Company registration number: 03931483 Charity registration number: 1080813

Indoamerican Refugee and Migrant Organisation

known as

IRMO

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2020

Field Sullivan Limited 70 Royal Hill Greenwich SE10 8RF

known as IRMO

Contents

Reference and Administrative Details	1
Trustees' Report	2 to 15
Independent Examiner's Report	16 to 17
Statement of Financial Activities	18
Balance Sheet	19 to 20
Notes to the Financial Statements	21 to 32

known as IRMO

Reference and Administrative Details

Chief Executive Officer (known as

Director)

Lucia Vinzon

Trustees

Lucia Cirimello

Gabriel Gonzalez

Cecilia Lanata Briones

Helia Lopez Zarzoza

Fidel Narvaez

Olivia Stewart

Frances Trevena

Secretary

Lucia Vinzon

Principal Office

Unit 8 Warwick House

Overton Road

London

SW9 7JP

Company Registration Number

03931483

Charity Registration Number

1080813

Bankers

Unity Trust Bank PLC

Nine Brindley Place

Birmingham

B1 2HB

Independent Examiner

Field Sullivan Limited

70 Royal Hill Greenwich SE10 8RF

known as IRMO

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2020.

Trustees

Lucia Cirimello (appointed 2 December 2020)

Gabriel Gonzalez (appointed 24 May 2019)

Cecilia Lanata Briones

Helia Lopez Zarzoza (appointed 24 May 2019)

Fidel Narvaez

Olivia Stewart (appointed 24 May 2019)

Frances Trevena (appointed 24 May 2019)

Lucy Bramley (appointed 24 May 2019 and resigned 13 February 2020)

Anthony Chandler (resigned 24 May 2019)

Paola Hanks (resigned 16 September 2020)

Fernando Lanza (resigned 24 May 2019)

Helen McCarthy (resigned 24 May 2019)

Maria Romero Acaro (resigned 24 October 2019)

Mariya Stefanova (resigned 24 May 2019)

François Tarrisse (resigned 24 May 2019)

GOVERNANCE AND MANAGEMENT

IRMO is a UK registered charity, regulated by the Charity Commission for England and Wales. It is constituted as a Company Limited by Guarantee. The company was established under a Memorandum of Association, which established the objectives and powers of the charitable company and is governed under its Articles of Association. The trustees listed above are the directors of the company and the trustees of the charity.

IRMO's Board of Trustees or Management Committee is made up of six to nine members. IRMO is a membership organisation and its members (predominantly its users) are entitled to vote and stand for election to the Management Committee at the Annual General Meeting (AGM). Management Committee members are elected to serve on the board for one year at a time and can be re-elected. Trustees can serve on the Management Committee for up to five years consecutively.

IRMO recruits trustees based on the key skills and experiences identified in the yearly skills audit. The recruitment process is led by the Chair. Candidates are invited to an informal interview. Representatives from IRMO's service users or volunteers are invited to participate in the recruitment panel. The panel elects the recommended candidates, who will seek to be formally elected by the members during the AGM. If a position on the Management Committee becomes vacant during the year, trustees can consider nominations for new trustees.

known as IRMO

Trustees' Report

Trustees are provided with a Handbook and Governance Manual, outlining the roles and responsibilities of the board and key documents, policies and procedures such as the board's succession plan, risk management and board evaluation system. New trustees are provided with an in-depth induction to familiarise them with the charity and the non-governmental sector as well as to brief them on their responsibilities as trustees under charity and company law. During the reporting year, trustees attend seminars and training on governance, charity legislation and other topics relevant to their roles.

Every year the board also identifies key roles that will support the organisation to achieve its strategic goals. While all trustees are involved in general areas of the board (including planning, finance and compliance), role descriptions are designed to provide each member with a specific focus for their work on the board. This helps to provide greater clarity for all board members and ensure clear lines of responsibility. Every year the board conducts a review of its performance in relation to best practices set out by the Charity Governance Code of the Charity Commission.

The Committee meets every six to eight weeks and is responsible for strategic decisions, policy making, compliance and overall control of the charity. It is responsible for approving the charity's business plan, annual budget and quarterly financial reports. Staff management and operational decisions are taken by the CEO, known as the Director, who is line-managed by the Chair.

Risk management

Trustees assess annually the various risks to which the charity is exposed in relation to social impact, sustainability, organisation management, compliance, reputation and external factors, including the additional risks brought by the COVID-19 pandemic. An agreed action plan and strategies to mitigate risks are put in place, and owners are assigned to the main risks identified. IRMO also undertakes risk assessment and contingency planning for individual projects and partnerships.

Reserves policy

The trustees are committed to maintaining an adequate, justified and reasonable level of reserves in line with guidance from the Charity Commission. In the case that an unplanned closure became necessary, the reserves would enable the organisation to have a three-month period in which to wind up in a solvent manner, ensure service users are signposted appropriately to other services, and staff and volunteers are supported during this process. IRMO's reserves policy establishes that the minimum level of reserves held in 2019/2020 should be £92,900.

