

# The Boaz Trust

**Trustees' Annual Report and Financial Statements  
for the year ending 31 March 2020**

Charity Registration Number (England and Wales) 1110344

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## Reference and Administrative details

The Boaz Trust is a registered charity in England and Wales no. 1110344.

### Office address:

The Boaz Trust  
The Kath Locke Centre  
123 Moss Lane East  
Manchester M15 5DD  
Tel. 0161 202 1056  
Email. [info@boaztrust.org.uk](mailto:info@boaztrust.org.uk)

### Trustees

Trustees who served during the year and up to the date of this report were as follows:

Dr Mike Arundale  
Mrs Hinna Maluch (resigned March 2020)  
Ms Chenai Mudzamiri  
Mr Roger Phillips  
The Revd Canon Dr Philip Rawlings, Chair  
Mrs Suzannah Sammons  
Mr David Smith  
Mr David Tomlinson  
Mr Martin Palmer, Treasurer

Trustees holding title to property belonging to the charity at the report approval date or who served as a trustee for the charity in holding title in the reporting period:

Dr Mike Arundale	Mr David Tomlinson
Mr Roger Phillips	Mr Martin Palmer

### Chief Executive

Ros Holland

### Independent Examiners

Catherine Hall FCCA DChA  
Slade & Cooper Limited  
Green Fish Resource Centre  
46-50 Oldham Street  
Manchester M4 1LE

### Bankers

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

Charities Aid Foundation Bank  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent ME19 4TA

## Report of the Trustees for the year ending 31 March 2020

The Trustees of the Boaz Trust are pleased to present their annual report and the financial statements for the year ending 31 March 2020.

The reference and administrative information set out on page 3 forms part of this report. The financial statements comply with current statutory requirements and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS102.

### Useful definitions

**Refugee:** A refugee is a person who 'owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his nationality, and is unable to or, owing to such fear, is unwilling to avail himself of the protection of that country...' (Definition from the 1951 Refugee Convention). When someone has been granted refugee status in the UK, they are entitled to work, study and access regular welfare benefits and social housing.

**Asylum seeker:** An asylum seeker is someone who has claimed asylum (i.e. protection) because they face persecution in their home country. In the UK, when someone has claimed asylum, they are entitled to accommodation and support provided by the Home Office, while they wait for a decision on their application. During this process, asylum seekers are usually not allowed to work.

**Refused asylum seeker:** A refused asylum seeker is someone who has had their claim for asylum refused. However, just because their claim has been refused, this does not necessarily mean that their claim was false or that it is safe for them to return home.

## A message from the Chair of Trustees

In June 2019 we marked the fifteenth anniversary of the first meeting of the Boaz Trustees. Fifteen years on since the creation of the Boaz Trust, our mission to end destitution amongst people seeking sanctuary is shared with hundreds of others. Yet the need for our accommodation and support service remains. Throughout the year we saw the hostile environment experienced by our clients intensify due to Brexit negotiations, and Home Office delays for asylum support causing further hardship.



At the end of the reporting year we faced the beginning of lockdown and uncertainties of Covid-19. Although we could not have foreseen what was to come I am pleased that during the preceding year there were several decisions and outcomes that strengthened the Boaz Trust to weather the storm. These included acquiring an additional house to accommodate more destitute people seeking asylum; investing in wellbeing and resilience training for staff which aids their capacity to deliver excellent client support; winning the support of Trusts and Foundations to fund core areas; and developing partnerships with local organisations to ensure joined up effective support for clients.

We are ever grateful to God for His provision in just so many areas – for gifted and committed staff, volunteers and partners working together to end destitution, for the finances and for wonderful support we receive from so many. Not to single out anyone, as the whole team has worked together impressively, with clear and creative leadership and dedicated staff and supporters. This present Covid crisis has tested our resourcefulness and so far things have been maintained very well, but you will hear more on that in the report that follows.

There is more to achieve. We need to end destitution for greater numbers of refugees and people seeking asylum who are living in Greater Manchester. We need more diversity in our staff team and leadership. We need to further amplify the voices of our clients. We need to attract new local supporters to our cause. I believe this is all possible.

Everyone at the Boaz Trust cares passionately about ending destitution for those seeking sanctuary and this is reflected throughout this report. Thank you for standing with us as we seek to bring life in all its fullness to those we are serving.

A handwritten signature in cursive script that reads "Philip Rawlings".

The Reverend Canon Dr Philip Rawlings  
Chair of Trustees

## **An update from Ros Holland, Chief Exec.**

As 2020 dawned, we were aware of a new virus starting to make headlines around the world. In February I was in London for part three of a four part training programme. One of our facilitators had just returned from China and had been advised not to attend in person, so they conducted their session using Zoom, which I'd never heard of before. Early in March, the final session of the course took place and coronavirus was very much on all of our minds. The London underground was much quieter (and enjoyable!) but then on day two, a colleague on our course got a call that a staff member had become unwell with a fever and cough. From that point it was all systems go as it suddenly felt as though our abstract conversations about different "what if....?" scenarios all needed to become a lot more concrete.

At Boaz, we had been developing our risk assessments and continuation planning across all areas of our work. We worked hard to communicate well to clients, staff, trustees and supporters. We took the decision to close our night shelter and our office from March 23<sup>rd</sup> 2020 and our team began working remotely, and have been ever since. We have not had to furlough any of our staff, and we have continued to provide holistic support throughout this time. We've got used to using new technology such as Zoom and for our staff team, trustees meeting and also for our client support work. We've moved from weekly cash food allowances over to using a prepaid card and we've installed internet access in all our shared houses to aid communication, and to provide opportunities for learning, entertainment, exercise and more. We've been grateful to supporters and funders who have been generous, understanding and flexible at this time.

Sadly, this virus has highlighted and exacerbated many of the underlying challenges and inequalities within our society. It has affected some people more than others, especially those who are older, who have underlying health conditions and those from Black and Minority Ethnic backgrounds. All of us have been affected mentally, if not physically. As a team we've shared our feelings of grief, anxiety, stress and frustration and the people we work with have shared many of the same worries and concerns.

One of our clients, Amie, shared her experience of lockdown in her own words (you can read this and other stories on our website):

*"I would say that I feel empty, with the uncertainty of the future that behold us. We are facing unprecedented challenge through this pandemic that has affected our lives, socially, economically, and of course psychologically.*

*Everything is restricted; going out, meeting with friends, you are always alone and it brings all the memories back mentally. It is like you have been placed in a cage and you don't know when you will be let out from it - staying at home for long without going out is depressing.*

Though many lives have been lost, many are fighting for their lives in both homes and hospitals. Many of us are scared to contract the virus. Before lockdown or the isolation, as asylum seekers, we were already restricted in a way that we were isolated. Most people will not understand that, but it is like our lives have always been like this.

The lockdown and social isolation prevent the spread of the virus, but has its own challenges... It's hard to go to the shops, especially the corner shops. As food prices have increased, most of the shops are asking to pay on a card, but as an asylum seeker I do not have a bank account. And the little resources for my upkeep is challenging; as a destitute asylum seeker I don't receive any support from the government. The life I lived before was limiting, before the Covid-19, but at least I had my surroundings. Now, nothing.

This coronavirus should teach us that it doesn't matter who you are, it shows the world that everybody is equal and in that anybody can become infected. We must continue to recognise the equality of all people; some people are starting to understand that this is about humanity. Before this, not everybody took the time to look after each other, but now we are doing that; phoning each other, and checking on the loved ones. We are starting to realise that any of us could be affected.

As undocumented immigrants the opportunity and support to us is limited. But thank God that Boaz continuously helps and supports, that I have a roof over my head, and with the weekly income and food parcel every week. They check on me all the time. Thank you to other organisations that I am involved with, their kind support, I honestly appreciate all of it.

Some of these organisations are helping with top-up for my phone and my internet every month, and by calling every week to check on me. I am able to continue doing my volunteering work from home and I love it, at least it's keeping me going. No matter what, I am giving much more out there, and I couldn't have done it better without you all. This is so important. It helps me to be in touch with the world. I can't imagine not having internet during a time like this.

**Coronavirus came and it taught us that we have to appreciate everything. At the end of this, we will come to appreciate one another and truly learn to be there for one another.**

I am so grateful to everyone who plays a part in our Boaz community, staff, clients, volunteers and supporters. Thank you for standing with us during these challenging times.

Ros Holland, Chief Exec.

# Charity objects, purpose, vision, mission and values

## Our Objects

The objects of the Boaz Trust as set out in its governing document are:

- To relieve financial hardship amongst those seeking asylum, those granted asylum and their dependents who are destitute and living temporarily or permanently in Greater Manchester and the surrounding area. This will be done particularly but not exclusively by the provision of temporary accommodation, advice, information, support and advocacy.
- Such other charitable purposes for the benefit of those seeking asylum, those granted refugee status and their dependents who are destitute in such ways as the trustees shall determine.

## Our Purpose

To end destitution amongst asylum seekers and refugees

## Our Vision

Life in all its fullness for people seeking sanctuary in the UK

## Our Mission

- **Ending destitution** amongst people seeking sanctuary
- **Empowering people** seeking sanctuary to lead fulfilling lives
- **Equipping churches** to serve people seeking sanctuary in their communities and congregations

## Our Organisational Values

These 6 values inform how we work as an organisation:

- **Christ-centred** (rooted in the teachings of Jesus Christ, we seek to serve those who society sees as the least, the last and the lost)
- **Committed to excellence** (we strive for professional excellence with integrity in all our working practices)
- **Empowering others** (we want to see the people we work with, including clients, volunteers, staff and supporters, equipped and released to discover meaning and purpose in their lives.)
- **Restless for justice** (we shine a light on injustice, especially where people seeking sanctuary are treated unfairly and we will fight to see change happen)
- **Servant-hearted** (we adopt an attitude of service within the organisation and beyond, putting the needs of others before our own)
- **Generous** (we extend a welcome to all we meet, sharing hospitality, kindness and love, and treating everyone with dignity, regardless of their background)



## **Summary of our main activities**

The Boaz Trust offers accommodation and support for destitute refused asylum seekers and refugees in Greater Manchester. We provide somewhere safe to stay, basic living essentials, practical and emotional support, access to legal advice and representation, and wellbeing activities for clients who have become homeless through the asylum process.

During 2019-20 we provided safe and stable accommodation for 143 people through 21 shared houses and our local volunteer hosts, as well as our winter night shelter for men.

Alongside our accommodation, our Client support Team provides tailored support for each client. They offer one to one support and meet regularly with clients to offer encouragement, agree actions or goals and monitor progress over time. For our clients who have had their asylum claims refused, this may include referring clients on to specialist services such as legal advice, health care or specialist counselling, planning travel to attend a Home Office appointment, or supporting clients to identify and participate in volunteering opportunities. For clients who have been granted refugee status, we offer support in terms of managing Universal Credit, accessing employment, education and training opportunities, as well as supporting people so that they are able to manage their own independent tenancies when they move on from Boaz accommodation.

