



*Cambridge Refugee  
Resettlement  
Campaign*



## **Trustees Annual Report & Financial Statement**

Period ended 30 June 2020

Registered Charity (CIO - Foundation) in England 1172836



## Cambridge Refugee Resettlement Campaign

Cambridge Refugee Resettlement Campaign (CRRC) is a volunteer-led, Cambridge and Cambridgeshire based organisation providing a broad range of support, assistance and activities for displaced persons within the local communities.

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### Published

April 2021

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*A warm thanks to all of CRRC who have contributed to the report.*



## CONTENTS

<a href="#">1. Administrative details</a>	<a href="#">4</a>
<a href="#">2. Introduction to Cambridge Refugee Resettlement Campaign</a>	<a href="#">5</a>
<a href="#">3. Structure, governance and management</a>	<a href="#">5</a>
<a href="#">4. Volunteers and supporters</a>	<a href="#">6</a>
<a href="#">5. Beneficiaries</a>	<a href="#">7</a>
<a href="#">6. Objectives and activities for the public benefit</a>	<a href="#">8</a>
<a href="#">7. Risk management</a>	<a href="#">10</a>
<a href="#">8. History</a>	<a href="#">11</a>
<a href="#">9. Achievements and performance</a>	<a href="#">12</a>
<a href="#">9.1 Support for families and individuals</a>	<a href="#">12</a>
<a href="#">9.2 English language and employment support</a>	<a href="#">16</a>
<a href="#">9.3 Activities and culture</a>	<a href="#">21</a>
<a href="#">9.4 Communications and outreach</a>	<a href="#">24</a>
<a href="#">10. Financial review and reserves policy</a>	<a href="#">25</a>
<a href="#">11. Plans for the future</a>	<a href="#">25</a>
<a href="#">12. Statement of financial activities, balance sheet and notes</a>	<a href="#">27</a>
<a href="#">13. Independent examiner's report</a>	<a href="#">31</a>
<a href="#">14. How to support the Cambridge Refugee Resettlement Campaign</a>	<a href="#">32</a>
<a href="#">15. Donors</a>	<a href="#">34</a>



## Board of Trustees at 30 June 2020

Emma Briggs  
Joanna Burch  
Dan Ellis  
Ann Goodridge  
Adrian Matthews  
Heidi Radke  
Sue Spencer  
Nina Szymor  
(Michael) Robert Turner  
Catharine Walston

## Registered Address

CRRC c/o Friends Meeting House, 12 Jesus Ln, Cambridge CB5 8BA.

## Constitution

Cambridge Refugee Resettlement Campaign (CRRC) is a Charitable Incorporated Organisation (CIO – foundation, number 1172836) registered on 2 May 2017 with the Charity Commission for England, following a transfer of assets from the Unincorporated Association (UIA) of the same name on 1 July 2017.

## Bank

Coop Bank, PO Box 101, 1 Balloon Street, Manchester M60 4EP

## Report of the Trustees

The Trustees are pleased to present their annual report and financial statement for the year ended 30 June 2020. The financial statements have been prepared in accordance with the accounting policies set out by the Charities Commission and comply with the charity's constitution.



## Introduction

Cambridge Refugee Resettlement Campaign (CRRC) is a Cambridge and Cambridgeshire based organisation, founded in September 2015 as a community group and registered with the Charity Commission as CIO (Foundation) on 2 May 2017. CRRC is entirely volunteer-led and relies on volunteers' time and donations to deliver its statement of purpose. CRRC is led by the Board of Trustees, and there is a core group of volunteers who coordinate the different areas in subgroups or are involved in behind-the-scenes operations. Each subgroup has one or more dedicated Trustee contact.



## Structure, governance and management

This is CRRC's second report as a CIO, during which it was governed by between eight to eleven charity trustees at given times. Jaspaul Hill resigned as a trustee in July 2019 and was heartfully thanked for her service. The constitution provides for a minimum of five and a maximum of twelve trustees. Being a Foundation CIO, the only voting members are its trustees.



Trustees are appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. New trustees can be appointed by existing trustees. Any charity trustee is eligible for reappointment and can serve for three consecutive terms. Trustees commit to giving their time and expertise freely. No trustee remuneration was paid during this period. All relevant interests must be disclosed by trustees and registered with the other trustees. In accordance with the charity's best practice, a trustee must withdraw from decisions where a conflict of interest arises. There were no such conflicts of interests or decision withdrawals in this period.

Trustees met at least two-monthly in person and, occasionally, individual trustees joined via video calls. Each meeting was chaired and minuted. Quorum for trustee meetings is two charity trustees or the number nearest to one third of the total number of charity trustees, whichever is greater. Actions, approvals, charity progress, accounts, and any other business are reviewed in each meeting. Between meetings trustees communicate using email and WhatsApp. Trustees review the broad strategy and areas of activity for the charity on a quarterly basis.

### Volunteers and Supporters

We could not carry out our work without the tremendous contributions of our many volunteers and supporters. CRRC works in a collaborative manner, recognising that the nature of a volunteer-led group requires flexibility, whilst ensuring that we fulfil tasks we commit to within given time frames in order to achieve our objects. We actively seek and value volunteers with diverse perspectives and life experiences. There has been a high level of ongoing engagement from those getting in touch with CRRC to express their interest in getting involved, suggesting that the operational model is effective.