Unrestricted funds held at the end of March 2020 were £142,125. Out of this, £30,000 was designated to contribute towards the refurbishment of IRMO's premises, planned to start in the next financial year. The remaining £112,125 will be held as reserves. This is equivalent to approximately three months of operating costs and meets the required amount set out in our Reserves Policy. Trustees will continue to monitor reserves closely to ensure that IRMO holds adequate funds to cover its future needs.

known as IRMO

Trustees' Report

THE COMMUNITY WE SERVE: LATIN AMERICANS IN LONDON

The Latin American community is one of the fastest growing non-EU migrant populations in London. In 2013, there were around 250,000 Latin Americans in the UK, of which 145,000 were in London. These numbers are comparable in size to other large migrant communities such as the Somali, Chinese and Romanian (McIlwaine & Bunge 2016). From 2009, as a result of the economic recession in southern Europe, Latin Americans that had migrated to EU countries started migrating to the UK. South London (Lambeth and Southwark), where IRMO is based, is the area of biggest concentration of Latin Americans.

In spite of the community's high rates of employment (close to 70%), many experience exclusion, poverty and disadvantage in the labour market. Reports by Queen Mary University (2011, 2016) revealed that the majority work in low paid, precarious jobs, mostly in the cleaning or catering sectors, and experience 'in work poverty' and isolation linked to working anti-social and fragmented hours. Three-quarters earn less than the London Living Wage and substantially less than the London average. These conditions leave people vulnerable to exploitation: 45% reported experiencing workplace abuse. In addition, many experience 'deskilling' on arrival in Britain (70% attended higher education in their countries).

Poverty and job insecurity often force families to live in overcrowded and inadequate housing. IRMO research has suggested that 16% of our beneficiaries are homeless or insecurely housed and over a quarter are living in overcrowded conditions.

Access to public services remains low; only around 6% claim an out-of-work benefit, 1 in 6 are not registered with a GP, and 7 out of 10 have never been to a dentist in the UK. IRMO has also witnessed a growing problem regarding access to mainstream education for newly arrived Latin American children. The children we worked with in 2019/20 waited on average 45 school days for a school place. This has a major impact on their education, confidence and ability to integrate.

OUR MISSION, VISION, ACTIVITIES AND VALUES

IRMO grew out of one of the first Latin American community organisations in the UK. Originally known as *Chile Democrático*, IRMO was founded in August 1982 by political refugees from Chile. The organisation was later renamed the Indoamerican Refugee and Migrant Organisation to reflect the diverse and growing Latin American migrant community in the UK.

Today, IRMO is a community-led organisation that provides Latin Americans (and other Spanish and Portuguese speaking communities more widely) with tools and information in an empowering process to build fulfilled, independent and integrated lives in the UK using a rights-based approach.

Our vision is that Latin Americans living in the UK are empowered to fulfil their potential and are able to fully and equally access services and opportunities. We work with one of London's fastest-growing migrant populations, whose disadvantage, isolation and exclusion is often invisible to mainstream policy makers. Building on over three decades experience, we aim to build a stronger and more resilient community.

known as IRMO

Trustees' Report

Our work with the community spans three main pillars:

Education, training and employment: through our educational programmes we provide English courses for adults, one-to-one employment support, professional mentoring, sector-specific training, and workshops on employability skills. Through these activities we build skills so that people can join and progress within the labour market as well as participate more actively in British society.

Advice and advocacy: frontline one-to-one advice in Spanish and Portuguese on many areas of immigration; money management; housing; tax and accessing welfare entitlements. Through this work we provide specialist, trusted, expert support for people facing difficulties and build people's skills to navigate the system for themselves.

Children, young people and community: through our family and young people's projects we provide creative/skills building activities, homework clubs and English classes for recently arrived children and young people. Through this work, we support children and young people to gain access to education and training, boost educational attainment and self-confidence while promoting participation in the wider community. Our community projects aim to provide opportunities for people to connect with others to build relationships and social cohesion.

In addition, we have a cross-cutting pillar, which is campaigning for migrants' rights.

Our values are:

Commitment: We are driven by our commitment to social justice for the Latin American Community. We learn from our experiences and are creative in our approach to overcoming challenges. We act with care and responsibility in our delivery, being accountable for our work and services.

Community: We provide a warm, friendly, and kind environment for everybody. We recognise, welcome, and celebrate our diverse community by encouraging and fostering respect, dignity, and connections across all who are part of IRMO.

Transparency: We communicate about our work and services in an open, honest, and accessible way to all stakeholders.

Collaborative: We recognise that working together with our community, partners, and funders serves to strengthen and improve our work. We value the knowledge, skills, and experience of our service users, and we work together to create lasting change.

Solidarity: We stand alongside all migrants and others fighting for social justice, placing ourselves within the migrant movement and valuing the strength in our collective experiences, work and unity.

known as IRMO

Trustees' Report

OUR WORKING PRACTICES

Quality

IRMO maintains high quality across all its services. We have a robust set of policies, procedures and manuals for service delivery. Regular feedback forms, surveys and community steering group feedback feed our strategy to ensure we provide relevant, high quality services, which respond to the changing needs of the community. We conduct annual quality reports to reflect on the quality of our provision and to ensure we are continually improving. All staff hold relevant qualifications, have personal development plans, and are DBS checked.

IRMO holds the Advice Quality Standard (AQS) and the Office of the Immigration Services Commissioner (OISC) regulation standards. IRMO is also a certified London Living Wage employer since 2014 and is working to achieve the London Youth Quality Mark in 2020. We are members of Advice UK and London Youth.