We ensure our clients have access to basic essentials such as food and toiletries through our monthly Free Shop for asylum seeking clients. In addition we provide a small weekly food allowance for our asylum seeking clients who may not qualify for food parcels elsewhere due to the long term nature of asylum destitution.

Alongside our one to one support, we have continued to run a programme of Boaz Life wellbeing activities for all our clients. Over 20 different activities took place during the year including our Explore Manchester! programme of local day trips.

We provide support to other organisations who are seeking to support and accommodate asylum seekers and refugees in Greater Manchester and beyond, through our involvement in local and national networks as well as through responding to queries and requests for information and guidance.

We continue to speak up with and for asylum seekers and refugees, and advocate for their rights. We work alongside all of like mind, and particularly the Christian Church, to bring about a just and compassionate asylum system.

## **Statement on public benefit**

Each year the trustees of the Boaz Trust review our objectives and activities to ensure they continue to reflect our charitable aims. In carrying out this review of our work, trustees have referred to the Charity Commission's general guidance on public benefit.

This report meets the guidance on public benefit by setting out our charity objects and purpose, providing a summary review of the activities we have carried out for the public benefit, and then describing in more detail the strategies adopted and activities undertaken during the 2019-20 financial year. This report also describes the successes and outcomes of our key activities, and considers how future activities will continue to contribute towards our aims and objectives.

The trustees consider that the work of Boaz has a wider public benefit beyond our immediate client group or beneficiaries. By accommodating and supporting people who have become homeless through the asylum process, our work benefits those individuals in both the short and long term, and reduces strain on community organisations, and health and social services. The Boaz Trust remains the largest provider of accommodation and support for destitute refused asylum seekers and refugees in North West England.

## Achievements and Performance

The aim of this section is to demonstrate what the Boaz Trust has achieved and the outcomes of its work during the 2019-20 financial year. We report on our activities under each of our objectives, demonstrating the benefits the charity has brought to people who have become homeless through the asylum process including those who have had their applications refused and those who have been granted refugee status. The review also helps the trustees ensure the charity's aims, objectives and activities remain focused on its stated purposes.

Boaz's core service is the provision of accommodation and support for adults who have become homeless at some point during the asylum process. During 2019-20 we received 279 new referrals from a wide range of local partner organisations.

Approximately 60% of the clients supported through shared houses and hosting are adults who have had their asylum claims refused and are therefore not allowed to work or access mainstream accommodation and they have no recourse to public funds. The aim of our package of accommodation and support is to enable them to make positive progress towards resolving their immigration status and to be able to move on positively into alternative accommodation.

Over the years, we have seen an increase in the number of refugees being referred to us after they have received a positive decision on their asylum application, but once again found themselves homeless and in many cases without any income. As per last year, during 2019-20 around 40% of the people we housed and supported were refugees.

**In total, during the 2019-20 financial year we have provided 28,735 nights' accommodation alongside holistic support for 143 homeless refugees and asylum seekers from 32 different countries.<sup>1</sup>**

This is an 8% increase in the number of nights' of accommodation but an 11% decrease in the number of individuals supported, compared to 2018-19. We will explore this in the next section of the report.

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<sup>1</sup> Afghanistan, Albania, Angola, Belarus, Chad, Democratic Republic of Congo, Egypt, Eritrea, Ethiopia, Gambia, Guinea, Iran, Iraq, Ivory Coast, Kenya, Kuwait, Libya, Malawi, Morocco, Nigeria, Pakistan, Palestine, Rwanda, Sierra Leone, Somalia, South Africa, Sri Lanka, Sudan, Syria, Trinidad, Vietnam, and Zimbabwe

Our **five strategic objectives** have continued to guide our work this year. These are:

1. To provide a local compassionate infrastructure supporting people seeking sanctuary who become destitute
2. To deliver sustainable refugee support programme, delivered by a Supported Housing Manager and Client Support Team, enabling refugees to achieve economic wellbeing, safe, healthy and fulfilling lives while providing regular income (through rent) to Boaz
3. To support people seeking sanctuary so that they might be empowered and released to contribute to their communities and wider society
4. To enthuse and equip churches (and others) locally and nationally to serve people seeking sanctuary
5. To work towards a more just asylum system where no one is left destitute

The following section describes our achievements and performance linked to these five strategic objectives.

## Strategic objective 1:

### **To provide a local compassionate infrastructure supporting people seeking sanctuary who become destitute**

*"I was the happiest somebody when I moved in. On 22nd December, 3 days until Christmas I was given clothes, food, gifts and some cash. It felt good to be in a warm house with new sheets. I could sleep comfortably, go downstairs and eat when I want to. I used to cry all the time but with Boaz I felt peace. With the women in the house, we loved each other, encouraged each other, ate together. Boaz house is a family house."*

*Ijemma<sup>2</sup>, Boaz client*

People can become destitute, with no access to safe accommodation or money, at different stages of the asylum process. Some of the people we support are in the earliest stages of the process, and not yet been able to access asylum support which they are fully entitled to receive. Others have been granted refugee status, but not been able to secure safe accommodation and income before their Home Office asylum accommodation and financial support comes to an end. For the majority of the people we work with, their asylum claim has been refused, they have exhausted their appeal rights, and they have been forced to leave their asylum accommodation. At this point, they are told that they have no recourse to public funds (NRPF) which means they are not usually entitled to claim any benefits and they are not allowed to work.

Many of the people we work with have told us that they are too scared to return to their home country. Others have lost all contact with friends and family at home, in many cases not even knowing if they are still alive.

From April 2019 through until the end of March 2020 we provided accommodation through hosts and shared houses for 69 people whose asylum applications had been refused. 41% were women, and 59% were men. 46% of the people who stayed in Boaz houses or with hosts were aged under 30.

- Men's winter night shelter

*Before the Boaz Night Shelter I was homeless, on the streets. Sometimes staying with friends. sometimes staying in the library where the security guard would tell me to move on.*

*Radin, Boaz client*

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<sup>2</sup> Throughout this annual report, we use quotes and stories from clients who have stayed with Boaz during this financial year. Clients have kindly given permission for us to use their words however in most cases they have asked that we change their given name.

The 2019-20 financial year covers the end of the 2018-19 winter night shelter season as well the 2019-20 season. The men's night shelter was hosted by 7 churches across Greater Manchester and once again the Friends Meeting House in Manchester generously provided an early evening reception venue 7 nights a week.

In early March 2020, it became increasingly clear that we were going to have make changes to how our night shelter was running, as we began to feel the impact of the coronavirus. Some of our volunteers were sadly unable to continue with us, either because they had developed symptoms of the virus or because they had underlying health conditions.

We worked hard to ensure that all venues, clients and volunteers were provided with the latest guidance on how to keep safe and that they had access to appropriate health and hygiene supplies. We became increasingly concerned that a night shelter context with up to 12 guests and additional volunteers in a shared space together for around 12 hours was potentially very risky. It was almost impossible to maintain social distancing and, should anyone in the building become suddenly unwell with symptoms of the virus, it wasn't always possible to be able to follow guidance around isolation. A final area of concern was for the guests themselves, who were leaving the night shelter each morning as usual, but then as daytime services began to close, they had nowhere to go in the day time, potentially leaving them on the streets for hours at a time, increasing the risk of illness.

On the 22<sup>nd</sup> March, we took the difficult decision to close our night shelters 5 weeks earlier than planned, as we felt it was no longer safe for our guests or our volunteers. We worked with Manchester City Council who were able to secure 9 places in temporary hostels for the remaining guests who had nowhere else to stay.

We are grateful to over 350 volunteers who supported the running of the night shelter this year, through increasingly challenging circumstances. Our volunteers fulfilled a wide range of roles from drivers to cooks to overnight support and evening reception welcome team. Following the early closure of the night shelter on 22<sup>nd</sup> March, a small army of volunteers continued to support our guests by making and delivering 693 home cooked meals during a 3 month period.

An initial training session was delivered to volunteers before the start of the season, and then additional site-specific training was provided at some venues as requested. For the first time we offered First Aid training for all our volunteers. Our night shelter coordinator, Vron Earp, regularly visited venues throughout the season and met periodically with the lead volunteer venue coordinators to provide support and guidance.

During the year, 45 men stayed in the night shelter. 27% of the men had been granted refugee status and 73% had had their asylum applications refused.

The number of individual men who stayed in the night shelter during this 12 month period is 25% lower than during 2018-19. There are three main reasons for this:

- 1) Through the year we have experienced significant delays in accessing asylum support. Several clients staying in our night shelter have been forced to wait for several months to be allocated accommodation. This also impacted clients in shared Boaz houses, which meant we had fewer spaces available for new clients, including those in the night shelter. Therefore we had fewer opportunities for clients to move on from the night shelter. The average length of stay was 39 nights, compared with 29 nights last year.
- 2) Thanks to A Bed Every Night (ABEN) across Greater Manchester, the pathways into emergency accommodation, especially during the winter season, have become much more straightforward. Across the region, most boroughs were even able to provide a very small number of bed spaces for people who have no recourse to public funds (NRPF).
- 3) As the impact of COVID-19 began to become clear, we took the decision to stop taking new referrals for the night shelter in early March, 3 weeks earlier than usual. In late March, we closed our night shelters altogether and the remaining guests were provided with temporary accommodation through the City Council.

We increased the level of support we were able to offer our night shelter guests, through weekly Thursday morning drop ins, meetings at the office, meetings at the legal clinic with GMIAU and other ad hoc appointments.

- This year, 31 men were given additional support (69% of all night shelter guests).
- 26 men stayed for the Thursday morning drop in (some of them attended multiple times).
- 11 people were given appointments with the GMIAU solicitor and an interpreter when needed to review their legal case.

Through the weekly drop in, staff were able to provide support across a wide range of issues including the following:

- Legal support – booking and facilitating appointments with solicitors and follow up work (supporting people to collect evidence, paying for passport photographs etc.)
- Health care- completing HC1 forms so people could get free prescriptions, booking medical appointments, registering new clients with GPs, supporting clients to access specialist services including through local mental health teams
- Move on support - working with partner organisations to help people collect the documentation needed to apply for asylum support, writing letters of proof of address / income
- Signposting to other local support organisations and ESOL classes
- Emotional support- simply offering a listening ear.

Of the 45 men who stayed in our night shelter, 27% moved into longer term Boaz accommodation. 6% moved into asylum support accommodation, provided by the Home Office. 7% moved into longer term accommodation provided by local housing associations or private landlords and 11% told us they were going to stay with friends or other community contacts. Although the percentages are very similar to 2018-19, the number of individuals who moved on in each category is significantly lower.

- **Year-round hosting**

*"The host family I was with were the best – the family were so nice, so welcoming, so much space to myself. They were so sweet and hospitable, and at meal times would always tell me to help myself or they would save food for me if I was out – I miss them! They would take time to talk to me."*

*Tanya, Boaz client*

The first bed space offered by Boaz, 16 years ago, was in the spare room of a volunteer host. Over the years since that time hundreds of people have been welcomed by Boaz hosts, and offered a safe place to stay and so much more.

