,080	-	(700)	380
Henry Smith Charity	-	70,000	-	(37,926)	32,074
MACC	1,390	-	-	(200)	1,190
MACC - HSF	-	28,650	-	(28,650)	-
Minor Grants	1,290	-	-	-	1,290
GMIAU	-	14,259	-	(11,252)	3,007
British Red Cross	284	-	-	(284)	-
<b>Destitution &amp; Crisis Funds</b>					
Crisis Covid	4,900	-	-	-	4,900
Groundwork UK	500	-	-	-	500
RAFT	4,153	-	-	-	4,153
Restricted Donations	551	-	-	(276)	275
<b>Capital</b>					
Clothworker	5,715	-	-	(571)	5,144
<b>Total Restricted Funds:</b>	<b>141,601</b>	<b>559,510</b>	<b>170</b>	<b>(460,146)</b>	<b>241,135</b>
<b>Unrestricted Funds:</b>					
Designated - Building Fund	25,000	25,000	-	-	50,000
General	161,963	120,680	(170)	(55,066)	227,407
<b>Total Unrestricted Funds:</b>	<b>186,963</b>	<b>145,680</b>	<b>(170)</b>	<b>(55,066)</b>	<b>277,407</b>
	<b>328,564</b>	<b>705,190</b>	<b>-</b>	<b>(515,212)</b>	<b>518,542</b>

## Purpose of funds:-

MCC Destitution Fund	to assist individuals experiencing hardship
National Lottery Community Fund	towards Shared Route project
National Lottery Community Fund- Awards for All	to help community thrive
Emerge	towards the Emerge 3Rs Rafiki Project
Esme Fairbairn	towards the Afghan Refugees settlement process
Access To Justice	towards welfare & immigration advice workers
Forever Manchester -destitute project	to assist individuals experiencing hardship
Forever Manchester	towards community development work
Greater Manchester Mayor	towards refugee integration service & salary costs
GMCA	towards English language education, volunteering & community participation
Migrant Help	towards IT and garden costs

The Henry Smith Charity	towards the employment costs of three advice workers
Manchester City Council OMVCS	General Advice & Community Development Project
Manchester City Council RIS	towards RIS workers
Salford CVS	towards cancer awareness work
Refugee Action	towards housing project, experts by experience & asylum guide
Tudor Trust	towards manager salary costs
UK Community Foundation	towards community development work & capacity building
Sport England	towards health & wellbeing project
Lloyds Foundation	towards project worker costs
Wai YIN	towards the Old people project (OPEN)
Carnegie UK Trust	towards training costs including travel
Donation- Eat Well Get Well	towards health activities
MACC	towards costs of migrant destitution fund & household support
GMIAU	Justice Together grant towards OISC level 2 worker
Blue Thread	towards worker salary
Newby Trust	towards worker salary
Restricted Donations	donations towards destitution project
Clothworker	towards centre refurbishment. Balance represents future depreciation

**16 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Unrestricted funds £	Restricted funds £	2025 Total £
Tangible fixed assets	1,489	#REF!	#REF!
Cash at bank and in hand	#REF!	#REF!	#REF!
Other net current assets/(liabilities)	#REF!	(19,483)	#REF!
<b>Total</b>	<b>226,532</b>	<b>250,668</b>	<b>#REF!</b>

	Unrestricted funds £	Restricted funds £	2024 Total £
Previous Year			
Tangible fixed assets	16,975	2,019	18,994
Cash at bank and in hand	265,200	258,599	523,799
Other net current assets/(liabilities)	(4,768)	(19,483)	(24,251)
<b>Total</b>	<b>277,407</b>	<b>241,135</b>	<b>518,542</b>

**17 CONTINGENT LIABILITIES**

There were no contingent liabilities at 31st March 2025 (2024 £nil)..

