



REFUGEE RESOURCE

(A Charitable Company Limited by Guarantee)

Annual Report and Financial Statements

For the year ended 31 March 2020

Registered Charity No. 1098876

Company No. 4558542

Refugee Resource

Annual Report and Financial Statements

For the year ending 31 March 2020

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Refugee Resource

The Trustees are pleased to present their report together with the audited financial statements for the year ended 31 March 2020.

Reference and Administrative Information

Charity name: Refugee Resource

Charity registration number: 1098876

Company registration number: 4558542

Registered office and operational address: The Old Music Hall
106-108 Cowley Road
Oxford OX4 1JE

Chief Executive Officer: Kate Hood

Trustees

Belinda Coote (Chair)
Louisa Daubney
Ray Fishbourne
Ken King
Dr Adiba Malo
Thibault Mills (resigned 2 Sept 2019)
Dr Caroline Roseveare
Michael Taylor

Independent examiners

Critchleys Audit LLP
Beaver House, Hythe Bridge Street, Oxford, OX1 2EP

Bankers

Triodos Bank N.V.
Brunel House, 11 The Promenade, Bristol BS8 3NN

Objectives and activities

The objects of the charity are:

- 1) To provide relief for refugees, asylum seekers, vulnerable migrants and their dependants living temporarily or permanently in particular but not exclusively in Oxfordshire who are in conditions of hardship or distress;
- 2) To preserve and protect the physical and mental health of refugees, asylum seekers, vulnerable migrants and their dependants;
- 3) To advance the education and training of refugees, asylum seekers, vulnerable migrants and their dependants in need thereof so as to enhance their employment opportunities and assist in their settlement within a new community; AND
- 4) To advance the education of the public in general about the issues relating to refugees, asylum seekers and vulnerable migrants;
- 5) The provision of facilities for recreation or other leisure time occupation for refugees, asylum seekers and vulnerable migrants with the object of improving the conditions of life of those persons who have need of such facilities by reason of their youth, age, infirmity or disablement, poverty or social and economic circumstances.

The activities employed to achieve the charity's objectives are:

- A counselling service, offering transcultural counselling and psychotherapy, aimed at relieving distress arising from the after-effects of conflict, persecution or violence, and building confidence and empowering refugees, asylum seekers and vulnerable migrants.
- A service for women to provide support and network with others through a programme of educational, creative or recreational activities.
- Activities for men to provide support and network with others through a programme of educational, creative or recreational activities.
- A mentoring and coaching service to provide social support and to help with both mental health and employment needs as appropriate.
- An employment service, supported by bursary funding, to identify and extend the skills of refugees and facilitate access to employment, training and business opportunities in order to reduce dependency, promote mental health and facilitate integration with local communities.
- A training and consultation service to develop the capacity of other agencies, service providers and social services to respond appropriately and effectively to the mental health needs of refugees and asylum seekers who are at risk of isolation and social exclusion.
- Work with the media/ other agencies to present positive images of refugees and asylum seekers and to enable clients to share their experiences and opinions where desired.
- The sharing and promotion of good practice in relation to the psychosocial and integration needs of refugees and asylum seekers, through qualitative and quantitative evaluation of our activities.

Overview of the year ended 31 March 2020

The corporate objectives which the Trustees agreed for 2019/20 were to:

- Develop and deliver our range of high quality therapeutic services with a view to empowering clients, and improving their resilience and well-being;
- Continue to consolidate and build on recent growth by improving business management and communications systems to aid efficiency and effective working;
- Build our internal capacity by focussing on the professional development, and safeguarding the well-being, of our staff, trustees, volunteers and associates.

- Continue to grow our marketing communications and media activities to build the organisational profile, diversify our funding streams and help ensure the organisation's sustainability and relevance in an increasingly challenging external environment;
- Meet the outcomes set for different services and embed our new system of monitoring and evaluating our work, including eliciting regular feedback from our clients, in order to more effectively evaluate, report on and develop these;
- Consolidate strategic partnerships with other key organisations in order to develop and extend our range of client services and identify possible joint funding initiatives, while avoiding duplication of services and maintaining focus on our core aims.
- Develop new business activities which are in line with our core remit, in order to generate unrestricted funding to safeguard the provision of our services in the future, eg by using our expertise to build capacity in other agencies.