In 2019-20 we were able to secure extra funding to develop our hosting work. This gave us extra capacity so that we could continue to recruit more new hosts, and also begin to identify ways in which we could improve our hosting work. Unfortunately this work had to be paused from the end of February due to the implications of lockdown.

During 2019-20 14 men and women stayed with 7 different host households across Greater Manchester which is an increase on last year's number. One of the women we hosted this year had spent several nights out on the streets before coming to Boaz. She told her support worker that after being hosted, she was having the best sleep she had had in months!

- **Shared Houses**

*"Before Boaz, I had stress and was always crying. They [Boaz] gave me a house. It has left me feeling good and more confident. Everything in the house is good and warm. It is a very quiet and clean house."*

*Winta, Boaz client*

At the end of the year, we were managing a total of 21 shared houses. Eleven of the properties are for destitute asylum seekers and ten are for refugees who are entitled to work and claim benefits, and pay rent for their accommodation. The majority of our houses continue to be leased at low cost or free of charge from individual supporters. Four of our properties are leased from Green Pastures, a Christian social enterprise working to end homelessness, and two are leased from Arawak Walton, a local housing association.



During the year we took on two new properties providing 5 additional spaces between them. One of these was a move on flat, which is now home to a client who was joined by her husband through the refugee Family Reunion process. The second new property is for women who have had their asylum applications refused, and this was funded through Greater Manchester's A Bed Every Night programme. We now have capacity to provide safe accommodation for up to 77 people through our shared houses.

- **Holistic Support**

*"Boaz has helped me a lot. My stress and depression was handled when I moved in with Boaz. I had accommodation, a home and a family. Boaz has supported me greatly. To me Boaz has been like a family where I can run to when I am in need. Boaz has supported me in every way I have needed and in more ways than I could have expected.*

*Hannah, Boaz client*

Alongside our safe, stable accommodation, all our clients have access to a programme of holistic support from the time we first meet them until they move on from Boaz accommodation. After someone has been referred to Boaz, we assess the information provided and where appropriate, we arrange to meet with them to get to know them and to explore with them how Boaz works as an organisation and whether they might want to move into our accommodation. If we have a space available, we would let them know and usually see if they would like to view the house first (this is especially the case for refugee clients who would be renting their room). Their support worker will then meet with them (and often an interpreter) to go through our tenancy or licence agreement in more detail. The new client will be taken to their new accommodation, and introduced to others living in the house. We work within a framework of regular meetings (usually with interpreters) as well as providing additional support on an ad hoc basis whenever it is needed.

Every month trustees receive a client support update which highlights different aspects of our work. Over the last year we have been able to share and celebrate many positive outcomes of our support work:

- Healthcare charges were dropped for a client after we wrote a letter in support explaining their situation and challenging the charges
- After 7 months of advocacy, negotiation and chasing, a client with refugee status was finally able to bid for social housing as they prepared to move on from Boaz
- We supported a client who was facing various challenges to apply for and maintain a ten week volunteering placement. It was her first time in a work environment like this and she did really well
- A client finally received their complete Home Office file after their support worker had spent 8 months chasing it up. This meant they could now meet with a solicitor

- We successfully applied for a grant to clear a young client's arrears, while simultaneously supporting him to learn about his rights and responsibilities as a tenant
- We supported a client with multiple significant health needs to buy some appropriate shoes to help reduce her pain

### **Ali**

Sometimes we have opportunities to provide support for people who we haven't accommodated. To share just one example, Ali presented at our office one morning. He had arrived in the UK two days earlier, and wanted to claim asylum. He had slept on the streets the previous night and someone had signposted him to Boaz. We didn't have spaces in our night shelter but we were able to refer him to another emergency accommodation provider through A Bed Every Night. We also made an appointment with him to visit another local organisation who could help him start the asylum process, and access the asylum support and accommodation that he would be then be eligible for. Our resources are limited, and we sadly can't operate a regular drop in, however in line with our values, we do try and offer support or advice where we can.

## Strategic objective 2:

**To deliver a sustainable refugee support programme, enabling refugees to achieve economic wellbeing, safe, healthy and fulfilling lives while providing regular income (through rent) to Boaz**

*"Before Boaz, everything felt confused: it was very difficult to live in the shared house. It was very hard, trying to manage my money and the new system. [Now] everything is okay: I get what I need and where I need to go. Boaz looked after my health, education, home situation, everything; it's all okay now.*

*Asmarina, Boaz client*

This year we provided accommodation in our shared houses for 45 people who had become homeless after being granted refugee status. We took on one new move-on house for a refugee couple who had been reunited through Family Reunion.

We were able to continue to develop our holistic refugee support programme this year, and have seen some positive progress with people accessing education, employment and also housing as they prepare to move on from Boaz.

We were thrilled in May when one of our clients, David, won a Pride of Green Pastures Award. These awards are designed to recognise people who have made noticeable progress and significant steps forward in their lives due to their own engagement in tackling the issues in front of them. David first came to Boaz several years ago when he stayed in our night shelter. Since he was granted refugee status he has faced several challenges and with the support of our team he has been able to overcome many hurdles. We are so proud of David and what he has achieved.

In 2019-20 we saw a reduction in the number of people applying for / being granted Family Reunion compared to the last two years. One couple moved into our new move on property at the start of the year, and another client was given temporary accommodation after their family members arrived. Sadly 3 clients have had to put their Family Reunion applications on hold due to the travel restrictions caused by lockdown.

We continue to work closely with clients and Arawak Walton housing association to ensure that clients are able to pay their rent on time. Several clients still end up in arrears due to delays with Universal Credit payments. This is exacerbated for those who are in temporary or unpredictable employment, with frequently changing circumstances. Despite these challenges, our rental income rose by 32% compared to the previous year. We are closely monitoring the impact of COVID-19 on our rental income. At the time of writing, a small number of clients had lost employment / income due to the virus (e.g. having been furloughed) and have been supported to apply for Universal Credit.

At the start of the year, several members of our team received two days training by Crisis, to learn how to deliver the Renting Ready course, which aims to help people be able to move on from supported accommodation into independent living. Our team were able to develop the materials in order to address some of the specific challenges our refugee clients' experience, many of whom haven't lived in private rented accommodation and haven't had to manage their own bank accounts, direct debits and so on in a UK context.

The modular course was delivered to small groups of clients, with support from interpreters and covered the following topics:

- General renting knowledge (e.g. rights and responsibilities, tenancy agreements, legal context)
- Managing finances (personal budgeting)
- The English rental market and how to find the right property
- Things to know pre-tenancy (e.g. deposits and extra costs, house viewings, landlord concerns)
- Practical tips for moving on to a new house / new area

The course was well received and as clients have prepared to move on from Boaz, we have received positive feedback.

*"I have learnt how to rent a house. I understand how to deal with things like a tenancy agreement and benefits. When I moved into my new place I asked for tenancy agreement and I knew I had to take this to the Job Centre and what I needed to tell them. I did this on my own and know what I needed to do. I didn't know before what a tenancy agreement was. I didn't know about Universal Credit paying for rent. I even didn't know about Direct Debit but now I asked for this at my new accommodation. I feel very confident."*

*Winta, Boaz client*

### Strategic objective 3:

#### **To support people seeking sanctuary so that they might be empowered and released to contribute to their communities and wider society**

*Before Boaz, I felt controlled and had a lack of freedom... Boaz gives you a chance. [Moving on from Boaz] I want to continue my studies and job as a barber, and progress onto University. Maybe one day I am going to be a dentist.*

*Darius, Boaz client*

Time and again the people we work with tell us how they feel that through the asylum process they have lost their identity, that they have been made to feel worthless, that they feel as though they are in limbo. Even after a positive decision, there can be so much to deal with- looking back over the trauma they have experienced but also looking ahead to all the new challenges and opportunities.

Through our person-centred model of support we walk alongside people as they have space and time to rest, and to refocus. As well as providing support with practical issues and important things like health care and legal support, our support team work hard to find ways in which clients can regain a sense of their own identity, their goals, their hopes and more. This year we have supported several clients to access new external opportunities including volunteering with local organisations, arts-based activities and more.

*"L is really enjoying volunteering at [a local charity shop]. She has said how it helps her to take her mind off things, and she is learning new things – like how to use the tills. L didn't have the opportunity to gain a high level of education in her home country and she so has said how much she values learning new skills."*

*Vicky, Boaz support worker*

#### **Boaz Life**

Throughout 2019-20, the client support team have worked hard to expand our Boaz Life Programme of activities and events. The Five Ways to Wellbeing model underpins the programme, and we make sure that our activities provide the following opportunities:

- Connect with others (build relationships)
- Learn something (develop a new skill or activity)
- Give something back (do something for other people)
- Take notice (be mindful and present in the moment)
- Be active (engage in physical activities)

During the year, 98.5% of asylum seeking clients [68 people] attended Boaz Life activities and we were very pleased that 45% refugee clients [20 people] attended at least one activity.

*I feel confident. I see light ahead. I made good friends; my housemates were very good. And also with all of the Boaz team. I got to explore hobbies – walking [in the Peak District] and my first time at the cinema in the UK.*

*Asmarina, Boaz client*

We provided 20 different activities during the year, including:

- Trip to the Royal Exchange theatre to see West Side Story
- Football sessions at Platt Lane Complex, arranged by Manchester FA
- Series of sewing /creative workshops
- Boaz choir rehearsals to perform at Family Night
- Cinema trip to see Talking About Trees (a Sudanese film)
- Theatre trip to see Pizza Shop Heroes (by a refugee led theatre company)
- Drop in eye clinic, run by a local optometrist
- Theatre trip to see Queens of Sheba
- Gym membership for 16 clients
- Day trip to Blackpool
- Christmas afternoon of games, snacks and a film
- Explore Manchester! Series of visits to places in Manchester:
  - MOSI
  - John Rylands Library
  - Manchester Cathedral
  - the National Football museum
- Cinema trip to see Little Women
- Bridgewater Hall concert
- GROW gardening workshops at the Whitworth Art Gallery
- Visit to Ordsall Hall

In addition we continued to run our monthly Free Shop (attended by 100% of eligible clients) and also offered two Free Clothes Shops. As well as providing a chance to stock up on food and toiletries, the monthly Free Shop provides an important chance to catch up with staff and other clients. We are so grateful for our team of regular volunteers and everyone who donates money and supplies in order to make Free Shop happen every single month.

### **Empowered to speak out**

*Hello everyone. Thank you for having me. My name is Amie and I am going to be speaking to you today about destitution...*

*Introduction from a speech by Amie, a Boaz client, at a Greater Manchester regional event in May 2019.*

At Boaz, we want to end destitution, but we know that it can be difficult for people to understand (or even believe) that destitution exists here in the UK, and that

thousands of people who have fled persecution and trauma are now living here without any right to work, claim benefits, or even to access safe accommodation.