**18 OPERATING LEASE COMMITMENTS**

The charity has the following annual commitment under operating leases.	Equipment 2025 £	Land and Buildings 2025 £	Total 2025 £	Total 2024 £
Operating leases which expire:				
within one year	-	6,100	6,100	6,100
between 2 and 5 years	-	18,300	18,300	18,300
after 5 years	-	21,350	21,350	27,450
	-	45,750	45,750	51,850

The 15 year lease in respect of the property at Princess Road, Manchester, ran to November 2033 and is in the process of being renewed.

**19 POST BALANCE SHEET EVENTS**

The Trustees do not consider that there have been any events since the balance sheet date that impact materially on the financial statements.

**20 FINANCIAL INSTRUMENTS**

The organisation only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised on a transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at an amortised cost using the effective interest method.

**21 GOING CONCERN**

The company's main source of income is grant funding. The trustees consider that it is appropriate to prepare the accounts on a going concern basis and, consequently, the accounts do not include any adjustments that would be necessary if the funding income should cease.



# MANCHESTER REFUGEE SUPPORT NETWORK

ANNUAL REPORT 2024/2025





# LETTER FROM OUR MANAGER

Manchester Refugee Support Network delivered vital services to over 2,000 refugees and asylum seekers in Manchester this year, including advice, housing, integration support and peer-led training. Our dedicated team provided specialist immigration guidance, helped hundreds facing homelessness, and ran arts and wellbeing activities in local asylum hotels.

We strengthened lived-experience leadership, built new partnerships, and responded to rising community need despite financial pressures. Thanks to all staff, volunteers and supporters, we continue to stand with those seeking safety and opportunity in Manchester.

Financially, this year has been challenging, with expenditure exceeding income and a reduction in total funds, reflecting both ambition and growing need (net income -£41,342). Yet our progress would not be possible without the continued support of partners, funders, volunteers, and—most importantly—the resilience and leadership of our refugee community itself.

Looking ahead, we remain committed to collaborative working, improving access to housing and employment, and amplifying the voices of those with lived experience. We thank everyone who has contributed to our mission and look forward to another year of standing together in support, education, and empowerment for all refugees and asylum seekers in Manchester.

## Belay Keshay



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# OUR AIMS



## SUPPORT

To support refugees to access services and opportunities on an equal basis, in order to prevent all forms of poverty and allow individuals to fulfil their potential.



## EDUCATE

To educate refugees and asylum seekers on their rights and responsibilities as active citizens, and contribute to positive media representation of refugees.



## EMPOWER

To empower refugees to establish strong community organisations and provide platforms for them to represent the needs and aspirations of their communities.

# OUR OBJECTIVES

1

To advance education and relieve financial hardship amongst those seeking asylum and those granted refugee status particularly by the provision of legal and other advice.

2

To support and promote the physical and mental health of asylum seekers, refugees and their dependents.

3

To advance the education and training of those granted refugee status and their dependents in need thereof so as to advance them in life and assist them to adapt within a new community.

4

To advance the education and knowledge of the public in general about the issues relating to refugees and those seeking asylum.

5

The provision of facilities for recreation or other leisure time occupation with the object of improving the conditions of life of those persons who have need of such facilities by reason of their age, race, gender, religion, infirmity or disablement, financial hardship or social and economic circumstances.

6

To relieve the effects of financial poverty on refugees and asylum seekers through the provision of temporary accommodation.



# GENERAL REFUGEE ADVICE

Charlotte continued to coordinate General Refugee Advice, with Birhanemeskel was supporting as Refugee Advice Worker. They have continued to provide high quality support through their drop ins and appointments. Unfortunately we have said goodbye to Charlotte but she hopes to continue to volunteer with MRSN in the future. Sophie has taken on Charlotte's role as interim General Refugee Advice coordinator on Mondays. We also now have Angel supporting from RIS, acting as Employability service case worker on Mondays which as been an important addition.

This service continues to be extremely busy, particularly with the refugee homelessness ever increasing in Manchester and MRSN being only of the only refugee-focused services that do drop in services for these issues.



I am not sure what I would have done without MRSN - where would I have gone? Thank you so much to MRSN for their hard work.