Achievements and performance 2019/20

Refugee Resource is the only service in Oxfordshire to offer a range of complementary services to support the psychological, emotional and social well-being, and long-term mental health needs of refugees, asylum seekers and vulnerable migrants in the area. Clients are referred to us from multiple partners, including the NHS and GPs, Social Services, solicitors and other community organisations, as well as by friends or family, and via self-referrals.

Following several years of expansion, it was important to focus this year on consolidating the organisation's growth, building sustainability and ensuring services are of the highest quality and reach the most vulnerable clients. We undertook several reviews, evaluating services as well as capacity and infrastructure, and hosted organisational essence workshops for staff, trustees, volunteers and clients. This learning fed into our annual Strategic Planning Away Day and helped to guide an organisational change process and restructure of the staff team, in order to properly invest in the financial management and administrative support needed for an organisation which has for the first time reached £0.5m turnover. Several staff posts were adapted; in addition, we made one redundancy and created a new Finance and Administration Manager post.

In 2019/20, we either met or exceeded our service delivery targets. We supported 321 refugees, asylum seekers and vulnerable migrants from over 40 different countries. We documented 1,230 visits to our offices to access support via our mentoring, counselling, social inclusion (advice/advocacy) and women's services. Many of our clients come from: Syria (14%), Afghanistan (10%), Sudan (8%), Iraq (5%) and Iran (5%). We continue to work with over 60 partner organisations to help give clients the best end-to-end service to address and resolve a range of issues. Work continued on the improvement and implementation of systems and procedures in the key areas of safeguarding, monitoring, evaluation & learning (MEL), data processing and management, GDPR compliance and financial systems.

The coronavirus pandemic has brought unprecedented challenges and change, but most of this was felt at the turn of the next financial year; a short update on our response to the pandemic can be found later on in this report.

20th anniversary year

October 2020 marked our 20th anniversary, and we maximised this opportunity to raise our external profile, and piloted a number of community-based fundraising initiatives to boost unrestricted revenue. This included the Oxford Half Marathon, which raised over £8,000, and a concert hosted at the JR Hospital with the Radcliffe Orchestra, which raised over £2,500. The latter was the best attended event the orchestra had held and also gave our women's group the opportunity to take part in welcoming guests and marketing their new recipe book. We also undertook other small-scale

events, including talks to raise our profile and funding, with community fundraising efforts bringing in c. £17,000.

We applied to a new grant-making CIO, Society of the Holy Child Jesus, to support the new role of Finance & Administration Manager, a role which will help structure and support the team to deliver effective services and focus on our longer-term strategy. The funder was keen to hear about projects that would have a significant impact on the organisation and its sustainability, and they awarded us a grant of £20,000 to fund this new post for the first year.

Highlights of 2019/20

- Our counselling and psychotherapy service team of nine counsellors, worked with 118 clients; 79 clients received individual counselling, including 15 young people who were seen in school as part of our school-based therapy service. We have launched three different therapeutic groups (two of these are for Arabic speakers) to support refugees and asylum seekers who have struggled to use other services.
- We have worked with 43 mentoring matches over this year, including 23 new pairs. Our mentors logged 203 meetings and a total of 320 hours of mentoring support.
- Our women's service had 66 active members across the year, with a successful new, tiered system in place to ensure that the most vulnerable individuals have more support, whilst longer-standing and more active members are able to take on more responsibility and feel empowered to help themselves and others. We ran a peer-mentoring course for seven of the more experienced members.
- At the request of group members, the women's service now has specific focuses each term featuring a variety of workshops and external speakers; for example, the winter term focused on health issues. Following coordination of a summer workshop with the NHS through the Oxfordshire Clinical Commissioning Group entitled 'understanding the NHS', we carried out a needs analysis of the topics women would find most helpful. We then hosted a series of workshops in partnership with the NHS; these included cervical and breast cancer screening, menopause, healthy eating, diabetes, high blood pressure and breastfeeding.
- We gave out £5,020 worth of bursary funding to support seven people to access training, education and/or employment opportunities. We continue to work in partnership with the Oxford University Hospital NHS Foundations Trust to access funds to retrain medical professionals so they can work as doctors, nurses, pharmacists and dentists in the UK.
- Our advice and advocacy team supported 104 people. Clients experience a very wide variety of issues; social isolation, housing, benefits, discrimination, domestic violence alongside other needs like access to academic learning and support into volunteering and employment. Our in-house Citizen's Advice service gave specialised support to 43 clients, helping them with 395 different issues.
- Over the year, 42 young men were involved with various activities. This included regular activities such as a football group and film production training, as well as one-off experimental activities such as adventure weekends (including taster activities such as cycling, rock climbing and archery), and a short equine therapy course.
- 33 clients engaged in volunteering in 2019/20, with a total of 1,770 volunteering hours.