We believe that by sharing stories and by hearing directly from people who have experienced destitution, we can help the wider public to understand the situation, and we can change both policy and practice. It isn't always easy though. Many of the people we work with are afraid of speaking out in case it damages their asylum claim. Others are worried in case their words or pictures are somehow picked up by people in their home country, and are frightened in case this impacts the loved ones they have left behind. As an organisation, we frequently get emails and phone calls from journalists and media producers asking for stories or for interviews with clients, and we often have to say no. However some of the people we work with are willing to share their stories and their experiences in a public arena, and throughout the last 12 months we have been able to support (and celebrate) several clients who have done this.

- Amie spoke on stage at a regional event attended by the Mayor of Greater Manchester, Andy Burnham, and over 100 other people including elected councillors, commissioners, refugee sector organisations and more. The event was the starting point of a conversation to understand how Greater Manchester can truly be a place of welcome. After the event, we were asked for a copy of Amie's speech in order that it could form part of a briefing for the Immigration Minister.
- Ahmed, a former night shelter guest, was able to share his experiences at the launch of new minimum standards for emergency accommodation here in Manchester. He spoke powerfully in front of people working in the homelessness sector from both statutory and voluntary organisations and bodies.
- We attended the Women for Refugee Women conference in Birmingham, and celebrated with several of our clients who were singing on stage in the WAST (Women Asylum Seekers Together) Choir.
- Miriam, a former client who now works as a professional interpreter, spoke at an event organised by the University of Manchester and GMCVO. The event was designed to raise awareness of the importance of translation and interpreting to services in Manchester's charity sector, something that we think is so important.

### **Legal support and moving on**

*"You helped me with house, solicitor and advice. I still feel sorry for what I have been through before Boaz and now I feel sad to say goodbye to Boaz. It has been difficult to go to Section 4 housing [asylum support accommodation provided by the Home Office]."*

*Rahim, Boaz client*

When someone has been made destitute, their immediate priority is usually to find somewhere safe where they can stay and make sure that they are able to meet their basic needs. Even before someone moves into our accommodation, we are very honest about the fact that our support can only be temporary. For many clients, we are able to support them to re-engage with the asylum process by working with local solicitors. Over a period of time, we hope that people will be able to make a fresh claim, which then means they are entitled to apply for asylum accommodation and financial support and can move on from Boaz while they await their decision.

We have learned that many of the people who are referred to Boaz may never have received reliable legal advice, and it is common for them to feel confused about the asylum process. It is essential that Boaz clients understand their situation, where they are up to in the process, and what their rights are at this time, and to do this we work hard to facilitate positive relationships with local legal providers.

In the first half of the year we continued to run regular legal appointments with a solicitor from the Greater Manchester Immigration Aid Unit (GMIAU). In January, GMIAU secured new funding which meant that we were able to run a weekly legal clinic at the Boaz office, for people in all forms of Boaz accommodation. This meant that everyone had the opportunity to have their legal papers reviewed, and their current legal situation and status explained to them with an experienced interpreter in the appointment when necessary. All clients who attended these appointments were advised of their options going forward, and what was needed to either progress with a new asylum application or why that wasn't possible at this time. In total this year, 33 people attended a legal appointment at Boaz with a solicitor from GMIAU (22 from houses / hosts, 11 from the night shelter).

Due to the lockdown, we had to cancel the last two legal clinics of the year. Since then, we have continued working with GMIAU, including through telephone and video calls with clients and interpreters. We are working hard to maintain communication between solicitors, clients and support workers

During 2019-20 25 people who had previously had asylum claims refused moved on from Boaz, 48% moved on having submitted fresh claims. In the same period, we heard from 10 former clients who got in touch to let us know that they had been granted refugee status. Some clients are granted status very soon after making a new submission to the Home Office whereas for others it can take far, far longer.



### ***Abrihet: a ten year waiting game***

We first met Abrihet back in 2010. She was brought to our office by one of our clients at the time, after they had met in a local shop. Abrihet was visibly upset as she had just received a letter saying that she had to leave her asylum support accommodation because her asylum claim had been refused. We were soon able to offer her a room with one of our volunteer hosts, and after a couple of months she moved into one of our 8 shared houses. Abrihet took part in lots of our activities, from English classes to sewing classes and day trips and more, and we were able to support her as she worked with a solicitor to prepare a fresh claim. It took a long time to collate the necessary evidence and reports, and Abrihet eventually moved on from Boaz when she was given asylum support (Section 4) while she waited for a decision on her claim.

Sadly her claim was refused some time later and she lost her accommodation once again. We received a referral for her, but we didn't have any spaces available. Over the following years, we heard that Abrihet was sofa- surfing, staying with different people in the community. From time to time she would contact us to ask for some help. Sometimes it was to contact her (elusive) solicitor, to make an appointment, or to write a letter of proof that we had previously supported her.

Then out of the blue, in 2020, Abrihet came to our office, this time not with tears, but with a cake! She came to tell us that she had finally been granted refugee status! We were so happy to hear this news and to celebrate with her, but it was bittersweet as we knew the long years Abrihet had been waiting for this news, waiting to get on with her life in safety, here in the UK. Abrihet never lost hope. Even when we, as a team, struggled to maintain the hope that she might one day be granted leave to remain, her faith and perseverance was incredible to see. It is heart breaking to think how many months and years of how many peoples' lives are wasted, as people live in limbo, waiting for that letter which might never come.

#### Strategic objective 4:

##### **To enthuse and equip churches and others locally and nationally to serve people seeking sanctuary**

During 2019-20, we continued to share about our work in a range of contexts, with the aim being to inspire, enthuse and equip people to support refugees and people seeking asylum. We spoke at church services, special community events, conferences, workshops and more.

The number of opportunities we had to share about our work was lower than we had hoped for this year (18 separate events), and sadly several engagements booked in for March-June 2020 were cancelled / postponed due to the lockdown.

Anyone who is interested in hearing about our work (virtually at the present time) can now request a Boaz speaker directly through our website, and we did receive several requests through this route over the year.

Over the last few years, it has been encouraging to see other organisations become increasingly involved in encouraging and equipping churches and other groups to support people who are seeking asylum. We therefore recognise that this area is less of a priority issue for us now. In the year ahead we are looking forward to participating in a regional conference hosted by the Refugee Resource Centre for Churches (R2C2)<sup>3</sup> and continuing to link up with local churches and other organisations who share our vision to end destitution for people seeking sanctuary.

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<sup>3</sup> In June 2020 R2C2 was renamed Jubilee+ Refugee Network

## Strategic objective 5:

### To work towards a more just asylum system where no one is left destitute

*Destitution is first and foremost a humanitarian issue. People who are destitute are one of the most vulnerable groups in our society, and they deserve our compassion and support – a human response, one that seeks to protect them, treat them with dignity, fairness and respect. Destitution is such a big problem and it's important that people understand that destitution is created by the Home Office but cannot be ignored by Greater Manchester.*

*Amie, Boaz client speaking at a conference in front of the Mayor of Greater Manchester, local councillors and many more people with local and regional influence.*

Boaz is perhaps best known for its practical work- providing accommodation and support for people who have been made destitute through the asylum process. But our vision is to see an end to destitution and as well as working practically to support people facing or experiencing destitution, we know that we need to speak out and challenge injustices in the asylum system (and beyond). Although we don't have capacity to lead our own policy campaigns, we work hard to contribute towards wider initiatives through local and national networks.

We have seen progress in some of the areas of our work:

**Emergency accommodation for people with no recourse to public funds-** under phase two of A Bed Every Night, each borough in Great Manchester provided some temporary emergency accommodation for people who were homeless but had no recourse to public funds. Usually people in this situation would be excluded from mainstream homeless provision, but now there were funded spaces available through the region (including through our night shelter and emergency hosting). Over the year we have been able to raise this issue at numerous local and regional meetings.

**Responding to asylum support and accommodation problems-** this year we have seen many clients facing delays in accessing asylum support. Some have had to wait several months to be granted accommodation that they are fully entitled to access. Along with other similar organisations, we were able to share our experiences directly with the Home Office.

**Challenging the timescales for further submissions-** if people want to submit fresh claims or new evidence to the Home Office, they have to phone up for an appointment and then go in person to the Further Submissions Unit in Liverpool. Over the last year we have seen numerous delays, with people trying to get through on the phone for hours, over several days, and then when they finally do make an appointment, it may be several months ahead. We were able to share our experiences with a senior member of the team from the Greater Manchester

Combined Authority who liaised directly with the Home Office. After this, several clients were contacted to rebook much earlier appointments.

**Migrant Destitution Fund providing emergency cash grants-** Boaz handed over the administration of this small local grants fund during 2019 and the fund is now administered by MACC (Manchester Community Central). A Boaz staff member continues to co-lead the fund panel and the fund was re-launched in June 2020, providing monthly cash grants of up to £50 to destitute migrants across Greater Manchester.

**Overcoming barriers which lead to refugee homelessness-** in early 2020 we continued to contribute statistics and case studies to NACCOM as they continued their work to end the 28 day move-on period for new refugees. More locally, we have been able to feed into two local consultations, one which focussed on the restrictions around registering to bid for social housing and one was on the impact of the new Housing Reduction Act. We were able to contribute evidence showing how the HRA was not working when it came to young refugees and family reunion cases, where people were still not able to access accommodation in a timely way.

**Working with the Manchester Homelessness Partnership:** we continued to be involved in several action groups, including the Emergency Accommodation group. In summer 2019 we contributed to the development of new minimum standards for emergency accommodation (including night shelters and similar provision). The new standards were launched at a special event in August, and one of our former night shelter guests spoke powerfully about his experiences of homelessness in Manchester.

As we go through the year, we get to attend lots of meetings and it isn't always clear whether they are that significant, or whether we have had any impact. At the end of the year looking back though, there have been some significant positive changes in processes and practice which will reduce the number of people experiencing destitution in our region.

## Other achievements

2019-20 was a busy year across all areas of our work as an organisation. In July 2019 our new website went live. We are grateful to White Fuse for their support with the website development work, identifying weaknesses in our old site and helping us to create a much more attractive new website. Our new website is clearer and cleaner, with more photos and client stories as well as regular news updates. We believe it is much easier to navigate for referrers, supporters and potential funders.

The launch of the new site linked in with the start of our 15<sup>th</sup> anniversary year. We used this opportunity to share more client stories and to focus our regular communications (newsletter, prayer letter, website and social media posts) on different aspects of our work. During the year we moved the distribution of our communications emails (newsletter, prayer letter and ad hoc emails) from a third party over to our existing database (CRM system). This process went smoothly and enables us to fulfil our GDPR requirements more confidently.