Safeguarding

IRMO is committed to ensuring that all children, young people, and vulnerable adults have the right to live free from fear of harm and abuse and have their rights and choices respected regardless of their age, gender, disability, culture, language, racial origin, nationality, immigration status, religious belief or sexual orientation. In order to do so we have a regularly reviewed Safeguarding Policy and set of procedures, which establish the responsibilities of staff and volunteers.

The nominated Designated Safeguarding Lead (DSL) and Deputy are responsible for regularly reviewing and updating policies and procedures, providing oversight of safe recruitment practices, training new and existing staff and volunteers, reporting concerns and liaising with the relevant authorities to comply with the multi-agency approach. Information on how to respond to and report concerns is included in the policies as well in flowcharts displayed in each office. One of the trustee roles focuses on safeguarding, aiming to ensure compliance of safeguarding responsibilities and that policy and procedures are in line with the most recent government legislation and best practice. In line with IRMO's safe recruitment process, all volunteers, staff, and trustees are DBS checked and undertake safeguarding training.

Partnerships

Most of our services and activities are now delivered as part of formal partnerships. Working with others helps to make us stronger and improve the circumstances of more people. Our current partnerships include:

Place for All (PFA) is a Lambeth-based partnership bringing together the Baytree Centre, High Trees and IRMO. PFA offers a multifaceted service for socially and financially excluded adults, with a particular focus on lone parents, women, Black, Asian and minority ethnic (BAME) communities, Latin American and Spanish-speaking communities, and the over 50s age group as the most excluded groups in the borough.

Building Young Brixton (BYB) is a Lambeth-based partnership project of nine partners that offers a multifaceted youth service. The aim of the project is to inspire and empower young people aged 7-19 in Brixton, with a particular focus on BAME, Latin American, and Portuguese speaking young people.

known as IRMO

Trustees' Report

EU-Latin Americans Mobile and Participating (EU LAMP). Through a partnership with Southwark Law Centre, The Law Centres Network, and Edugep (Portugal), the project seeks to enhance the social, economic and civic participation of Latin Americans with an EU passport in the UK. The initiative involves advice and information workshops on EU rights and Brexit; and one-stop-shop advice surgeries to connect new arrivals with any support they may need in the process of integration in the UK.

Step Up is an innovative programme trialling new approaches to support low-paid workers to progress in their careers and move into better work. The programme, running since 2015, has produced good outcomes and points of learning for policymakers and practitioners.

Coalition of Latin Americans in the UK (CLAUK) is a coalition of Latin American organisations from the voluntary sector that have come together to raise awareness and understanding of the issues facing the Latin American community in the UK and to provide a collective voice for, and represent the collective interests of the Latin American community in the UK.

We also work in partnership and in collaboration with a number of other organisations and networks, sharing best practice and learnings and ensuring that our programmes fit with the wider service provision for the Latin American community.

OUR MAIN ACHIEVEMENTS

In the period 2019/20, **4,673 people benefitted from IRMO's services and activities**. This figure includes 327 learners attending our English courses and conversation classes; 486 families receiving information, advice and casework relating to welfare, housing and tax; **1,072** people receiving legal advice and casework in immigration; **1,444** people supported with the registration to the EU Settlement Scheme; 258 children and young people participating in mentoring and educational activities; **181** people receiving employment support and training; **330** people attending Brexit, skills and 'know-your-rights' workshops; and 63 people up-skilling through volunteering.

This year we finished the configuration and implementation of a new data management and impact measurement system, which captures data across all of IRMO's activities.

We continued strengthening our **strategic partnerships**, including developing the strategy and three year working plan of Building Young Brixton, reviewing the Theory of Change and monitoring framework of Place for All with the support of NCVO's Charities Evaluation Service, and strengthening CLAUK practices and activities.

We continued the review of our **HR practices**, including the creation of a new salary structure and remuneration policy, following staff consultation.

We further invested in the wellbeing and professional development of IRMO's staff and volunteers through delivering a comprehensive pack of training and embedding wellbeing practices in regular supervision.

We started the plan for the full refurbishment of IRMO's premises.

We co-organised a conference about the impact of Brexit on the Latin American community and disseminated the learning and good practices of the EULAMP project. The conference was attended by researchers, council officials, funders and members of migrant, legal, campaigning and human rights organisations.

known as IRMO

Trustees' Report

Gathering the experience of seven years of providing advice and support to recently arrived Latin American families on how to access primary and secondary education in the UK, we developed our advocacy strategy for fair and equal access to education. The strategy aims to address the root causes that drive families to our school admissions services and strives to remove systemic barriers to accessing education in the UK so that Latin American children and young people can thrive.

We **responded swiftly and proactively to the national lockdown** announced by the government on 23 March 2020 aiming at containing the coronavirus pandemic in the UK. We moved all our activities to remote delivery, adapted our practices to deliver online services safely and responded to the emerging needs of the community, including food insecurity, access to IT equipment and provision of welfare and employment rights advice and support.

We continued strengthening our **financial sustainability** and developed our fundraising strategy for the period 2019-2022. Our strategy focuses on diversifying sources of income and increasing unrestricted funds from individual and major donors, corporate and other fundraising activities.

Education, training and employment

'I have had such a long journey in my life moving from one country to another. I had strong expectations and a big hope that I could make my life in this country and eventually reunite my family in London. It has been a long way, I had to learn English from zero and thanks to IRMO and the amazing teachers, I have made great progress. When I was referred to the Step Up project I felt that more chances to improve my career were coming, and after 7 months I found a job in communication. I now live with my family and I feel positive about the future.' Martin, 48 from Ecuador.