**FEEDBACK FROM OUR CLIENTS THIS YEAR**

**989** INDIVIDUAL CLIENTS WERE SUPPORTED  
**1586** CASES WERE OPENED

<b>92</b>	<b>72</b>	<b>49</b>
CASES OPENED TO ACCESS UNIVERSAL CREDIT SUPPORT	CASES OF RELATING TO ACCESSING COUNCIL TAX SUPPORT	CASES OPENED TO SUPPORT PASSPORT AND TRAVEL DOCUMENT APPLICATIONS

<b>154</b>	<b>221</b>	<b>24</b>
APPLICATIONS FOR EVISAS & BRP CARDS	CASES TO SUPPORT WITH ACCESS TO HOUSING	CASES OPENED TO SUPPORT BANKING AND CREDIT

<b>28</b>	<b>41</b>	<b>93</b>
CASES TO SUPPORT WITH ACCESS TO HEALTHCARE	CASES OF SUPPORTING ACCESS TO CHILD BENEFITS	CASES TO SUPPORT MANCHESTER MOVE APPLICATIONS

<b>42</b>	<b>224</b>	<b>50</b>
CASES RELATING TO ACCESSING EDUCATION	CASES SUPPORTING UTILITY BILLS	PROVISIONAL LICENSES CASES



# IMMIGRATION ADVICE

What MRSN has done for my life is never to be forgotten - I thank God everyday for this help.

## FEEDBACK FROM OUR CLIENTS THIS YEAR

Alex and Bridget continue to manage the Immigration Advice service with the help of staff and volunteers. Bridget passed her level 2 Immigration exam in November last year, which means she is now able to do more complex immigration applications, particularly private and family life applications, which we are seeing a lot of at the drop in. It is also helpful to have a deeper understanding of these applications for refused asylum seekers who now have a family life in the UK, as a potential other route to being granted status. We also held our volunteer training day in March - which was a great success.



**851** INDIVIDUAL CLIENTS WERE SUPPORTED

**1115** CASES WERE OPENED

**157**

CASES OPENED FOR  
EVISA APPLICATIONS

**169**

CASES TO SUPPORT  
WITH CITIZENSHIP  
APPLICATIONS

**225**

CASES TO SUPPORT  
WITH PASSPORT &  
TRAVEL DOCUMENTS

**357**

CASES TO SUPPORT  
REFUGEES STAYING IN  
THE UK

**40**

CASES TO SUPPORT  
FEE WAIVER  
APPLICATIONS

**20**

CASES TO SUPPORT  
ASYLUM SEEKERS

**47**

CASES TO SUPPORT  
BRP CARDS

**44**

INDEFINITE LEAVE TO  
REMAIN APPLICATIONS



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**40**

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CASES TO SUPPORT  
ASYLUM SEEKERS

**47**

CASES TO SUPPORT  
BRP CARDS

**44**

INDEFINITE LEAVE TO  
REMAIN APPLICATIONS



# ASYLUM SUPPORT PROJECT

**918** **CASES TO SUPPORT ASYLUM SEEKERS**

**517** **INDIVIDUALS SUPPORTED**

**53** **CASES FOR ACCESSING GOVERNMENT  
ASYLUM SUPPORT**

**191** **CASES TO SUPPORT ASYLUM SEEKERS  
STAYING IN THE UK**

**89** **ASYLUM SEEKERS WERE SUPPORTED TO  
LODGE AN APPEAL**

**28** **CASES TO SUPPORT  
ACCOMMODATION/HOUSING**

**270** **CASES TO SUPPORT ACCESSING LEGAL  
ADVICE**

**17** **CHILD ASYLUM SEEKERS SUPPORTED**

Kira has been leading on the Asylum drop in service on Mondays, with our new member of staff Dervla, as Bridget works on complex cases. There has been a massive increase in asylum appeals so the team has been very busy. Kira has also passed her IAA Level 2 qualification and is currently working towards her IAA Level 3. Bridget has been working with Asylum Aid on complex cases and has managed to help a refused Sudanese asylum seeker be granted humanitarian protection. She is still waiting to hear about the decision from 2 other complex cases she is working on.