During 2019-20 we continued to outwork our HR strategy, in particular evaluating and developing our Thrive staff wellbeing programme and also our new "Working Well at Boaz" approach which includes a new competency framework and management check ins processes. Through a collaborative process across the whole staff team, we identified 7 core competencies which we believe all Boaz staff should be working towards, to different levels depending on their roles. The competencies are:

- Valuing people
- Team oriented
- Working strategically
- Prizing thriving
- Championing Boaz and our vision
- Focused on growth
- Seeking excellence

The framework and new check-ins process was launched in early 2020, just prior to lockdown.

We launched our Thrive staff wellbeing programme in 2018-19 and concluded the first phase in June 2019 with an evaluation, two months after the initial programme had ended. Overall the Thrive programme was very well received by the vast majority of the staff team, with the second session, with its focus on thriving mentally, seen as being the most helpful. 10 out of 12 staff said that it had definitely led to positive changes / reinforcements in their thinking patterns / decision making and 9 out of 12 people said that it had led to positive changes in their behaviour / actions.

Since then, 'Thriving' has become embedded in Boaz culture, for example it is part of the client support team's supervision agenda. It is also a competency in the new competencies framework (based on staff input) and it has become part of our everyday Boaz language, cropping up in conversations frequently. Other aspects of thriving e.g. mindfulness and reflections on different aspects of wellbeing have featured in staff led prayers (unprompted). Prior to lockdown, 5 staff members were still meeting in buddy groups to support each other in thriving and finding this helpful.

Through the evaluation we wanted to identify any barriers to thriving. Flexibility proved to be an obvious solution to some of the issues raised and we reviewed our implicit patterns and assumptions around work patterns, held a session on all natures of flexibility and all staff were invited to request changes to better manage life in and out of work.

At the time of writing this report, we are still in lockdown due to the coronavirus, and we are grateful that as an organisation we have been able to invest in staff wellbeing in such an intentional way over the last two years as resilience, self-care and flexibility are needed more than ever in these season of uncertainty while we are all working remotely.

## Volunteers

**“Numbers:** Boaz is a small (<£0.6 m annual turnover) charity, but involves over 350 volunteers through its night-shelter, Free Shop, wellbeing activities, hosting scheme and more. New volunteers are often recruited after being inspired by current volunteers; turnover is low.

**Reach:** Boaz volunteers are drawn from across Manchester\* (Didsbury to Openshaw and Heaton Park to Levenshulme) and come from a wide range of backgrounds, communities and professions. Although the organisation has a Christian ethos, volunteers come from all faiths and none, and work with beneficiaries from all faiths and none.

**Members of a team:** Boaz provides induction training and on-going support for volunteers; staff are accessible and responsive to any difficulties. Volunteers meet regularly to discuss specific projects and receive monthly newsletter updates on Boaz's work. 'Thank you' social events are held regularly for the Boaz volunteer 'family'.

**Empowerment:** Volunteers feel valued and part of the Boaz team. All volunteers, including former clients, are encouraged to take responsibilities; for some this experience has been the stepping stone to training and paid work."

**Taken from our nomination for a Spirit of Manchester Award**

(\*Our volunteers come from across Greater Manchester and beyond, but this nomination was written for a Manchester-based award)

The work of Boaz was initially established through the kindness of volunteers who gave up their time and, in many cases, their spare rooms, in order to prevent destitution. 15 years on and volunteers continue to play a vital role in our work.

During 2019-20, our 350 volunteers from across Greater Manchester gave over 9,200 hours of their time. If we had paid them at the Living Wage for these hours, it would have cost Boaz more than £85,800.

We were thrilled to hear that one of our volunteers planned to nominate Boaz for a Spirit of Manchester Award this year. We were successfully shortlisted in the "Involving Volunteers" category and two of our staff, and two volunteers (including a former client) were able to attend a special awards evening with many other local voluntary sector organisations. We sadly didn't win, but it was wonderful to be recognised in this way.

The vast majority of our volunteers serve in our night shelter, and this year we were pleased to recruit over 20 new volunteers to a range of roles, including our evening reception venue team. After closing our night shelter early in March, some of our volunteers continued to provide support by delivering hot meals each day to the men who had been moved into temporary accommodation. We are so grateful to

everyone who has served, especially when things became increasingly difficult as we moved towards lockdown towards the end of the financial year.



## **Structure, Governance and Management**

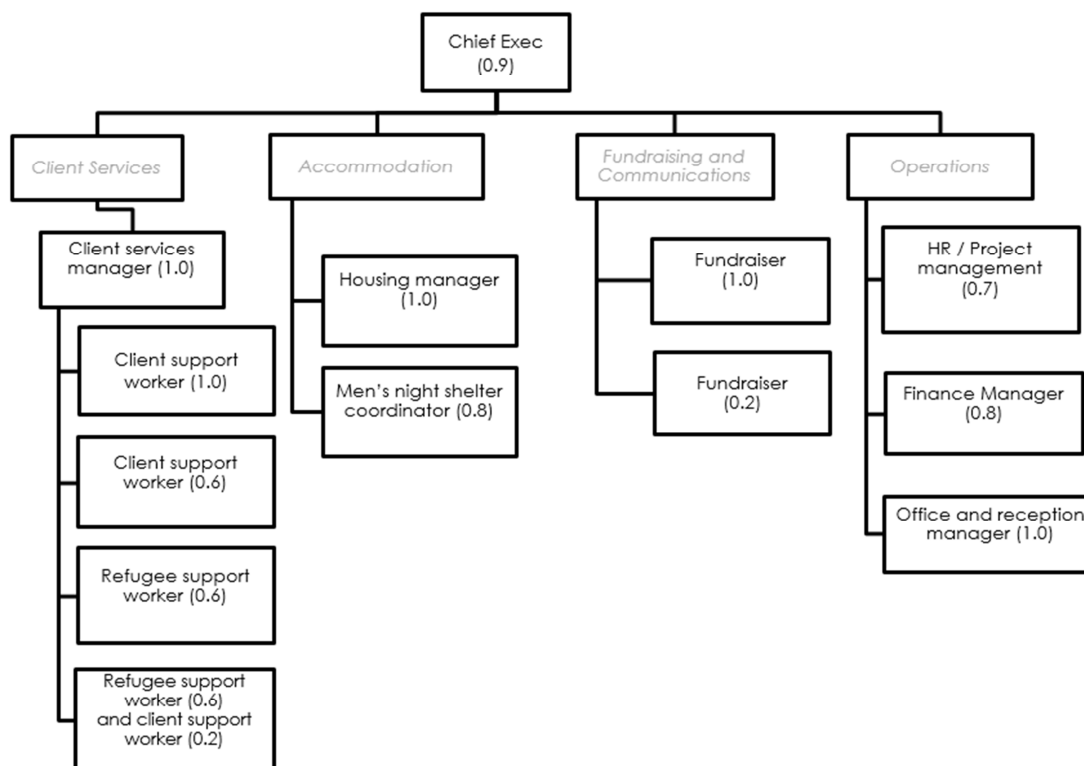
The Boaz Trust was formed on 1 June 2004 and registered as a charity on 6 July 2005. The Boaz Trust was established under a model trust deed which established the objects and powers of the charitable trust.

The Trust is governed by a Board of Trustees, elected to serve for a period of two years by resolution of existing trustees at special meetings held under Clause 15 of the Trust's constitution. The Boaz Trust's trustees are responsible for the overall management of the charity. Trustees are chosen for their commitment to people seeking sanctuary, their support for the values and ethos of the organisation, and for their specific personal and / or professional experience and expertise. We recognise the importance of broadening the diversity of our board and this is a priority for us in the year ahead. We particularly recognise the value brought to the board by past and present trustees who have lived experience of the asylum process or wider immigration processes.

Prior to joining the board, as well as individual meetings with the Chair, potential trustees are provided with a pack including guidance from the Charity Commission as well as Boaz-specific resources including the annual report and accounts. New trustees are given a tailored induction process and offered support from existing trustees and staff as appropriate. Training and development opportunities are identified and shared with trustees wherever possible.

The trustees set and oversee the Boaz Trust's policies and plans, oversee its financial affairs, and supervise the work of the Chief Executive in carrying out these policies and plans. All Boaz trustees are unpaid.

The Chief Executive is appointed by the trustees and is accountable to them for managing the charity as a whole. Our organisational structure at 31 March 2020 was as follows:



## Remuneration Policy for Key Management Personnel

The Board of Trustees and the Chief Executive are responsible for directing and controlling, running and operating the charity on a day to day basis. All Trustees give their time freely and no Trustees received remuneration in the year. All posts at the Boaz Trust are paid according to the level of responsibility in their roles. Salaries are benchmarked against charities of a similar size, location and service. All staff are paid above the Living Wage and the highest salary does not exceed £38,500 per annum.

## Risk Management

The trustees have assessed the major risks to which the charity is exposed, in particular those related to operations and finances, and are satisfied that systems are in place to mitigate exposure to the major risks. Risks have been identified under the four headings suggested by the Charity Commission: Governance and Management; Operational; Financial; and Operational/External Environment. The trustees require the Chief Executive to actively manage these risks throughout the year.

For most of the year, the primary risks facing the charity were the on-going risks of failure to achieve financial stability in the medium-term, and failing to meet the necessary standards in our service delivery required by clients, funders and supporters. As the end of the year approached, the likely impact of Covid-19 became clearer, and additional effort was put into managing our response both in service delivery and in oversight of financial consequences.

## **Plans for the future period**

In early 2020, we began a strategic planning process, which was designed to include staff, trustees, clients and other stakeholders. However due to the external and internal impact of Covid-19 from late February 2020, we had to pause this process.

We agreed that we would continue working towards our core objectives to the best of our ability during this season. As new opportunities and challenges presented themselves in the early months of this year, we planned to respond accordingly in line with our vision, values and charitable objects. At the time of writing we are still in lockdown and delivering much of our work remotely. This has meant learning new skills and investing in new technology, as well as developing creative ways of delivering our work with those living in Boaz accommodation.

Although there remains a high degree of uncertainty, as we look ahead to the rest of 2020-21 we will maintain our focus on ending destitution among people seeking sanctuary in our local communities.

## Fundraising

The aim of our fundraising activity is to raise sufficient resources to enable us to deliver our charitable objectives. For the 2019-20 budget, we needed to generate 78% of our income through a range of fundraising activities. This included applications to charitable trusts and foundations and also raising donations from individuals and organisations (including churches, businesses, schools and other groups).

During the year we have continued to develop and implement our fundraising strategy which seeks to diversify our income streams. We slightly increased the number of individual givers and developed new and existing partnerships with grant funders, churches, faith and community groups, businesses and other local organisations.

We have two fundraisers on our staff team (1.1FTE). As an organisation we do not use any third-party organisations or businesses to deliver fundraising activities on our behalf. Both of our fundraisers are members of the Institute of Fundraising, and access support, training and learning to support them to practice fundraising that is compliant with both external good practice guidance and in line with our own organisational values, policies and procedures.