Our work in a snapshot:

- 82% of participants improved their level of English.
- 320 participants improved their knowledge of where and how to access basic services and 147 accessed services for the first time.
- 47 participants gained improved contracts or responsibilities at their work, 39 achieved a new qualification and 26 accessed London Living Wage jobs in line with their aspirations.
- 63 people developed skills through 7,319 volunteering hours.

During 2019/20 our lead teacher supported by six volunteers delivered 1,000 hours of English classes from pre-entry beginner to intermediate levels, as well as open and flexible conversation classes, reaching 327 participants. Through improving their language skills, our community is better prepared to access services, make connections and friends and fully integrate into British society.

330 people attended workshops aimed at improving understanding of their rights and how to access employment and services. Workshops covered health, welfare, immigration and employment rights matters. Participants also improved their network and made new friendships through our monthly community coffee mornings, welcoming 70 people. One user summarised the experience as 'an important way for people who have recently arrived to get to know others, learn about the local community and practice the language together with lovely volunteers'.

known as IRMO

Trustees' Report

The Step up Project aims to tackle in-work poverty and support people to improve their circumstances and to get a job which pays London Living Wage. This year, 42 participants benefited from 4 to 10 individual mentoring sessions and 48 participated in the construction courses. 39 participants accessed training and 30 secured a qualification to work in the construction sector.

We have strengthened and developed the Volunteer Scheme during this past year. We have improved our recruiting process and our volunteer-support systems; providing additional training and support. 63 motivated and passionate people have developed new skills while contributing to IRMO's successes.

Legal advice, case-work and advocacy

'I came to the UK from Spain with my family a year ago. I had been working for a few months when I had a heart-attack at work. I couldn't work anymore so I had to leave my job. Soon I owed thousands of pounds of debt to the council, I couldn't read the letters and I did not realise I was being taken to court. On top of this I kept hearing about Brexit which made me very anxious and stressed. Thanks to the team at IRMO, they were able to sort out each issue one by one and solve a situation which seemed impossible! A payment plan with the Council was set up; I was supported to make an application for PIP and Universal Credit; and the Immigration team supported me and my family to apply to the EU Settlement Scheme'. Cesar, 42, from Colombia.

Our work in a snapshot: - 1,072 people received legal advice and casework in immigration.

- 1,444 EU citizens and their family members received information and support to apply under the EU Settlement Scheme (EUSS).
- 486 families received advice on welfare, housing, tax and debt issues.
- 99% of users are very satisfied or satisfied with the service provided.
- 93% of users stated that the session helped to lower stress levels and worries.

This has been a tumultuous year for EU-Latin Americans, marked by increasing anxieties over future restrictions, the ever-changing deadlines of Brexit and the constant question of whether there would be a 'deal' or 'no deal' scenario. To dissipate the confusion, misinformation and fears, IRMO produced regular briefings and newsletters in community languages, and delivered a series of events and workshops about Brexit and the EUSS. We also produced guides in Spanish, Portuguese and English to support people to understand their rights in the context of Brexit, in collaboration with The Law Centres Network and Southwark Law Centre.

Throughout 2019/20 IRMO successfully ran the EU Settlement Scheme project which provided EU nationals and their family members with free support in completing applications. 1,444 people were supported and 1,003 applications were sent to the Home Office, to ensure that people's rights will continue to be protected after the end of the transition period.

This was in addition to the 1,072 people who received legal advice and representation on their immigration cases, including British nationality applications and reuniting family members.

known as IRMO

Trustees' Report

We increased the capacity of our welfare area in response to increased demand, and supported 486 families with welfare, housing, tax and debts matters. Our partnership with Southwark Law Centre and The Law Centres Network was further strengthened. Their second tier advice and training to our team allowed us to support more complex cases. Additionally, a 'Hardship' fund allowed us to have an increased ability to help vulnerable people and provide immediate support for those with No Recourse to Public Funds (NRPF) and those facing homelessness and destitution.

Children, young people and community

'My son had been out of school for two months. He was diagnosed with depression as he had nothing to do and no friends to play with in this country. The process of getting a place in school lasted a long time but it would have lasted even longer if I hadn't received support from IRMO with school admission and with the children's afternoon activities. My son is now a happy child and I'm very grateful for the support I received'. Romina, 39, from Ecuador.

Our work in a snapshot:

- 154 recently arrived children and young people were supported to access nursery, primary and secondary education and post-16 education.
- 76 children and young people improved their English language skills by attending English classes.
- 69 children and young people were supported to access basic services such as healthcare, free/discounted travel and the welfare support their families are entitled to.
- 33 young people are more employment ready after taking part in our mentoring programme.
- 25 families have engaged with AMPLA 'Asociación de Madres y Padres Latinos/The Latin American Parents Association'.

The Family Project and the Latin American Youth Forum (LAYF) have continued to provide support to newly arrived children, young people and families who face language and information barriers to access the UK's education, healthcare and welfare systems. During 2019/20 we delivered 288 ESOL classes and 72 homework club sessions for children aged 5-12 years old; 160 hours of ESOL and 180 hours of creative skills and personal development workshops for young people aged 13-19 years old. Families accessed 250 hours of weekly school admission workshops and individual appointments.