## CASE STUDY: FAHMI'S STORY

When Fahmi first arrived in the UK, he had fled unimaginable danger in his home country, hoping to find safety. Instead, he was kidnapped upon arrival and forced into domestic servitude. Trapped in a house, he was not allowed to leave and was made to cook, clean, and do everything for the people who controlled him. When he became seriously ill and asked to see a doctor, they refused. Eventually, he found the strength to escape — only to be detained for three months by immigration authorities.

For six years, Fahmi lived in the UK with no help or support from any organisation. Isolated and traumatised, he was recently refused asylum, and his mental health was at breaking point. That's when he found MRSN.

Through MRSN, Fahmi was introduced to Bridget, a specialist caseworker who immediately began helping him with compassion and expertise. She supported him through a new claim as a victim of modern slavery and worked tirelessly to secure his refugee status.

Now, Fahmi is beginning to rebuild. He is receiving specialist trauma therapy from Freedom from Torture and has recently started attending college, taking steps toward a more stable and independent future.

Reflecting on his journey, Fahmi says:  
"I'm feeling much happier — before, I felt very bad, but now I feel happy, and this is all down to Miss Bridget and MRSN."

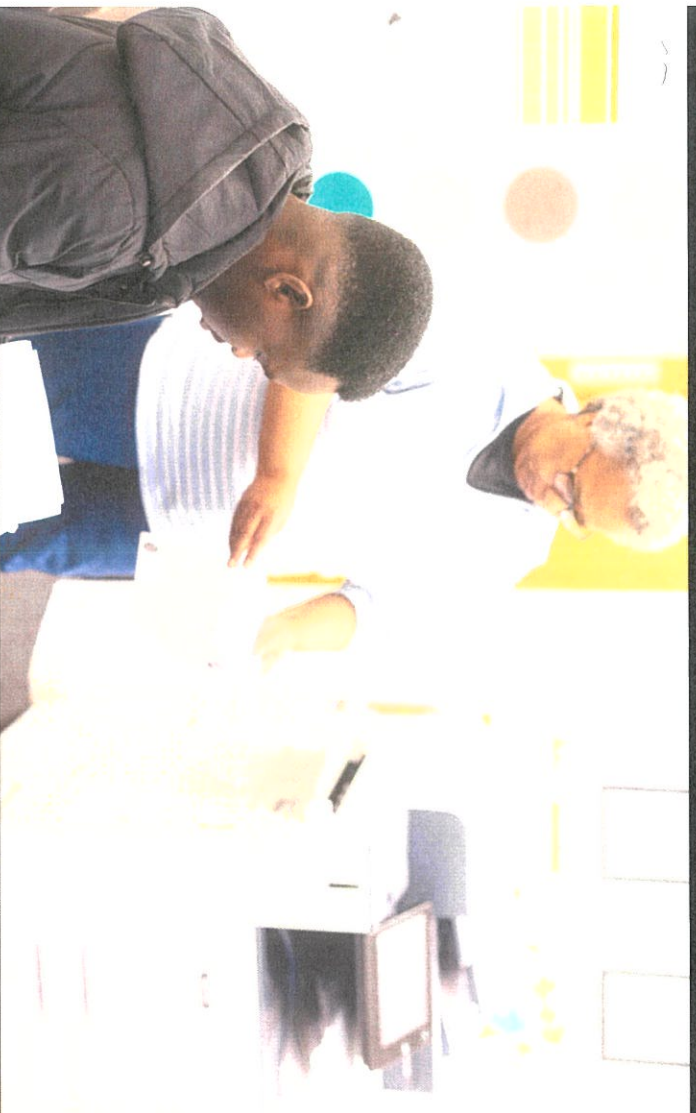
Fahmi's story is a powerful reminder of how critical it is to reach survivors of exploitation — even years after they arrive — and how the right support at the right time can change everything.