We are committed to fundraising to the highest standard possible. We are regulated by the Fundraising Regulator, we are committed to the Fundraising Promise and we adhere to the Code of Fundraising Practice. Our Privacy Policy, Vulnerable Supporters Policy, and Fundraising Complaints Policy which we adhere to are all available on our website. During the year we received no complaints regarding our fundraising practices.

### Thank you to our donors

We wish to thank and acknowledge the following organisations, trusts and foundations who made our work possible during the period of this report:

*29<sup>th</sup> May 1961 Charitable Trust*

*Joseph Rank Foundation*

*A B Charitable Trust*

*Leathersellers' Company  
Charitable Fund*

*Allchurches*

*Leigh Trust*

*Arawak Walton Community Fund*

*Lloyds Bank Foundation for England  
and Wales*

*Barclays*

*Garfield Weston*

*Manchester City Council*

*Issachar Foundation*

*Manchester Guardian*

*Marsh Christian Trust*

*Mayor of Greater Manchester's  
Charity*

*National Lottery Community Fund*

*Odin Charitable Trust*

*Oglesby Charitable Trust*

*Pat Newman Memorial Trust*

*Persula Foundation*

*Peter Kershaw Trust*

*Souter Charitable Trust*

*Treeside Trust*

*Zochonis Charitable Trust*

We also wish to thank the many individuals, churches, faith and community groups, businesses and other local organisations who have supported our work through fundraising, donations and giving, including those who have generously allowed us to use their houses again this year.

## Financial Review

We started the year with healthy reserves, thanks to the gift of a house and a promised bequest as well as some generous one-off donations in 2018/19, in addition to grant income and the ongoing generosity of our many regular donors which gives us continuity and stability.

In 2019/20 the grant funding environment proved to be particularly challenging, with a number of award decisions being delayed even if ultimately successful. Mid-year the situation was causing concern, and the Finance Sub-Group of trustees met more frequently to review the situation, and took decisions to prioritise areas of spending accordingly. Having tightened our belts, we were then delighted to be awarded a grant from the Greater Manchester Mayor's fund relating to our involvement in the "A Bed Every Night" (ABEN) scheme, and to receive positive decisions on other pending applications. In addition, at the end of the year, we received various grants and donations relating specifically to - or prompted by - Covid-19, with the result that for the year overall our grant income actually exceeded both our budget for the year and any previous year's total.

The increased number of bedspaces provided to refugee clients (who are able to pay rent) also fed through into increased rental income, so that total income at £610,010 was £44,888 higher than the previous year. Meanwhile expenditure also increased, including on support of the additional bedspaces and on additional investment in our night shelter provision on the strength of the ABEN funding, but only by £35,084 thanks to the cautious decision-making in other areas.

As a result, we finished the year with net income of £39,174, increasing our balances from the £333,521 brought forward to £372,695 at the end of the year. We also gained flexibility thanks to an unusually high proportion of the year's grants being Unrestricted. Of the closing balances of £372,695, only £76,045 was Restricted to specific projects, including £49,475 awarded in 2019/20 but relating to the future costs of specific projects continuing in 2020/21, including salaries. (Many of the Unrestricted grants received in the year also relate to ongoing costs of work continuing in 2020/21, but without the constraints of Restricted income. For example, £11,000 was awarded at the very end of the year to resource our response to Covid-19, but without specific restrictions.)

The house gifted to us last year was depreciated in accordance with our accounting policies, leaving our Designated funds at £77,437. We also hold a General Reserve, to cover the costs of reinstating properties returned in the event that we ceased activity and to underwrite half the potential shortfall between predicted income and budgeted expenditure for the year ahead; calculated in accordance with our Reserves Policy this could have been reduced from the previous £50,600, but it was decided to maintain it at that level in the light of the heightened uncertainty due to Covid-19.

The remaining £168,613 is our general unrestricted reserve, which enables us to commit to activity and supports the running costs and overheads which are often not covered by grants. This is back above the level two years ago (prior to a lower level last year), and reflects the increase in Unrestricted grants which are nevertheless intended to support our core costs beyond the 2019/20 financial year.

Covid-19 has of course focussed our attention on the prospects for our finances over the coming months. We have been carrying on with almost all our service provision whilst complying with lockdown regulations, and have not had to furlough any staff or renegotiate any funding agreements. Expenditure has increased - new ways of working have in some cases brought additional costs, and we have significantly increased in the short-term the amounts we give clients for food and other support, to reflect not only the difficulties we all experience in sourcing items during lockdown but also the closure of other avenues of support – but new grants have so far funded much of this. As regards income, we are very aware that the economic downturn will affect our supporters (and indeed our rent-paying refugee clients), and that grant-making organisations are being very cautious beyond the immediate needs. However, new donors have so far exceeded those having to reduce or stop their giving, and we are grateful for and humbled by our supporters' continuing commitment to help our work keep going. We have also been thrilled to be promised grant funding for some core costs for the next three years. We will of course continue to monitor donations very closely and regularly over the coming months, and as opportunities arise will continue to apply for grants to support committed expenditure, but at present we have no reason to doubt our ability to continue our activity. We are very thankful to be in such a stable position at this time.

## Independent Examiner's Report

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31<sup>st</sup> March 2020 which are set out on pages 41 to 62.

### 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 charity's accounts carried out under section 145 of the 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

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do 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.

Catherine Hall FCCA DChA  
Association of Chartered Certified Accountants

Slade & Cooper Limited, Chartered Certified Accountants  
Green Fish Resource Centre, 46-50 Oldham Street  
Manchester, M4 1LE

Date.....7th October 2020



## **Accounts and Financial Statements**

The financial statements comply with current statutory requirements, the Trust Deed and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

The Boaz Trust  
Statement of Financial Activities  
for the year ended 31 March 2020

	Note	Unrestricted funds £	Restricted funds £	Total funds 2020 £
<b>Income from:</b>				
Donations and legacies	3	209,933	155,579	365,512
Charitable activities: working to end destitution amongst asylum seekers and refugees	4	243,536	-	243,536
Other trading activities	5	254	-	254
Investments	6	708	-	708
<b>Total income</b>		<b>454,431</b>	<b>155,579</b>	<b>610,010</b>
<b>Expenditure on:</b>				
Raising funds	7	37,013	-	37,013
Charitable activities: working to end destitution amongst asylum seekers and refugees	8	334,415	199,408	533,823
<b>Total expenditure</b>		<b>371,428</b>	<b>199,408</b>	<b>570,836</b>
<b>Net income/(expenditure) before net gains/(losses) on investments</b>		<b>83,003</b>	<b>(43,829)</b>	<b>39,174</b>
<b>Net income/(expenditure) for the year</b>	10	<b>83,003</b>	<b>(43,829)</b>	<b>39,174</b>
Transfer between funds		-	-	-
<b>Net movement in funds for the year</b>		<b>83,003</b>	<b>(43,829)</b>	<b>39,174</b>
<b>Reconciliation of funds</b>				
Total funds brought forward		213,647	119,874	333,521
<b>Total funds carried forward</b>		<b>296,650</b>	<b>76,045</b>	<b>372,695</b>

The statement of financial activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

The Boaz Trust  
Statement of Financial Activities  
for the year ended 31 March 2020

Comparative figures for the period ended 31 March 2019

	Note	Unrestricted funds £	Restricted funds £	Total funds 2019 £
<b>Income from:</b>				
Donations and legacies	3	238,373	220,037	458,410
Charitable activities: working to end destitution amongst asylum seekers and refugees	4	105,771	-	105,771
Other trading activities	5	284	-	284
Investments	6	657	-	657
<b>Total income</b>		<b>345,085</b>	<b>220,037</b>	<b>565,122</b>
<b>Expenditure on:</b>				
Raising funds	7	35,118	-	35,118
Charitable activities: working to end destitution amongst asylum seekers and refugees	8	296,142	204,492	500,634
<b>Total expenditure</b>		<b>331,260</b>	<b>204,492</b>	<b>535,752</b>
<b>Net income/(expenditure) before net gains/(losses) on investments</b>		<b>13,825</b>	<b>15,545</b>	<b>29,370</b>
<b>Net income/(expenditure) for the year</b>	10	<b>13,825</b>	<b>15,545</b>	<b>29,370</b>
Transfer between funds		-	-	-
<b>Net movement in funds for the year</b>		<b>13,825</b>	<b>15,545</b>	<b>29,370</b>
<b>Reconciliation of funds</b>				
Total funds brought forward		199,822	104,329	304,151
<b>Total funds carried forward</b>		<b>213,647</b>	<b>119,874</b>	<b>333,521</b>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The Boaz Trust  
Balance Sheet  
as at 31 March 2020

	Note	2020	2019
		£	£
<b>Fixed assets</b>			
Tangible assets	13	69,400	70,000
<b>Total fixed assets</b>		<b>69,400</b>	<b>70,000</b>
<b>Current assets</b>			
Debtors	14	60,722	38,183
Current asset investments	15	25,000	25,000
Cash at bank and in hand	16	236,352	216,283
<b>Total current assets</b>		<b>322,074</b>	<b>279,466</b>
<b>Liabilities</b>			
Creditors: amounts falling due in less than one year	18	(18,779)	(15,945)
<b>Net current assets</b>		<b>303,295</b>	<b>263,521</b>
<b>Total assets less current liabilities</b>		<b>372,695</b>	<b>333,521</b>
<b>Net assets</b>		<b>372,695</b>	<b>333,521</b>
<b>Funds of the charity:</b>			
Restricted income funds	20	76,045	119,874
Unrestricted income funds	21	296,650	213,647
<b>Total charity funds</b>		<b>372,695</b>	<b>333,521</b>

The notes on pages 46 to 62 form part of these accounts.

Approved by the trustees on 11th September 2020 and signed on their behalf by:

Philip Rawlings (Trustee)

Martin Palmer (Trustee)

The Boaz Trust  
Statement of Cash Flows  
for the year ending 31 March 2020

	Note	2020 £	2019 £
<b>Cash provided by/(used in) operating activities</b>	28	<b>19,361</b>	<b>15,428</b>
<i>Cash flows from investing activities:</i>			
Dividends, interest, and rents from investments		708	657
Acquisition of tangible fixed assets		-	(70,000)
<b>Cash provided by/(used in) investing activities</b>		<b>708</b>	<b>(69,343)</b>
Increase/(decrease) in cash and cash equivalents in the year		20,069	(53,915)
Cash and cash equivalents at the beginning of the year		216,283	270,198
<b>Cash and cash equivalents at the end of the year</b>		<b>236,352</b>	<b>216,283</b>

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020

### 1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

#### a Basis of preparation

The Boaz Trust constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), second edition - October 2019 (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Accounting Practice.

The accounts (financial statements) have been prepared to give a 'true and fair view' and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), second edition - October 2019, rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

#### b Preparation of the accounts on a going concern basis

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

Specifically, the trustees are closely monitoring areas of income which could be adversely affected by Covid-19, but do not consider that any effects either to date or currently anticipated materially impact the charity's ability to continue as a going concern.