Our access to education services were complemented by the development of IRMO's Advocacy Strategy to secure equal and fair access to education to Latin American children who have recently migrated to London. Aiming to address the root causes that drive families to our school admissions services and that delay children and young people's access to education in the UK, the strategy covers individual support to families as well as a longer term action plan to remove systemic barriers to accessing education in the UK.

known as IRMO

Trustees' Report

Through the continued partnership with the 9 Lambeth based organisations of the Building Young Brixton (BYB) consortium, the young people of LAYF were able to access creative workshops and personal development sessions, organise and participate in community events and have their say in both IRMO and BYB Youth Steering Group sessions. Designed to increase young people's leadership, teamwork and problem solving skills, the young people of LAYF learnt about recruitment, event planning and graphic design while debating on topics such as equality and diversity and environmental sustainability.

Children, young people and families participated in 10 trips to local, citywide or cultural institutions and planned and delivered two very successful community events such as the annual Big Lunch and the Community Christmas Party. IRMO is not only providing services for children and families but is also a hub for the local community to learn, to support each other and organise. This is testified by the work done by AMPLA 'Asociación de Madres y Padres Latinos/Latin American Parents Association', the self organised peer support group born two years ago out of IRMO's Coffee Mornings, which became an officially constituted group with its own mission in 2019.

STORIES OF IRMO

*All names have been changed to protect individual identities

Martin, 48, from Ecuador

Martin is an Ecuadorian native. As he was struggling to support his family while working in the construction sector in Ecuador, he made the decision to migrate to Spain after learning from friends of the job opportunities there. After a few years working in the construction industry in Madrid, he started studying for a telecommunications degree. Once he finished, he secured a job with Telefonica, but he was eventually made redundant as the company underwent a structural reorganisation. After many unsuccessful attempts to find a new job, Martin decided to move to London to improve his English and find new work opportunities. Two days after he arrived in London, Martin found temporary accommodation and a job as a cleaner. After 6 months in this role, he told a friend he wanted to change his job and find work in telecommunications. His friend referred him to IRMO.

IRMO's Step Up Programme helped Martin to write a CV in English. He then started coaching sessions with the Employment Support Worker who enrolled him in the ESOL classes. While submitting his CV to different telecommunications companies around the city, Martin was attending classes and practising his interview skills at IRMO on a regular basis. After four months, Martin's English started to improve significantly and he was shortlisted for an interview by a telecommunications company that hired him as a specialist. Martin started then to make arrangements to bring his family over from Spain. He gained further training and now drives to various sites around London undertaking jobs.

In a ten month period, Martin went from earning £7.21 per hour as a cleaner with unsociable hours and oppressive conditions, to earning £120 per day working 9-5 in his chosen telecommunications profession. Martin found that IRMO opened the door for him to get the help he needed and supported him to secure his current job. After a few months in his new position, Martin started to make arrangements to bring his family over from Spain. For Martin, the change has been huge economically speaking and he feels much more at ease. He is satisfied with his job and thanks IRMO's immigration team for helping to bring his family together.

known as IRMO

Trustees' Report

Antonio, 35, from Nicaragua

Following death threats in Nicaragua, Antonio fled his home country and has been awaiting the outcome of his asylum claim in the UK for almost 2 years. One year after his arrival to the UK, his wife and youngest children, Jose (1) and Maya (5) joined him in the UK, leaving Mario (7) and Juan (10) in Central America with family because they could not afford their flights.

Under section 17, the local authority temporarily housed the family and gave them weekly subsistence payments (£38.20 per person). Delays in payments often left them without money to buy food. With only one double bed and an armchair to sleep on and a communal children's toilet that was used by adults, the temporary accommodation they were given was inadequate and unsafe. Maya and Jose had no space to play and were often shouted at by residents and staff members for making noise.

Months later, after finding out that Mario and Juan were being neglected and mistreated at home, a friend paid for their flights to the UK. Scared that his children wouldn't be allowed in the UK, Antonio did not warn social services of their arrival and once they found out they were living with four children, they were not allowed back into their room, not even to get their belongings, on the grounds that they were breaching health and safety, making the family homeless.

We supported this family over the course of 9 months. Antonio's social worker had told them it wasn't his job to get Maya into school. We advocated on their behalf when the local education authority failed to find a place for them and to implement its Fair Access Protocol; interpreted for them at the school induction meeting and arranged for the school to provide free, second-hand uniform. If we had not intervened, we feel certain that Maya, Mario and Juan would have missed even more than half a school year and a term respectively. During this time, the children attended our weekly ESOL activities. Maya, who lacked the confidence to even draw when she had joined the project, now speaks good English and has friends.

On two occasions we contacted the local authority's out of hours team to secure emergency accommodation for the family and once finally rehoused outside London, we helped them communicate with the premises manager. After being met with hostility at the GP twice, it was only after we went to the GP with the family for a third time that they were able to register. Angry at their treatment by GP staff for not speaking English, and the careless management of their confidential information, we supported them to lodge a complaint.

Whilst the family are still uncertain about their future, Jose, Maya, Mario and Juan have much more stability in their lives and their basic needs are being met. After their successful asylum support application, they have been housed in a three bed-room house with a garden for the children to play in.

Martha, 34, from Bolivia

Martha came to the UK to join her Spanish partner. In August 2019, she and her partner came to IRMO as they wanted to apply for her residency to remain in the UK with him. We made a residence card application on the basis of her relationship to a Spanish national.

known as IRMO

Trustees' Report

Martha was pregnant at the time and in January 2020 she required prenatal medical attention before the due date. As her residence card application was still in progress, she was not considered eligible for free NHS treatment and was given an invoice for £3,167 and 10 days to pay this amount.