COVID-19 pandemic response

We identified a trend that clients are presenting with more highly complex needs than in the past, and this was further exacerbated by the coronavirus pandemic. Many of our clients, who may reach a point of marked improvement and stability in their lives, remain vulnerable and may need services again in the future after 'moving on'; this trend is likely to be exacerbated by the Covid pandemic in the next financial year.

We rapidly adapted our services to respond to the pandemic, so that our entire staff team could successfully transition to working remotely before our offices were closed during lockdown. Despite

initial concern, the majority of our clients responded well to phone/video appointments. Our social inclusion and in-house Citizens Advice service continued to provide support to all our clients by telephone and online appointments, including to Unaccompanied Asylum Seeking Children (UASCs). The counselling service delivered appointments remotely, with some clients requesting briefer and more frequent sessions, so therapists adapted to offering shorter 30-minute sessions twice a week, instead of the usual one-hour, weekly sessions. We continued to offer therapy with interpreters, working with three-way video calls.

Our mentoring programme also transitioned to operating remotely, with the majority of mentoring pairs continuing to meet on a weekly basis by phone. We contacted former clients for welfare checks, as well as contacting individuals on our waiting list and, as the situation normalised, resumed accepting new referrals. Phone lines remained open and the team continued to work extremely closely with local Mutual Aid groups, the City and County Councils, Oxford Stronger Together volunteer group and Asylum Welcome to ensure clients have enough food, essentials and medications. The team have regular meetings, including weekly management, safeguarding and risk committee meetings, as well as new and adapted processes, such as an internal family risk register and new service-level agreements to ensure accountabilities are clear between organisations.

Financial Review

Principal funding sources

The principal funding sources for the charity for 2019/20 have been grants, primarily from the National Lottery, The Henry Smith Charity, Lloyds Bank Foundation, Comic Relief, Children in Need, Oxford City Council and Oxfordshire County Council.

We would also like to thank St Cross College, Oxford for providing a venue and refreshments for our annual strategic planning away day in January 2020.

Reserves policy

Our reserves policy dictates that we keep a relatively high level of reserves due to both the nature of our work and our income cycle. Our counselling and psychotherapy work with vulnerable and traumatised clients is long-term and it could be unsafe to end this abruptly; we therefore need a 9-12 month period to wind-down this service. The nature of the work also means we require premises with a reception and counselling rooms; we must provide clinical supervision for staff; and interpreters are needed for service users. We are currently dependent on a few major funding sources - if any of these were lost it could place us in a precarious situation, and as our ability to generate unrestricted funds quickly is limited, we need to hold reserves to cover a lost grant until we can find alternative sources of funding. Our reserves policy is available on request.

The charity holds £408,763 in funds at 31 March 2020, including £73,720 in restricted funds, £2,444 represented by tangible fixed assets with free reserves of £332,599." The trustees have set the level of designated reserves at £203,000 for 2020/21 and are happy with the level of free reserves in light of the current economic situation, possible impacts of coronavirus and the charity's ongoing dependence upon grant funding. In addition, as mentioned above, the nature of the work means that the organisation's activities cannot be wound down too quickly as this would be detrimental to its clients' mental health; a relatively high level of reserves funding is therefore held.

Areas of focus in 2020/21

- We will review our ways of working and core business in light of the coronavirus epidemic, i.e. our ability to adjust our service delivery to accommodate more virtual working and our technological systems to do this;

- We will continue to develop our approach to financial and business development and management, including extending our offer of capacity building services for other agencies working with our client groups;
- We will ensure high quality, wrap around services where current and new clients can feel safe, valued and empowered, via longer-term interventions with clear planned pathways, including casework;
- We will continue to focus on developing alternative fundraising streams, for example by piloting community fundraising initiatives.
- We will continue to improve upon our back-office support and infrastructure, especially in the area of financial management with the additional capacity and expertise of the new Finance and Administration Manager, and an Administration Assistant;
- We will ensure all our work is based upon feedback from our client group, including by developing and improving our Refugee Advisory Group activities;
- Further to increasing cases of modern slavery and domestic violence, we will continue our focus on ensuring all our systems and processes around safeguarding are robust.