# REFUGEE INTEGRATION SERVICE

Our Refugee Integration Service, led by Sophie and Angel, provides vital, long term one-to-one support for newly granted refugees as they navigate life after asylum. This period is often overwhelming, and Sophie, Angel and Tamador have been working tirelessly on complex cases, helping people access the services and stability they need. One of the most urgent challenges is housing. Many individuals are made homeless or face the risk of homelessness shortly after receiving their refugee status, due to the sudden loss of asylum accommodation and the difficulty of securing housing with limited income and support. We're excited to welcome Angel into a new role supporting clients around employment and job readiness as part of RIS. And looking ahead, Sophie will soon begin working in asylum hotels, contributing to a cross-organisational initiative aimed at reducing homelessness among refugees in Manchester.

Through advocacy, casework, and compassionate guidance, the team supports clients with housing applications, benefits, employment, healthcare, and more — ensuring that newly recognised refugees are not left behind.



**436**

**CASES OPENED IN  
2024/2025**

**171**

**INDIVIDUAL CLIENTS  
SUPPORTED IN 2024/25**

**138**

**CASES RELATED TO SUPPORT WITH HOUSING**

**33**

**CASES RELATED TO MANCHESTER MOVE**

**20**

**CASES SUPPORTING WITH BENEFITS,  
GRANTS AND LOANS**

**13**

**CASES SUPPORTING WITH IMMIGRATION  
ISSUES**

**34**

**CASES SUPPORTING WITH UNIVERSAL  
CREDIT**

**15**

**CASES SUPPORTING EVICTED NEW REFUGEES**

**4**

**CASES SUPPORTING WITH ACCESS TO  
HEALTHCARE**

**8**

**CASES RELATED TO ACCESS TO EDUCATION**



# SHARED ROUTES PROJECT

SR delivered successfully 5 training courses, one of them as a face-to-face course, compressed to 2 days which increased the training's accessibility. The training continued to immensely benefit our service users as feedback showed. We kept including our service user in the design and delivery of our work. We held a review workshop on our activities with our evaluator and service user and based on SUS' suggestion we're now holding in-person network meetings with our peer navigators. We also started a new partnership with Oxfam with many volunteer opportunities which can be tailored as needed. Led by Randa, and ably supported by Chefena and Kashif, we continued delivering impactful peer-led training. After 7 years of success, we are now working hard on a new National Lottery funding bid to ensure we can keep this vital work going.

We are overjoyed by our service users' feedback how much our training and support into volunteering helped them to connect locally and opened opportunities for their personal and professional development.

**78** **PEER NAVIGATORS COMPLETED THE TRAINING THIS YEAR**

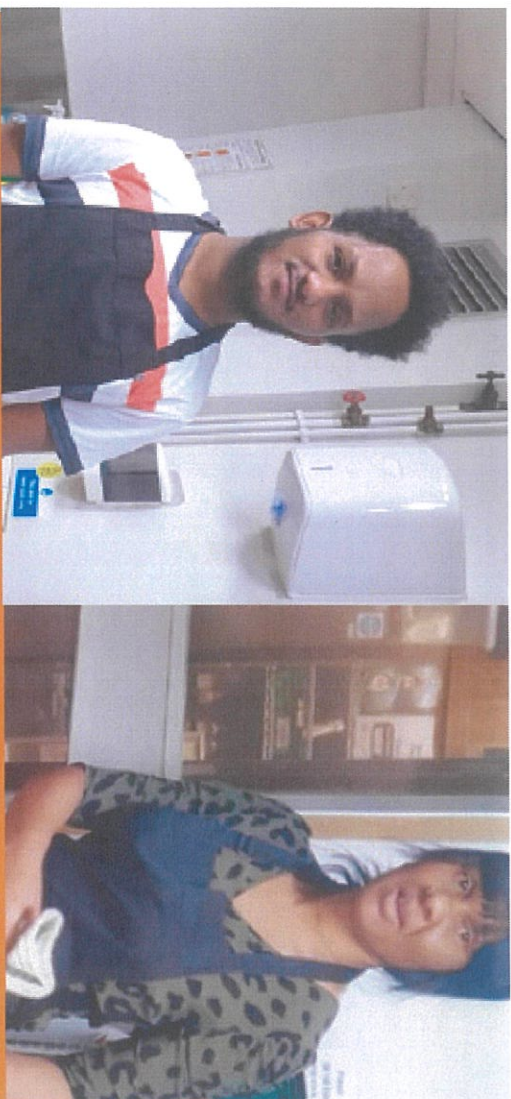
**60** **PEER NAVIGATORS PLACED IN VOLUNTEERING OPPORTUNITIES**