The application we had made would entitle her to medical treatment. Her residence card took some time to arrive so it was a stressful time for the family, and they did not have the funds to pay the invoice. IRMO's adviser got in touch with the Overseas Visitors Department and with several organisations, including Maternity Action and The Patients Association and eventually managed to have the invoice cancelled. The case highlights the worsening situation for many migrants facing the hostile environment policies, which hinder their eligibility to access important services. Thanks to the application the family was able to stay united in the UK.

LOOKING AHEAD

Our plans for 2020/21 and beyond are;

Closely monitor and adequately respond to the impact of the Coronavirus pandemic and the resulting lockdown on the Latin American Community. Expand our capacity to respond to the increased demand for our services (including for welfare and employment rights advice, employment support, and access to food), upgrade our IT equipment to enable us to provide quality online services, and advocate and raise awareness of the impact of COVID-19 on the Latin American community.

Review our Theory of Change and Business Plan to ensure we have the right strategy in place to respond to the emerging and long term needs, including responding to the impact of COVID-19, Brexit and the hostile environment policies with service delivery, community support and advocacy work.

Continue developing and strengthening strategic partnerships, expanding our capacity and impact. In particular, we plan to keep developing strategic relationships with local authorities and other organisations to progress the recognition of Latin Americans as an ethnic minority group and strengthen our collective work with the Coalition of Latin American Organisations (CLAUK).

Complete our new communication strategy and upgrade our website.

Create our new community involvement strategy to ensure we continue to be truly community led, ensuring users are consistently involved in the design, delivery and evaluation of projects and take part in IRMO's decision making process at all levels.

Continue investing in the development of effective impact measurement, monitoring and evaluation and data collection systems.

Continue investing in the quality of our services, successfully renewing accreditations and complying with the Advice Quality Standard (AQS) and Office of the Immigration Services Commissioner (OISC) as well as achieving the London Youth Quality Mark.

Further invest in the wellbeing and professional development of IRMO's staff and volunteers, through support and training.

Deliver on our plans to refurbish IRMO's premises aiming to improve the accessibility, safety and security, energy efficiency of the building and to allow a better delivery of our activities.

known as IRMO

Trustees' Report

Continue progressing IRMO's financial sustainability and implementing our new fundraising strategy, focusing on diversifying sources of income and increasing unrestricted funds from individual and major donors, corporate and other fundraising activities.

THANKS

We would like to thank all of our staff and volunteers for their commitment and fantastic contribution to IRMO's work in 2019/20. We would also like to thank our funders, individual supporters and partners who have enabled us to continue to grow and develop as an organisation.

Trustees' Responsibilities

The trustees (who are also the directors of Indoamerican Refugee and Migrant Organisation for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. 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 charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

known as IRMO

Trustees' Report

Approved by the trustees of the charity on 29 January 2021 and signed on its behalf by:

Cecilia Lanata Briones

Chair

Olivia Stewart

Treasurer

known as IRMO

Independent Examiner's Report to the trustees of Indoamerican Refugee and Migrant Organisation

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2020 which are set out on pages 18 to 32.

Respective responsibilities of trustees and examiner

As the charity's trustees of Indoamerican Refugee and Migrant Organisation (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 Indoamerican Refugee and Migrant Organisation 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 statement

Since Indoamerican Refugee and Migrant Organisation'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 ICAEW, 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 Indoamerican Refugee and Migrant Organisation as required by section 386 of the 2006 Act; or
- 2. the accounts do not accord with those 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.

known as IRMO

Independent Examiner's Report to the trustees of Indoamerican Refugee and Migrant Organisation

Timothy Sullivan FCA

ICAEW

70 Royal Hill Greenwich SE10 8RF

Date: 29./1./21...

known as IRMO

(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses) Statement of Financial Activities for the Year Ended 31 March 2020

	Note	Unrestricted funds £	Restricted funds £	Total 2020 £	Unrestricted funds £	Restricted funds £	Total 2019 £
Income and Endowments from: Donations and legacies Charitable activities Investment income	r.	9,900 63,308 197	300,863	310,763 63,308 197	27,602 85,652 74	175,062	202,664 85,652
Total income		73,405	300,863	374,268	113,328	175,062	288,390
Expenditure on: Charitable activities		(26,440)	(342,746)	(369,186)	(75,540)	(144,615)	(220,155)
Total expenditure		(26,440)	(342,746)	(369,186)	(75,540)	(144,615)	(220,155)
Net movement in funds		46,965	(41,883)	5,082	37,788	30,447	68,235
Reconciliation of funds					1	0	(3/)5/
Total funds brought forward		95,160	40,327	135,487	57,372	9,880	767,10
Total funds carried forward	14	142,125	(1,556)	140,569	95,160	40,327	135,487

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2019 is shown in note 14.

known as IRMO

(Registration number: 03931483) Balance Sheet as at 31 March 2020

	Note	2020 £	2019 £
Fixed assets			
Tangible assets	9	1,752	-
Current assets			
Debtors	10	21,065	158
Cash at bank and in hand		124,060	139,188
		145,125	139,346
Creditors: Amounts falling due within one year	11	(6,308)	(3,859)
Net current assets		138,817	135,487
Net assets		140,569	135,487
Funds of the charity:			
Restricted funds		(1,556)	40,327
Unrestricted income funds			
Unrestricted funds		142,125	95,160
Total funds	14	140,569	135,487