Structure, Governance and Management

Refugee Resource is a charitable company limited by guarantee, incorporated on 9 October 2002 and registered as a charity on 5 August 2003. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £10.

Refugee Resource was previously known as Oxford Refugee Support Project, which was established by a Declaration of Trust dated 14 October 1999. On 1 April 2003, the Trustees transferred the assets and liabilities held under the Declaration of Trust into the company limited by guarantee and from that date the organisation's activities have been conducted through the company limited by guarantee.

The governance of the charity is the responsibility of the directors who are also trustees and the sole Members of the company. They are elected and co-opted under the terms of the Articles of Association which specify that a minimum of three trustees be appointed with no maximum number recommended. One third of trustees step down by rotation at each annual general meeting and, if eligible, may offer themselves for re-election. Efforts are made to recruit a range of trustees who can provide the charity with a broad spectrum of relevant experience and knowledge. There is an induction process for new trustees designed to help them understand how the charity works. The trustees who served during the period of this report are set out on page 3.

The Board of trustees delegate the running of the organisation to a Chief Executive Officer and management team; the governance function is supported by quarterly Board meetings and an annual strategic planning meeting, as well as a Finance Committee comprising the Chair, the Treasurer and the Vice Chair; we also have a Governance and HR Committee and a Safeguarding Lead. Trustees receive an induction pack upon engagement. A pay policy is in place and a full benchmarking review was carried out in 2018; salaries are subject to an annual review process by the Board.

Risk management

The Trustees have identified the key risks and measures to mitigate them in a risk register document which is reviewed quarterly at Board meetings, the main areas of current focus are as follows:

- Financial sustainability: the charity is currently overly dependent upon grants from trusts and foundations to maintain its operations; a focus in the strategic plan for 2020/23 is to diversify ways of raising revenue by developing the social enterprise trading initiatives and extending our community fundraising activities; these are likely to be adversely affected by the coronavirus pandemic in 2020/21.
- Issues arising due to the coronavirus pandemic including threat to client and staff health and safety; the CEO and a smaller committee of trustees meet regularly to review and update an additional, comprehensive risk register and make decisions regarding actions that need to be taken to mitigate these eg a thorough guide to returning to working in the office was produced and communicated to staff.

Responsibilities of the Trustees for the preparation of the financial statements

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

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

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the small Companies Regime under Section 419(2) of the Companies Act 2006.

Signed on behalf of the Trustees

Belinda Coote

.....
Belinda Coote
Chair

21.09.2020

.....
Date:

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Belinda Coote

.....
Belinda Coote
Chair

21.09.2020

.....
Date:

Independent examiner's report to the Trustees of Refugee Resource

I report to the charity trustees on my examination of the accounts of Refugee Resource (the Company) for the year ended 31 March 2020, which are set out on pages 12 to 24.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's report

Since the Company'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 Institute of Chartered Accountants in England and Wales, 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:

- 1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- 2) the accounts do not accord with those accounting records; or
- 3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- 4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.



Name of examiner: Colin Mills

Name of firm: Critchleys Audit LLP

Relevant professional body: Institute of Chartered Accountants in England and Wales

Address: Beaver House, 23-38 Hythe Bridge Street, Oxford, OX1 2EP

Date: 29 September 2020

Refugee Resource
Statement of Financial Activities (including Income & Expenditure Account)
For the Year Ended 31 March 2020

		2020			2019		
		Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
		£	£	£	£	£	£
Income and endowments from:	Note						
Donations	2	9,887	442,898	452,785	43,588	367,700	411,288
Charitable activities	3	28,520	19,342	47,862	26,367	20,531	46,898
Other trading activities		18,571	-	18,571	-	-	-
Investments		181	-	181	690	-	690
Total		57,159	462,240	519,399	70,645	388,231	458,876
Expenditure on:							
Raising funds	4	5,486	59,955	65,441	4,298	59,317	63,615
Charitable activities	5	40,797	354,483	395,280	45,398	337,098	382,496
Total		46,283	414,438	460,721	49,696	396,415	446,111
Net income / expenditure		10,876	47,802	58,678	20,949	- 8,184	12,765
Transfers between funds		1,540	- 1,540	-	3,822	- 3,822	-
Net movement in funds		12,416	46,262	58,678	24,771	- 12,006	12,765
Reconciliation of funds:							
Total funds brought forward		322,627	27,458	350,085	297,856	39,464	337,320
Total funds carried forward		335,043	73,720	408,763	322,627	27,458	350,085