**93%** **PEER NAVIGATORS REPORTED INCREASED CONFIDENCE FOLLOWING TRAINING.**

**82%** **PEER NAVIGATORS KNOW MORE WAYS TO TAKE PART IN WHAT'S HAPPENING IN THEIR LOCAL AREA**

"After taking this training, I understood the value of volunteering and its positive impact to the community. Also, how volunteering could enhance the chances of an individual getting a job and have a good reference."

**QUOTE FROM PEER NAVIGATOR**



**100%** **PEER NAVIGATORS REPORTED IMPROVED SKILLS DEVELOPMENT**

**100%** **PEER NAVIGATORS REPORTED IMPROVED KNOWLEDGE AND UNDERSTANDING OF UK AGENCIES**

"I didn't know there were many volunteer opportunities in my local council but after this opportunity I learnt how to apply for these opportunities that I am passionate about. Thank you."

**QUOTE FROM PEER NAVIGATOR**

"I now know the British culture and communication at work which will enable me to excel in my voluntary work and even future career. I am confident to go out there and look for voluntary role. In fact, Shared Routes referred me to Oxfam and I am called for an induction soon. I am very happy and excited. This wouldn't have happened if it was not for attending this training program. I want to thank all the mentors for their precious time. I am very thankful and happy about this training."

**QUOTE FROM PEER NAVIGATOR**



# HOTEL PROJECT

Led by Jennifer, MRSN's Asylum Hotel Project supports residents across four hotels in Greater Manchester. The project provides ESOL classes, wellbeing and arts activities, and organises clothing donations to help reduce isolation and improve quality of life for asylum seekers in temporary accommodation.

- 25 SINGLE FEMALE ASYLUM SEEKERS SUPPORTED**
- 15 VOLUNTEERS SUPPORT THE ESOL PROJECT EVERY WEEK**
- 52 ESOL CLASSES DELIVERED**
- 50 FAMILIES SUPPORTED**
- 100 MALE ASYLUM SEEKERS SUPPORTED**
- 40 ARTS AND CRAFTS SESSIONS**
- 30 KIDS MUSIC ACTIVITY SESSIONS**

MRSN delivers ESOL (English for Speakers of Other Languages) classes for adult male asylum seekers, providing a safe and supportive environment to build language skills, confidence, and connection. These classes help reduce isolation and empower participants to engage more fully with their communities and the asylum process.



MRSN has partnered with Band on the Wall to deliver engaging music activities for children living in asylum hotels across Greater Manchester. These sessions offer a creative outlet for young asylum seekers, helping to boost confidence, reduce stress, and bring moments of joy during a challenging time.

Through singing, rhythm, and hands-on music-making, children are able to express themselves, connect with others, and simply be children — even in uncertain surroundings. This partnership brings the power of music directly into hotel settings, supporting wellbeing and belonging through creativity.

As mentioned before, Sophie will soon be taking on a new role within the asylum hotel project, where she will support a city-wide partnership effort focused on preventing homelessness among newly granted refugees in Manchester. Her involvement will strengthen our collaborative approach to ensuring no one is left without support



# EXPERT BY EXPERIENCE

In 2024–2025, the group significantly expanded its external engagement, forging impactful partnerships with key regional bodies. Collaborations with the Regional Strategic Migration Partnership (RSMP) and the Greater Manchester Combined Authority (GMCA) have enabled Experts by Experience (EBE) members to provide valuable lived experience input into the Step Change and Work and Skills programmes, both aimed at enhancing refugee integration in Greater Manchester.