The trustees have made no judgements which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

#### c Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

## The Boaz Trust

### Notes to the accounts for the year ended 31 March 2020 (continued)

#### **Income (continued)**

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

#### **d Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

#### **e Interest receivable**

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.

#### **f Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### **g Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise the costs of fundraising and associated costs.
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity including support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

### **h Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs are not allocated because the charity just has one activity.

### **i Operating leases**

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

### **j Tangible fixed assets**

Individual fixed assets with a purchase price of less than £1000 are not capitalised. Individual fixed assets costing £1000 or more are capitalised at cost or at reasonable value on receipt, and are depreciated over their estimated useful economic lives on a straight line basis.

The house gifted to the Trust on 15th January 2019 was brought into the accounts at the surveyor's valuation of £70,000. As the trustees plan to maintain the condition of the property, the estimated residual value of the asset based on the valuation of the land at £40,000 is to be depreciated over 50 years.

### **k Debtors**

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

### **l Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.



# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### **m Current asset investments**

Current asset investments include cash investments with a maturity of greater than three months from the date of acquisition or opening of the deposit or similar account.

### **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 funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount.

### **o Financial instruments**

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

### **p Pensions**

The Boaz Trust contributes 6% of gross salaries to employees' pensions.

Prior to the charity's Automatic Enrolment staging date of 1st June 2016, this was offered by the charity, and the contribution was paid into personal pension schemes as requested by employees taking up the offer.

Since the Automatic Enrolment staging date of 1st June 2016, all staff have been enrolled in the charity's AE pension scheme. Accrued entitlements at that date were paid into the AE scheme.

There were no outstanding contributions at the year end.

## **2 Legal status of the charity**

The charity is an unincorporated charity, registered as a charity in England & Wales.

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### 3 Income from donations and legacies

	Unrestricted £	Restricted £	Total 2020 £
Donations from organisations and churches	21,839	4,410	26,249
Donations from individuals	108,253	11,020	119,273
Tax reclaimed on gift aided donations	13,286	-	13,286
Grants - unconditional on performance	63,000	140,149 *	203,149
Sponsorship	3,555	-	3,555
<b>Total</b>	<b>209,933</b>	<b>155,579</b>	<b>365,513</b>

\* Restricted grants included £24,067 from the Lloyds Bank Foundation for England and Wales

#### Comparative figures for the period ended 31 March 2019

	Unrestricted £	Restricted £	Total 2019 £
Donations from organisations and churches	39,831	8,662	48,493
Donations from individuals	72,576	14,130	86,706
Tax reclaimed on gift aided donations	9,355	-	9,355
Donation in Kind (Mora St property)	70,000	-	70,000
Grants - unconditional on performance	30,000	197,245 *	227,245
Sponsorship	6,611	-	6,611
Legacies	10,000	-	10,000
<b>Total</b>	<b>238,373</b>	<b>220,037</b>	<b>458,410</b>

\* Restricted grants included £23,389 from the Lloyds Bank Foundation for England and Wales

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### 4 Income from charitable activities

	Unrestricted £	Restricted £	Total 2020 £
Rent & Housing Benefit	139,009	-	139,009
Grant income received as delivery partner in the 'A Bed Every Night' scheme	104,527	-	104,527
Other charitable activities	-	-	-
<b>Total</b>	<b>243,536</b>	<b>-</b>	<b>243,536</b>

*Comparative figures for the period ended 31 March 2019*

	Unrestricted £	Restricted £	Total 2019 £
<i>Rent &amp; Housing Benefit</i>	<i>105,477</i>	<i>-</i>	<i>105,477</i>
<i>Grant income received as delivery partner in the 'A Bed Every Night' scheme</i>	<i>-</i>	<i>-</i>	<i>-</i>
<i>Other charitable activities</i>	<i>294</i>	<i>-</i>	<i>294</i>
<b>Total</b>	<b>105,771</b>	<b>-</b>	<b>105,771</b>

### 5 Income from other trading activities

	2020 £	2019 £
Fundraising events	254	284
Sale of goods	-	-
	<b>254</b>	<b>284</b>

All income from other trading activities is unrestricted.

### 6 Investment income

	Unrestricted £	Restricted £	Total 2020 £
Investment income	708	-	708
	<b>708</b>	<b>-</b>	<b>708</b>

*Comparative figures for the period ended 31 March 2019*

	Unrestricted £	Restricted £	2019 £
<i>Investment income</i>	<i>657</i>	<i>-</i>	<i>657</i>
	<b>657</b>	<b>-</b>	<b>657</b>

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### 7 Cost of raising funds

	2020 £	2019 £
Fundraisers salary and oncosts	35,478	33,693
Fundraising events and other costs	1,535	1,425
	<u>37,013</u>	<u>35,118</u>

All expenditure on cost of raising funds is unrestricted.

### 8 Analysis of expenditure on charitable activities

	Activity £	Total 2020 £	Total 2019
Staff costs	288,187	288,187	267,520
Office & administration costs	47,053	47,053	43,429
Engagement, campaigning and publicity	2,277	2,277	7,943
Depreciation	600	600	-
Bad debts (see note below)	-	-	(726)
Beneficiary support			
Accommodation			
utilities, rent, ins'ce	99,029	99,029	90,579
upkeep of properties	49,311	49,311	54,172
Payments			
food	10,193	10,193	9,411
travel	10,930	10,930	11,803
other	1,176	1,176	2,860
Services			
legal and interpretation	7,478	7,478	6,584
Nightshelters	13,318	13,318	2,816
Boaz Life activities	1,978	1,978	2,008
Governance costs (see note 9)	2,293	2,293	2,234
	<u>533,823</u>	<u>533,823</u>	<u>500,633</u>

	2020 £	2019 £
Restricted expenditure	199,408	204,492
Unrestricted expenditure	334,415	296,142
	<u>533,823</u>	<u>500,634</u>

The Boaz Trust was owed £6,888 by The Dove Trust (Charity Giving) when it was suspended by the Charity Commission. Boaz Trustees decided to write off the total amount owed as a bad debt in the financial year 2013/14. £2,468 was recovered in 2014/15 and £864 in 2016/17, with a further £726 in 2018/19. No further recovery is anticipated.

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### 9 Analysis of support and governance costs

	Support £	Governance £	Total 2020 £	Total 2019 £
Independent examination fees	-	1,320	1,320	1,260
Trustee indemnity insurance	-	628	628	560
Trustee training & meeting costs	-	179	179	251
Professional subscription	-	166	166	163
	<hr/>	<hr/>	<hr/>	<hr/>
	-	2,293	2,293	2,234
	<hr/>	<hr/>	<hr/>	<hr/>

The charity has one activity and therefore does not apportion support costs

### 10 Net income/(expenditure) for the year

This is stated after charging/(crediting):	2020 £	2019 £
Operating lease rentals:		
Photocopier	984	984
Independent examiner's fees	1,320	1,260
	<hr/>	<hr/>

### 11 Staff costs

Staff costs during the year were as follows:

	2020 £	2019 £
Wages and salaries	286,300	266,047
Social security costs	21,266	19,080
Pension costs	16,099	16,086
Redundancy and termination costs	-	-
	<hr/>	<hr/>
	323,665	301,213
	<hr/>	<hr/>

No employee has employee benefits in excess of £60,000 (2019: Nil).

The average number of staff employed during the period was 13 (2019:13).

The average full time equivalent number of staff employed during the period was 10.5 (2019: 10.1).

The key management personnel of the charity comprise the trustees and the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £41,484 (0.9fte) (2019: £42,473 (1.0 fte)).

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### 12 Trustee remuneration and expenses, and related party transactions

No trustee received any remuneration or reimbursed expenses during the year (2019: Nil).

No-one connected with a trustee received remuneration or reimbursed expenses in the year. The wife of a trustee (M Arundale) was employed on a part-time basis for one month in the previous year (2019: £190)

	2020 £	2019 £
Cost of salary and related benefits	-	190

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2019: nil).

### 13 Fixed assets: tangible assets

The charity owns a house, gifted to it in January 2019, which it uses to accommodate asylum seekers.

	Mora St House £	2020 Total £
<b>Cost</b>		
At 1 April 2019	70,000	70,000
Additions	-	-
Disposals	-	-
	<hr/>	<hr/>
At 31 March 2020	70,000	70,000
	<hr/>	<hr/>
<b>Depreciation</b>		
At 1 April 2019	-	-
Charge for the year	600	600
Disposals	-	-
	<hr/>	<hr/>
At 31 March 2020	600	600
	<hr/>	<hr/>
<b>Net book value</b>		
At 31 March 2020	69,400	69,400
	<hr/>	<hr/>
At 31 March 2019	70,000	70,000
	<hr/>	<hr/>

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### Fixed assets: tangible assets (continued)

Comparative figures for the period ended 31 March 2019

<b>Cost</b>	<i>Mora St House £</i>	<i>2019 Total £</i>
<i>At 1 April 2018</i>	-	-
<i>Additions</i>	70,000	70,000
<i>Disposals</i>	-	-
	<hr/>	<hr/>
<i>At 31 March 2019</i>	70,000	70,000
	<hr/>	<hr/>
<b>Depreciation</b>		
<i>At 1 April 2018</i>	-	-
<i>Charge for the year</i>	-	-
<i>Disposals</i>	-	-
	<hr/>	<hr/>
<i>At 31 March 2019</i>	-	-
	<hr/>	<hr/>
<b>Net book value</b>		
<i>At 31 March 2019</i>	70,000	70,000
	<hr/>	<hr/>
<i>At 31 March 2018</i>	-	-
	<hr/>	<hr/>

### 14 Debtors

	<i>2020 £</i>	<i>2019 £</i>
Prepayments and accrued income	60,722	38,183
	<hr/>	<hr/>
	60,722	38,183
	<hr/>	<hr/>

### 15 Current asset investments

	<i>2020 £</i>	<i>2019 £</i>
Current asset investments	25,000	25,000
	<hr/>	<hr/>
	25,000	25,000
	<hr/>	<hr/>

Current asset investments include cash investments with a maturity of greater than three months from the date of acquisition or opening of the deposit or similar account.

The current asset investment is unsecured loan stock issued by Green Pastures Community Benefit Society (No. 31116R), an Industrial & Provident Society based in the UK. The investment is for a fixed term of under one year and the value is both at cost and the trustees' best estimate of market value.

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### 16 Cash at bank and in hand

	2020 £	2019 £
Short term cash investments (less than 3 month maturity date)	85,829	85,621
Cash at bank and on hand	150,523	130,662
	<u>236,352</u>	<u>216,283</u>

### 17 Agency collections

Until March 2019, funds were handled on behalf of the Migration and Destitution Action Group (MDAG). The Boaz Trust is a member of the Group but does not apply to it for funding. From March 2019, MDAG funds were handled by Street Support, and the closing balance was passed to them.