Refugee Resource Balance Sheet At 31 March 2020

Company number 04558542

		2020		2019	
		£	£	£	£
	Notes				
FIXED ASSETS					
Tangible Assets	7		2,444		-
CURRENT ASSETS					
Debtors	8	32,327		19,976	
Cash at bank and in hand		391,522		384,986	
		423,849		404,962	
CREDITORS: Amounts falling due within one year	9	17,530		54,876	
NET CURRENT ASSETS			406,319		350,086
NET ASSETS			408,763		350,086
INCOME FUNDS					
General funds	11		335,043		322,628
Restricted funds	11		73,720		27,458
TOTAL FUNDS			408,763		350,086

For the year ended 31 March 2020 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Approved by the Board of Trustees on
and approved on its behalf by:

Belinda Coote

Belinda Coote
Chair

21.09.2020

Date:

Refugee Resource **Statement of Cash Flows** **For the Year Ended 31 March 2020**

		2020 £	2019 £
	Notes		
Cash generated by operating activities	13	<u>10,021</u>	<u>21,186</u>
Cash flows from investing activities			
Dividends and interest from investments		181	690
Purchase of fixed assets		- 3,666	-
Cash provided by (used in) investing activities		<u>- 3,485</u>	<u>690</u>
Increase (decrease) in cash and cash equivalents in the year		6,536	21,877
Cash and cash equivalents at the beginning of the year		384,986	363,109
Total cash and cash equivalents at the end of the year		<u><u>391,522</u></u>	<u><u>384,986</u></u>

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2020

1. Accounting Policies

The following accounting policies have been used consistently in dealing with items which are considered material to the accounts of Refugee Resource.

a) Basis of accounting

The financial statements have been prepared in accordance with FRS102 and the Charities Statement of Recommended Practice (FRS 102).

The trustees consider that the charity is a public benefit entity.

b) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.
- Designated funds are created at the discretion of the Trustees for such purposes as they see fit.

c) Income

All income is included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

d) Pension policy

Refugee Resource operates a pensions' policy in compliance with the requirements of auto enrolment. Employees may make a contribution and Refugee Resource contributes 4% of salary.

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2020

e) Expenditure

All expenditure is accounted for on an accruals basis and has been listed under headings that aggregate all the costs related to that activity. Where costs cannot be directly attributed they have been allocated to activities on a basis consistent with the use of the resources.

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activity on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. staff numbers, time allocation.

f) Fixed assets

Fixed assets are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £250 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

Computers	33% per annum
Office Equipment	25% per annum

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2020

2. Donations and Grants

	2020		2019	
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Big Lottery Fund	-	118,934	118,934	114,298
Children in Need	-	27,046	27,046	22,481
Comic Relief	-	39,166	39,166	38,412
County Council UASC programme	-	23,329	23,329	12,140
Legacy	-	-	-	20,000
Oxford PGMDE	450	4,497	4,947	4,070
Oxford City Council	-	52,173	52,173	48,553
Oxfordshire County Council	-	45,000	45,000	45,000
St Michael's and All Saints Charity	-	5,000	5,000	5,000
Oxford Community Foundation	-	9,860	9,860	9,730
Donations and Fundraising	9,437	2,283	11,720	9,958
Oxford CAB	-	2,534	2,534	3,130
Henry Smith Charity	-	34,900	34,900	30,000
TIDES	-	-	-	28,516
Equator Fund	-	15,000	15,000	15,000
Lloyds Bank Foundation	-	25,000	25,000	-
Postcode Lottery	-	12,176	12,176	-
Shanly Foundation	-	1,000	1,000	-
Society of the Holy Child Jesus	-	20,000	20,000	-
The M&C Trust	-	5,000	5,000	-
Other grants	-	-	-	5,000
	9,887	442,898	452,785	411,288