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

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

known as IRMO

(Registration number: 03931483) Balance Sheet as at 31 March 2020

The financial statements on pages 18 to 32 were approved by the trustees, and authorised for issue on 29 January 2021 and signed on their behalf by:

Cecilia Lanata Briones

Chair

Olivia Stewart

Treasurer

known as IRMO

Notes to the Financial Statements for the Year Ended 31 March 2020

1 Charity status

The charity is limited by guarantee, incorporated in , and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is: Unit 8 Warwick House Overton Road London SW9 7JP

These financial statements were authorised for issue by the trustees on 29 January 2021.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

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) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Indoamerican Refugee and Migrant Organisation meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Exemption from preparing a cash flow statement

The charity opted to early adopt Bulletin 1 published on 2 February 2016 and have therefore not included a cash flow statement in these financial statements.

known as IRMO

Notes to the Financial Statements for the Year Ended 31 March 2020

Income and endowments

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

Donations and legacies

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

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Investment income

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

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

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.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

known as IRMO

Notes to the Financial Statements for the Year Ended 31 March 2020

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class

Office equipment

Depreciation method and rate

25% straight line method

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

known as IRMO

Notes to the Financial Statements for the Year Ended 31 March 2020

3 Income from donations and legacies

	Unrestricted funds			
		Restricted	Total	Total
	General £	funds £	2020 £	2019 £
Donations and legacies;	-	_		
Donations from individuals	9,565	-	9,565	11,792
Gift aid reclaimed	335	-	335	810
Grants, including capital grants;				
The City Bridge Trust	-	28,740	28,740	-
Young Londoners Fund (THRIVE)	-	9,600	9,600	-
Walcot Foundation/Trust for London				
(Step Up Project)	-	-	•	19,350
European Commission	-	33,673	33,673	16,543
Galop	-	2,500	2,500	-
Trusthouse Charitable Foundation	-	-	-	11,366
London Catalyst	-	750	750	4,000
Home Office	-	39,999	39,999	-
National Lottery Community Fund	-	85,113	85,113	34,217
Trust for London' - The Trust for London				
Grant	-	4,053	4,053	-
London Borough of Lambeth	-	8,500	8,500	-
BBC Children in Need	-	45,815	45,815	31,751
Walcot Foundation	-	-	-	24,962
Sir Walter St John's	-	4,000	4,000	-
B&CE Charitable Trust	-	-	-	11,741
Garfield Weston Foundation	-	-	-	15,000
European Londoners Outreach	-	-	-	1,980
The London Community Foundation	-	-	-	9,669
Young Londoners Fund (BYB)	-	38,120	38,120	9,483
	9,900	300,863	310,763	202,664

known as IRMO

Notes to the Financial Statements for the Year Ended 31 March 2020

4 Income from charitable activities

	Unrestricted funds General £	Total 2020 £	Total 2019 £
Other income	5,528	5,528	4,420
Services	48,530	48,530	51,991
Contractual income (including Young Lambeth Cooperative and Good Things Foundation)	9,250	9,250 63,308	29,241 85,652
5 Investment income			
	Unrestricted funds General £	Total 2020 £	Total 2019 £
Interest receivable and similar income;			
Interest receivable on bank deposits	197	197	74

known as IRMO

Notes to the Financial Statements for the Year Ended 31 March 2020

6 Expenditure on charitable activities

	Total 2020 £	Total 2019 £
Wages and salaries	271,319	151,092
Social security	15,506	7,694
Pension	7,216	2,909
Volunteer expenses	6,167	4,662
Fundraising	13,999	6,216
Publicity and events	-	1,297
Activities and project cost	8,082	7,856
Staff training	3,115	1,828
Rent and rates	16,813	17,095
Insurance	1,208	1,429
General maintenance	2,046	1,306
Utilities	7,315	4,816
Computer software and maintenance	3,883	5,055
Printing, postage and stationery	3,233	2,343
Membership	421	575
Sundries	979	336
Independent examination	1,746	1,692
Bookkeeping and payroll	5,249	1,640
Bank charges	451	314
Depreciation	438	-
	369,186	220,155

known as IRMO

Notes to the Financial Statements for the Year Ended 31 March 2020

7 Staff costs

The aggregate payroll costs were as follows:

The apprenance payron costs were continued.	2020 £	2019 £
Staff costs during the year were:		
Wages and salaries	271,319	151,092
Social security costs	15,506	7,694
Pension costs	7,216	2,909
Other staff costs	6,167	4,662
	300,208	166,357

No employee received emoluments of more than £60,000 during the year.

8 Taxation

The charity is a registered charity and is therefore exempt from taxation.

9 Tangible fixed assets

·	Furniture and equipment £	Total £
Cost Additions	2,190	2,190
At 31 March 2020	2,190	2,190
Depreciation Charge for the year	438	438
At 31 March 2020	438	438
Net book value		
At 31 March 2020	1,752	1,752

known as IRMO

Notes to the Financial Statements for the Year Ended 31 March 2020

	2020 £	2019 £
Trade debtors	7,866	158
Prepayments	599	-
Accrued income	12,600	_
	21,065	158
11 Creditors: amounts falling due within one year		
	2020	2019
	£	£
Other creditors	4,233	2,167
Accruals	2,075	1,692
	6,308	3,859

12 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £7,216 (2019 - £2,909).