The group's involvement in the co-design of the Kompas referral platform, launched in May 2024, marked a major milestone. Three EBE members worked alongside CAST and the funder DISRUPT from inception to delivery. Additionally, five members contributed to discussions with Manchester City Council in its journey toward becoming a Council of Sanctuary, including active participation in a stakeholder event on 25th June 2024.

With the Step Change programme extended through to September 2028, Phase 2 now focuses on expanding EBE representation across all 10 Greater Manchester boroughs. Since October 2024, membership has grown from 9 to 16 individuals, now representing 7 boroughs, with recruitment ongoing.

Two key work strands have emerged: First, strengthening collaboration with other lived experience groups across the region—building on a 2022 mapping exercise—and second, advancing advocacy efforts to shape campaign priorities around the pressing issues affecting refugees, asylum seekers, and migrants within the city region.

**7**

**MEMBERS HAVE JOINED THE EBE GROUP SINCE 2024**

**16**

**MEMBERS OF THE EBE GROUP OVERALL**

**3**

**EBE GROUP MEMBERS INVOLVED IN KOMPASI CO-DESIGN**

**5**

**EBE MEMBERS INVOLVED IN MANCHESTER CITY COUNCIL DISCUSSIONS**

**7**

**MANCHESTER BOROUGHs REPRESENTED**

**4**

**YEARS EXTENSION OF THE STEP CHANGE PROGRAMME**



# HEALTH AND WELLBEING



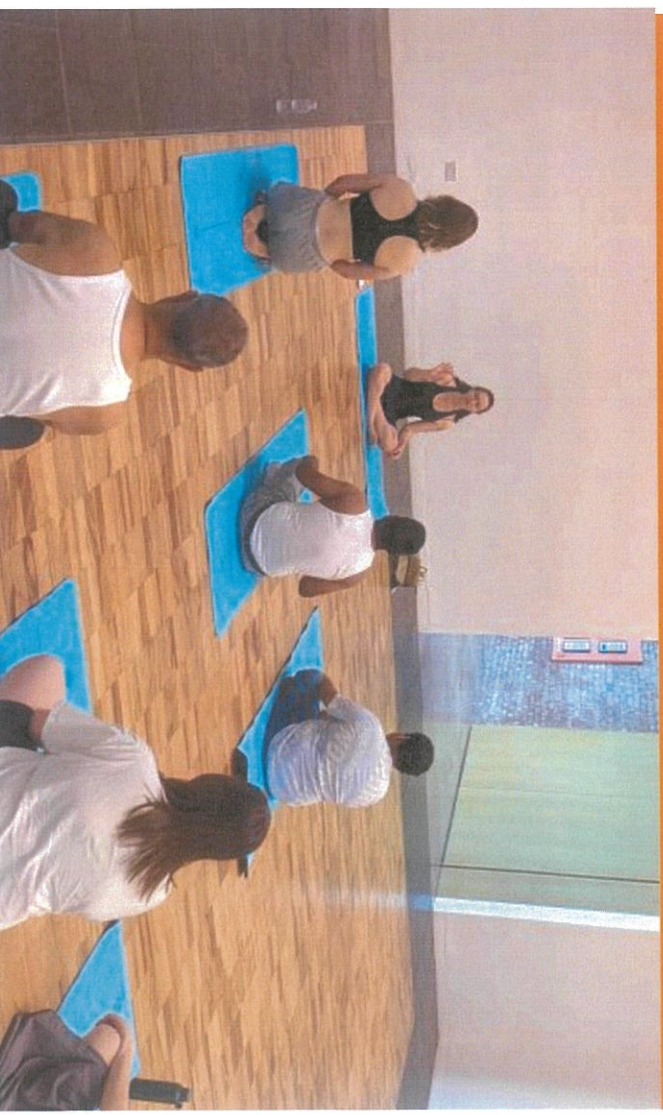
The Refugee Health and Well-Being project was established to provide vital support to refugees and asylum seekers, ensuring they have the opportunity to live healthier, more fulfilling lives. Recognising the unique challenges faced by people forced to flee their homes—such as trauma, isolation, and barriers to accessing healthcare—this initiative seeks to address both physical and emotional well-being in a holistic way.