	2020 £	2019 £
Amount held at start of the period	-	868
Amounts received		4,030
Bank charges on amounts received		(3)
Amounts distributed		(4,810)
Closing balance t/f March 2019		<u>(85)</u>
Amount held at end of the period	<u>-</u>	<u>-</u>

### 18 Creditors: amounts falling due within one year

	2020 £	2019 £
Short term compensated absences (holiday pay)	2,327	1,356
Other creditors and accruals	16,452	14,589
Grants received in advance	-	-
Deferred income	-	-
	<u>18,779</u>	<u>15,945</u>

### 19 Deferred income

	2020 £	2019 £
Deferred grant brought forward	-	-
Grant received	303,176	227,245
Released to income from charitable activities	<u>(303,176)</u>	<u>(227,245)</u>
Deferred grant carried forward	<u>-</u>	<u>-</u>



# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### 20 Analysis of movements in restricted funds

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2020 £
<b>Charitable activity: working to end destitution amongst asylum seekers and refugees</b>					
Beneficiary Essentials	540	1,160	(783)		917
Beneficiary Payments	2,121	960	(329)		2,752
Boaz Life	3,007	390	(1,957)		1,440
Boaz Word project	-	-	-		-
Business Dvpmnt Mgr	9,723	-	-	(9,723)	-
Chief Exec salary	1,500	-	(1,500)		-
Client Support salary	1,439	24,567	(24,429)		1,577
Client Transport	6,110	6,103	(7,204)		5,009
Female Caseworker sal	-	51,182	(38,360)		12,822
Food	8,365	9,466	(10,192)		7,639
Hosting	151	-	(28)		123
House running costs	9,053	43,555	(36,101)		16,507
House major works	-	3,290	(1,040)		2,250
Legal Services Mgr	2,680	-	(927)		1,753
Nightshelter	28,196	30	(27,395)		831
Office & Administration	860	14,625	(15,485)		-
Refugee Housing project	-	-	-		-
Refugee Support Worker	38,845	-	(32,250)	9,723	16,318
Social Enterprise	932	-	(440)		492
Supervision	-	-	-		-
Translation	-	250	(250)		-
Volunteer Exps BoazLife	2,620	-	(60)		2,560
Website	3,730	-	(677)		3,053
	<u>119,874</u>	<u>155,579</u>	<u>(199,408)</u>	<u>-</u>	<u>76,045</u>
Total	<u>119,874</u>	<u>155,579</u>	<u>(199,408)</u>	<u>-</u>	<u>76,045</u>

#### Transfers

The unspent balance on the Business Development Manager fund at the end of the funded project was transferred during the year to the Refugee Support Worker salary fund, funded by the same grantor, with the grantor's agreement.

#### Ongoing projects

Of the closing balances in Restricted funds, £49,475 relates to specific projects continuing in 2020/21, including salaries and funding granted which relates to running costs over a 12-month period.

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### Analysis of movements in restricted funds (continued)

Comparative figures for the period ended 31 March 2019

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2019 £
<i>Charitable activity: working to end destitution amongst asylum seekers and refugees</i>					
Beneficiary Essentials	1,757	398	(1,615)	-	540
Beneficiary Payments	753	2,500	(1,132)	-	2,121
Boaz Life	3,182	1,636	(1,811)	-	3,007
Boaz Word project	150	-	(150)	-	-
Business Dvpmt Mgr	10,112	-	(389)	-	9,723
Chief Exec salary	-	6,000	(4,500)	-	1,500
Client Support Work sal	-	25,889	(24,450)	-	1,439
Client Transport	9,736	8,159	(11,785)	-	6,110
Female Caseworker sal	2,727	16,450	(19,177)	-	-
Food	5,103	12,673	(9,411)	-	8,365
Hosting	351	-	(200)	-	151
House running costs	2,061	34,500	(27,508)	-	9,053
House major works	-	14,500	(14,500)	-	-
Legal Services Mgr	1,154	3,660	(2,134)	-	2,680
Nightshelter	11,920	38,722	(22,446)	-	28,196
Office & Administration	5,504	25,283	(29,927)	-	860
Refugee Housing project	26	-	(26)	-	-
Refugee Support Worker	36,466	28,661	(26,282)	-	38,845
Social Enterprise	1,280	-	(348)	-	932
Supervision	1,835	468	(2,303)	-	-
Translation	2,678	538	(3,216)	-	-
Volunteer Exps BoazLife	2,695	-	(75)	-	2,620
Website	4,838	-	(1,108)	-	3,730
	<u>104,329</u>	<u>220,037</u>	<u>(204,492)</u>	<u>-</u>	<u>119,874</u>
<b>Total</b>	<u>104,329</u>	<u>220,037</u>	<u>(204,492)</u>	<u>-</u>	<u>119,874</u>

#### Transfers

There were no transfers between funds during the year

#### Ongoing projects

Of the closing balances in Restricted funds, £50,837 related to specific projects continuing in 2019/20, including salaries and funding granted which related to running costs over a 12-month period.

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### Analysis of movements in restricted funds (continued)

<b>Name of fund</b>	<b>Description, nature and purposes of the fund</b>
Beneficiary Essentials	To defray costs of toiletries and cleaning materials for clients
Beneficiary Payments	To defray specific costs for clients
Boaz Life	To provide classes and activities for clients
Boaz Word project	To fund Scriptures for clients
Business Dvpmt Mgr	For payment of Business Development Manager: Refugee Housing
Chief Exec salary	For payment of CEO salary and oncosts
Client Support Work sal	(formerly Male Case Worker fund) For payment of caseworker salary and oncosts
Client Transport	(formerly Bus Fares fund) To defray travel costs for clients
Female Caseworker sal	For payment of caseworker salary and oncosts
Food	For provision of food to clients
Hosting	For payment of salary, oncosts and expenses for hosting
House running costs	(formerly House Support) To provide and maintain houses
House major works	To contribute to costs of major works on specific properties
Legal Services Mgr	For payment of Legal Services Manager
Nightshelter	For the provision of nightshelters between October and May
Office & Administration	To defray costs attributable to Boaz office and administration
Refugee Housing project	Fees for project management of "Exempt Allowance" application
Refugee Support Worker	For payment of Refugee Support Worker salary and oncosts
Social Enterprise	Consultant fees relating to 'Exempt Allowance' application
Supervision	To defray costs of supervision and training of case workers
Translation	To defray costs of interpreters for clients and translation
Volunteer Exps BoazLife	To defray costs to volunteers of travel to Boaz Life activities
Website	For cost of website development

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### 21 Analysis of movement in unrestricted funds

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers £	As at 31 March 2020 £
Unrestricted funds:					
General fund	83,602	454,431	(369,420)	-	168,613
Designated funds:					
General Reserve	50,600	-	-	-	50,600
Mora Fund	70,000	-	(600)	-	69,400
IT Development	9,445	-	(1,408)	-	8,037
	<u>213,647</u>	<u>454,431</u>	<u>(371,428)</u>	<u>-</u>	<u>296,650</u>

#### Comparative figures for the period ended 31 March 2019

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers £	As at 1 April 2019 £
Unrestricted funds:					
General fund	137,983	275,085	(329,466)	-	83,602
Designated funds:					
General Reserve	50,600	-	-	-	50,600
Mora Fund	-	70,000	-	-	70,000
IT Development	11,239	-	(1,794)	-	9,445
	<u>199,822</u>	<u>345,085</u>	<u>(331,260)</u>	<u>-</u>	<u>213,647</u>

Name of unrestricted fund	Description, nature and purposes of the fund
General fund	The free reserves after allowing for all designated funds
General Reserve	Funds earmarked by trustees for costs in the event that the charity ceased activity, reviewed by the trustees every six months. In the light of works completed, the provision for works that may be needed on houses prior to returning them to owners is held at £17,250. An additional amount required to cover day to day running costs is calculated based on the gap between predicted income and budgeted expenditure for the year ahead; trustees have a policy to keep reserves to cover 50% of this gap. For 2020/21 this corresponds to £29,250, giving total reserves required at 31st March 2020 of £46,500. In the light of heightened uncertainty due to Covid-19, the previous reserve balance of £50,600 was left unchanged.
Mora Fund	The property at 11 Mora Street previously loaned to us to house beneficiaries was gifted to the trust in January 2019. The value of the property is set aside to enable the continued use of the property in this way.
IT Development Reserve	Funds originally earmarked by trustees for costs relating to the move to new office accommodation in 2017, rebadged in 2018 for continuing investment in IT equipment.

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### 22 Analysis of net assets between funds

	General fund £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	-	69,400	-	69,400
Other net current assets/(liabilities)	168,613	58,637	76,045	303,295
	<hr/>	<hr/>	<hr/>	<hr/>
Total	168,613	128,037	76,045	372,695
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

#### Comparative figures for the period ended 31 March 2019

	General fund £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	-	70,000	-	70,000
Other net current assets/(liabilities)	83,602	60,045	119,874	263,521
	<hr/>	<hr/>	<hr/>	<hr/>
Total	83,602	130,045	119,874	333,521
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

### 23 Financial instruments

The charity has no financial instruments

### 24 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	Property		Equipment	
	2020 £	2019 £	2020 £	2019 £
Less than one year	-	-	328	984
One to five years	-	-	-	328
	<hr/>	<hr/>	<hr/>	<hr/>
	-	-	328	1,312
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

### 25 Contingent assets

None

### 26 Contingent liability

None

# The Boaz Trust

## Notes to the accounts for the year ended 31 March 2020 (continued)

### 27 Post balance sheet events

The impact of Covid-19 on our clients, our activities and our supporters, which was very unclear at 31st March, has become clearer but will continue to develop. The effect on our income has initially been positive, as grantors and supporters show renewed generosity, but demands on our resources have also increased as we develop new ways of working and respond to increased needs.

As at the date of this report, there is no evidence of falling income, and increased costs are broadly covered by new grants. Trustees will, however, review this frequently, carrying out sensitivity analysis and scenario planning as appropriate, and reviewing expenditure when and if this appears necessary.

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

	2020 £	2019 £
<b>Net income/(expenditure) for the year</b>	39,174	29,370
<b>Adjustments for:</b>		
Depreciation charge	600	-
Dividends, interest and rents from investments	(708)	(657)
Decrease/(increase) in debtors	(22,539)	(17,028)
Increase/(decrease) in creditors	2,834	3,743
	<hr/>	<hr/>
<b>Net cash provided by/(used in) operating activities</b>	19,361	15,428
	<hr/> <hr/>	<hr/> <hr/>

## **Declaration**

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

Signed on behalf of the charity's trustees

Rev Canon Dr Phil Rawlings, Chair of Trustees

Date 11th September 2020

The Boaz Trust  
Kath Locke Centre  
123 Moss Lane East  
Manchester  
M15 5DD  
Tel. 0161 202 1056  
Email. [info@boaztrust.org.uk](mailto:info@boaztrust.org.uk)

Registered Charity in England and Wales no. 1110344

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