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2020

3. Income from charitable activities

	2020		2019	
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Hardship	-	-	-	500
Oxford Clinical Commissioning Group	-	17,100	17,100	17,100
PCC Victims First	4,140	-	4,140	6,660
Oxford City Council VPRS	16,560	-	16,560	12,640
Other Income	7,820	2,242	10,062	9,998
	28,520	19,342	47,862	46,898

4. Expenditure on raising funds

	2020		2019	
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Directly attributable costs	3,924	49,938	53,862	55,640
Support costs allocated	1,562	10,017	11,579	7,975
	5,486	59,955	65,441	63,615

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2020

5. Expenditure on charitable activities

		2020		2019
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Counselling Service				
Directly attributable costs	12,585	101,261	113,846	157,944
Support costs allocated	3,301	21,174	24,475	22,637
	<u>15,886</u>	<u>122,435</u>	<u>138,321</u>	<u>180,581</u>
Mentoring Service				
Directly attributable costs	- 61	47,484	47,423	43,767
Support costs allocated	1,375	8,820	10,195	6,273
	<u>1,314</u>	<u>56,304</u>	<u>57,618</u>	<u>50,040</u>
Women's Service				
Directly attributable costs	11,039	35,908	46,947	41,911
Support costs allocated	1,361	8,731	10,092	6,007
	<u>12,400</u>	<u>44,639</u>	<u>57,039</u>	<u>47,918</u>
Advice, Advocacy and Outreach Service				
Directly attributable costs	7,801	109,322	117,123	90,924
Support costs allocated	3,396	21,783	25,179	13,032
	<u>11,197</u>	<u>131,105</u>	<u>142,302</u>	<u>103,956</u>
	<u>40,797</u>	<u>354,483</u>	<u>395,280</u>	<u>382,495</u>

Support costs include governance costs of £1,000 in respect of Independent Examination fees (2019 £1,000). Due to a restructure in the counselling team in 2019/20, and a refocus on building our social enterprise trading work, some costs previously allocated to the counselling service, have been re-allocated to management and support costs.

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2020

6. Staff costs

	2020	2019
	£	£
Wages and salaries	260,506	251,506
Employer's National Insurance contributions	17,897	17,678
Employer's pension contributions	10,091	7,999
Total	288,494	277,183

The average number of employees during the year, calculated on the basis of full time equivalents, was as follows:

	2020	2019
	FTE	FTE
Counselling	2.32	2.04
Mentoring	1.00	1.00
Women's Service	0.89	0.79
Advice and Advocacy	2.02	1.76
Administration and support	0.70	1.06
Director and Development	2.02	1.84
Total	8.95	8.49

No employee's emoluments exceed £60,000 in the year. The charity contributes 4% of salary to an auto-enrolment compliant work-based pension scheme for all eligible staff.

Key Management personnel remuneration. Including salary, employer's National Insurance and Employer's Pension totalled £49,233 (2019: £56,023).

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2020

7. Fixed Assets

	Computers	Office Equipment £	Total £
Costs			
At 1 Apr 2019	2,081	3,201	5,282
Additions	3,666	-	3,666
Disposals	-	-	-
At 31 March 2020	<u>5,747</u>	<u>3,201</u>	<u>8,948</u>
Accumulated depreciation			
At 1 Apr 2019	2,081	3,201	5,282
Charge for year	1,222	-	1,222
Disposals	-	-	-
At 31 March 2020	<u>3,803</u>	<u>3,201</u>	<u>6,504</u>
Net book value			
At 1 Apr 2019	-	-	-
At 31 March 2020	<u>2,444</u>	<u>-</u>	<u>2,444</u>

8. Debtors

	2020 £	2019 £
Trade debtors	16,535	16,373
Other debtors	15,792	3,603
	<u>32,327</u>	<u>19,976</u>

9. Creditors

	2020 £	2019 £
Trade creditors	1,644	20,075
Accruals	8,466	2,569
Deferred income	-	25,000
Taxation and social security	5,766	5,685
Other creditors	1,654	1,547
	<u>17,530</u>	<u>54,876</u>

Deferred income is represented by grants received before the year end where the grant period does not start until the following April.

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2020

10. Commitments

	2020	2019
	£	£
Expiring in less than one year	<u>15,284</u>	<u>15,284</u>

At 31 March 2020 the charity had a non-cancellable commitment equal to 4 months' rent of £15,284 (2019: £15,284).