Through the project, MRSN delivers a wide range of activities and tailored support. This includes regular physical exercise and football sessions that promote fitness, teamwork, and social connection. In addition, one-to-one support is offered to individuals who need guidance navigating health systems, understanding their rights, or accessing essential care. A variety of workshops are organised on healthy living, nutrition, and self-care, while yoga sessions provide both physical benefits and a calming space for relaxation and mental balance.

Beyond these structured activities, the project also helps participants engage in volunteering opportunities, join support groups, and connect with others in the community. This not only strengthens their health and resilience but also combats loneliness and fosters a sense of belonging.

During the reporting period, the Refugee Health and Well-Being project supported around 60 refugees and asylum seekers each week. Feedback from participants shows that:

- Over **80%** reported feeling more confident in managing their own health and accessing services.
- Many participants experienced **reduced levels of stress and anxiety**, particularly through yoga and group support activities.
- A significant number reported **forming new friendships and social networks**, which helped to reduce isolation and build community connections.
- Several individuals have gone on to volunteer within MRSN or in the wider community, demonstrating **increased confidence and a stronger sense of purpose**.
- By combining practical assistance with social and emotional support, the project is making a real difference—helping individuals to rebuild their lives with dignity, improved health, greater resilience, and stronger community ties.





# OUR FUNDERS

- AB Charitable Trust
- Access To Justice Foundation
- Forever Manchester
- GMCA
- Henry Smith
- Lloyds Bank Foundation
- MACC
- Manchester City Council
- National Lottery Community Fund
- Newby Trust
- Refugee Action
- Sported
- Sport England
- The Bulldog Trust
- The Tudor Trust



# OUR PARTNERS

- ACM
- Asylum Aid
- Asylum Matters
- Bately Law Solicitors
- Boaz Trust
- British Red Cross
- Care4Calais
- Caritas
- CAST
- Chorlton Refugee Aid
- Citizen's Advice Bureau
- City of Sanctuary
- Cornerstones
- DISRUPT
- Emergetouchwood
- ESOL Manchester
- Flow Max Group
- Freedom From Torture
- Greater Manchester Combines Authority
- Greater Manchester Immigration Aid Unit
- Growing together
- Levenshulme
- Home in Manchester
- IAS
- Manchester BME Network
- Manchester City Council
- Manchester Metropolitan University
- Manchester Urban Diggers
- Maz Linford
- Migrant Help
- Nathan Dale Gardners
- Nazarene Theological College
- NIA Centre
- NRPF
- One Manchester
- Precision Dentist Clinic
- PRIDES
- Princess Butcher
- Project 17
- Projekts
- Rainbow Haven
- Refugee Action
- Refugee Aid
- Refugees at Home
- Regional Strategic Migration Partnership
- Revive
- Salvation Army
- SASCA
- Save the Children
- Shelter
- St James Church
- Street League
- The Little Sri Lankan
- The Mustard Tree
- The Woolf Institute
- UKIL
- Women's Aid
- Peak District National Champions
- Manchester Half Marathon



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# FINANCIAL REVIEW

**INCOME: £474,413**

**GIFTS AND DONATIONS: £11,537**  
**CHARITABLE INCOME: £462,206**  
**OTHER INCOME: £670**

**EXPENDITURE: ££515,755**

**RAISING FUNDS: £180**  
**CHARITABLE ACTIVITIES: £515,575**

**NET INCOME: -£41,342**  
**TOTAL FUNDS AT START OF YEAR: £518,542**  
**TOTAL FUNDS AT END OF YEAR: £477,200**