13 COVID 19

Subsequent to the year end, the charity's activities have been affected by the outbreak of COVID 19. On 16 March 2020 IRMO started winding-down all face-to-face activities and on 19 March it closed the centre. Staff transitioned to remote work and delivered all activities remotely during the national lockdown. Besides the regular activities new services were implemented responding to the emerging needs: 1) production and translation of official information in Spanish and Portuguese, including producing FAQ sheets covering various topics (employment, housing, benefits, health); 2) Targeted support for users with No Recourse to Public Funds (NRPF); 3) 'Regular check-ins' phone calls service to support children, young people, vulnerable users and families, checking on their general wellbeing and supporting them to access food and other essentials. The charity plans to return to face-to-face activities as soon as it is feasible to do so.

known as IRMO

Notes to the Financial Statements for the Year Ended 31 March 2020

14 Funds

14 Tulius	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Balance at 31 March 2020 £
Unrestricted funds				
General				
General Funds	95,160	73,405	(26,440)	142,125
Restricted funds				
The City Bridge Trust	-	28,740	(28,740)	-
Home Office	-	39,999	(38,589)	1,410
Trust for London	-	4,053	(4,053)	-
London Borough of Lambeth	-	8,500	(7,972)	528
BBC Children in Need	-	45,815	(45,815)	-
Walcot Foundation	24,962	-	(24,962)	-
Sir Walter St John's	-	4,000	(6,375)	(2,375)
Young Londoners Fund (THRIVE)	-	9,600	(5,000)	4,600
European Commission	(19,809)	33,673	(49,516)	(35,652)
Galop	-	2,500	-	2,500
London Catalyst	-	750	(50)	700
National Lottery Community Fund	21,453	85,113	(80,070)	26,496
Young Londoners Fund	-	38,120	(37,883)	237
B&CE Charitable Fund	11,741	-	(11,741)	-
European Londoners Outreach	1,980	_	(1,980)	_
22	40,327	300,863	(342,746)	(1,556)
Total funds	135,487	374,268	(369,186)	140,569

known as IRMO

Notes to the Financial Statements for the Year Ended 31 March 2020

	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Balance at 31 March 2019 £
Unrestricted funds				
General				
General Funds	57,372	113,328	(75,540)	95,160
Restricted funds				
BBC Children in Need	8,203	31,751	(39,954)	-
Walcot Foundation	-	24,962	-	24,962
Walcot Foundation/Trust for London (Step Up project)	-	19,350	(19,350)	-
European Commission	-	16,543	(36,352)	(19,809)
The London Community Foundation (Evening Standard Fund)	100	-	(100)	-
The London Community Foundation (Youth Social Action Fund)	1,577	-	(1,577)	-
Trusthouse Charitable Fund	-	11,366	(11,366)	-
London Catalyst	-	4,000	(4,000)	-
London Community Foundation (Comic Relief)	-	9,669	(9,669)	-
National Lottery Community Fund	-	34,217	(12,764)	21,453
Young Londoners Fund	-	9,483	(9,483)	-
B&CE Charitable Fund	-	11,741	-	11,741
European Londoners Outreach	_	1,980		1,980
	9,880	175,062	(144,615)	40,327
Total funds	67,252	288,390	(220,155)	135,487

known as IRMO

Notes to the Financial Statements for the Year Ended 31 March 2020

The City Bridge Trust - towards a project manager, tutor and running costs for English for All project

Home Office - delivering practical support to vulnerable or at-risk EU Citizens and their family members to help them make their EU Settlement Scheme application

London Borough of Lambeth - for skills and creative workshops for young people

BBC Children in Need - Family Project

Walcot Foundation - Step Up plus project

Sir Walter St John's - for creative English classes as part of the Family Project

Walcot Foundation/ Trust for London - funds towards 'Step Up' project

European Commission - EU-Latin Americans Mobile and Participating (EULAMP) project

Galop - for the Together Against Hate campaign

London Catalyst - to support the development of the advice and guidance service for Latin American migrants

National Lottery Community Fund - to improve skills for life and work, and to enable communities to become more actively and civically engaged

Young Londoners Fund - to support young migrants to become successful, confident and civically engaged individuals

B&CE Charitable Trust - to deliver construction and ESOL courses

European Londoners Outreach - deliver three outreach events in Lambeth and Southwark

London Community Foundation (Evening Standard Dispossessed Fund) - Angell Town Community Garden

London Community Foundation (Youth Social Action Fund) - supporting young migrants to build their skills and confidence

Trusthouse Charitable Foundation - towards the salary and running costs of a project for young people in the Latin American community

London Community Foundation (Comic Relief) - Women's Project

known as IRMO

Notes to the Financial Statements for the Year Ended 31 March 2020

15 Analysis of net assets between funds

2020 net assets between funds

2020 Het assets between rands			
	Unrestricted funds		
	General £	Restricted funds £	Total funds £
Tangible fixed assets	1,752	-	1,752
Current assets	121,719	23,406	145,125
Current liabilities	(6,308)	_	(6,308)
Total net assets	117,163	23,406	140,569
2019 net assets between funds			
	Unrestricted funds	Restricted	
	General	funds	Total funds
	£	£	£
Current assets	99,019	40,327	139,346
Current liabilities	99,019 (3,859)	40,327	139,346 (3,859)