11. Movement in funds

	As at 1 Apr 2019	Incoming resources	Outgoing resources	Transfers	As at 31 March 2020
	£	£	£	£	£
Unrestricted funds:					
General funds	201,627	57,159	- 46,283	1,540	214,043
Designated funds	121,000	-	-	-	121,000
Restricted funds:					
Counselling, Mentoring, Women's Service, Advice, Advocacy and Outreach	27,458	462,240	- 414,438	- 1,540	73,720
	<u>350,085</u>	<u>519,399</u>	<u>- 460,722</u>	<u>-</u>	<u>408,763</u>

Purposes of Restricted Funds

The Counselling and Mentoring Services offer therapeutic support to asylum seekers, refugees and vulnerable migrants via psychotherapy, counselling and an accredited one-to-one befriending scheme. The main funders are the Big Lottery Fund, Comic Relief, Children in Need, the Oxfordshire Clinical Commissioning Group and the Thames Valley Police and Crime Commissioner – Victims First programme.

The Women's Service provides a safe and supportive space for female clients to come together and undertake activities which promote their psychological, emotional and physical well-being. Like all our services, it aims to reduce social isolation and exclusion and break down barriers to the women integrating into the local community and life in Oxfordshire.

The Advice, Advocacy and Outreach Services support the work carried out via our therapeutic services by enabling social integration as described above, and also by providing advice on a range of practical issues as well as signposting to other services. These include a men's service including a football club, a Citizen's Advice Bureau service, support with accessing training, education and employment, a hardship fund and bursary funding. These activities are funded by the Big Lottery Fund and other smaller trusts and foundations.

Core funding has been primarily provided by Oxfordshire County Council and The Henry Smith Charity.

Purpose of Designated Funds

The designated fund is held in line with the reserves policy in order to ensure the stability of the mission, programmes, employment and ongoing operations of the organisation.

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2020

Movement in funds 2019

	As at 1 Apr 2018	Incoming resources	Outgoing resources	Transfers	As at 31 March 2019
	£	£	£	£	£
Unrestricted funds:					
General funds	176,856	70,645	- 49,695	3,822	201,628
Designated funds	121,000	-	-	-	121,000
Restricted funds:					
Counselling, Mentoring, Women's Service, Advice, Advocacy and Outreach	39,464	388,230	- 396,415	- 3,822	27,458
	<u>337,320</u>	<u>458,876</u>	<u>- 446,110</u>	<u>-</u>	<u>350,086</u>

12. Analysis of Net Assets between funds

	General funds	Restricted funds	Total
	£	£	£
Tangible fixed assets	2,444	-	2,444
Cash at bank and in hand	317,802	73,720	391,522
Debtors	32,327	-	32,327
Current liabilities	- 17,530	-	- 17,530
	<u>335,043</u>	<u>73,720</u>	<u>408,763</u>

Analysis of Net Assets between funds 2019

	General funds	Restricted funds	Total
	£	£	£
Tangible fixed assets	-	-	-
Cash at bank and in hand	332,528	52,458	384,986
Debtors	19,977	-	19,977
Current liabilities	- 29,876	- 25,000	- 54,876
	<u>322,628</u>	<u>27,458</u>	<u>350,086</u>

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2020

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

	2020	2019
Net income / expenditure for the year (as per the Statement of Financial Activities)	58,677	12,765
Add back depreciation charge	1,222	-
Investment income	- 181	- 690
Loss on disposal of fixed assets	-	-
Decrease (increase) in debtors	- 12,351	- 6,932
Increase (decrease) in creditors	- 37,346	16,043
Net cash generated by operating activities	10,021	21,186

14. Trustees' Remuneration and related party transactions

Trustees received no remuneration during the year for their duties as trustees (2019: £nil).

Two trustees were reimbursed for their expenses during the year: £88 (2019: £nil)

There was one related party transaction. One trustee received bursary funding to cover course fees, travel and course materials: £2,969 (2019: £2,257).

15. Legal Status and Registered Office

Refugee Resource is a Charitable Company, limited by guarantee, incorporated in England. It's registered office and principal place of business is:

The Old Music Hall
106-108 Cowley Road
Oxford
OX4 1JE