Since the introduction of the new recruitment process in early 2019, recruitment has continued to work more efficiently. Between July 2019 and June 2020 CRRC screened several people who registered interest in becoming active volunteers with CRRC. Nineteen new volunteers joined up to March 2020 when recruitment paused related with the COVID-19 pandemic. Since September 2018, we conduct the criminal record (DBS) checks ourselves under the umbrella of the Student Community Action (SCA) and our volunteer coordinator attended training at SCA. We support new volunteers with filling out the application form and we verify their identity. We then send the application forms to SCA who check them, countersign them, and send them to the DBS. Between 1<sup>st</sup> July 2019 and 30<sup>th</sup> June 2020, we completed 35 DBS checks.





CRRC had 147 active volunteers registered at the end of June 2020. We estimate that the total volunteer time we benefited from during the year amounted to over 10,000 hours.

In 2019 we started having regular monthly volunteer social gatherings for existing volunteers to exchange thoughts and ideas, and to introduce new prospective volunteers to understand what they were signing up for. Unfortunately, due to Covid-19 restrictions the in-person meetings were curtailed. A small number of meetings continued to be held online, and one was managed in person when the restrictions allowed it.

*Our heartfelt thanks to all volunteers and supporters of CRRC for their commitment and tremendous contributions to CRRC's work!*

### Beneficiaries

#### Who benefits from CRRC's activities?

- Refugees settling or resettled by the authorities predominantly into Cambridge and Cambridgeshire benefit by being assisted in their settlement and integration into the community.
- Local communities including community groups and faith groups into which the refugees are settling or being resettled profit by fostering and promoting diversity and social cohesion.
- Relevant statutory authorities, politicians, and others involved in policy-making and decision-making on issues affecting refugees benefit by being supported in the delivery of their statutory function.

CRRC accepts referrals from refugees themselves or from other individuals, organisations or authorities, and considers whether assistance sought is consistent with the organisation's purposes. Decisions on providing assistance are made at quorate meetings of the trustees or as otherwise permitted by the constitution. The trustees have regular meetings, where decisions are tabled at an open discussion. There is also the opportunity for suggestions to be submitted within our online group forum. Once decisions have been submitted, the trustees discuss and then vote for the preferred option. The trustees discuss and adapt to changing local and national circumstances and the needs of the beneficiaries.



## Objectives and activities for the public benefit

### The charity's objects

Cambridge Refugee Resettlement Campaign (CRRC) is constituted for the following purposes:

- a) To promote any charitable purpose for the benefit of persons who have become displaced persons or refugees from the countries of their origin or domicile by reason of hostilities, persecution, oppression, discrimination, natural disasters or other like causes, including through the relief of poverty, the advancement of education and training, and the promotion of good citizenship.
- b) To advance the education of the public in general about issues relating to persons who have become displaced persons or refugees from the countries of their origin or domicile by reason of hostilities, persecution, oppression, discrimination, natural disasters or other like causes.

### The charity's main activities

- CRRC provides a range of **practical support** to refugees and liaises with local stakeholders. CRRC works closely with the County Councils, District Councils, City Councils, local charities, and other organisations that support and campaign around refugees, and enables the people of Cambridgeshire to volunteer to support refugees.
- CRRC organises **social events** for refugees and CRRC's volunteers.
- CRRC facilitates and provides **language tuition** and interpreting services to refugees.
- CRRC provides **welcome packs** and secures **household necessities** for refugees.
- CRRC assists refugees to develop **employability skills** and works with local employers to identify appropriate openings.
- CRRC provides **funds** to refugees for participation in community based social activities and for educational purposes.
- CRRC provides **emergency grants** to local refugees who are experiencing severe hardship, a disaster or emergency.
- CRRC identifies, secures and prepares **accommodation** for refugees.
- CRRC explores fostering opportunities and other forms of **support for unaccompanied refugee children**.
- CRRC **informs** faith groups, community groups, politicians and other organisations and individuals where appropriate about the situation of refugees and involves them in CRRC's projects.
- CRRC organises and co-organises **fundraising** events.





### Benefits

In setting CRRC's objectives and planning our activities, trustees have given serious consideration to the Charity Commission's general guidance on public benefit:

By supporting and promoting the welfare and inclusion of all refugees predominantly in Cambridge and Cambridgeshire, there is a public benefit to refugees, the local communities and stakeholders in creating a welcoming and safe environment for refugees. CRRC achieves this by providing a range of practical support (including providing welcome packs and households necessities to refugees), organising social events for the refugees, CRRC volunteers and the local communities, and securing and preparing accommodation.

By supporting refugees to adapt to their new environment, the local communities benefit from the refugees' contributions and involvement in the local community, whether by way of employment, social cohesion etc. In addition to the examples provided above, CRRC assists refugees to develop employability skills and works with local employers to identify appropriate opportunities.

By providing practical support to local authorities in accommodating refugees, both benefit from CRRC's assistance in overcoming logistical and economic challenges (among others) during the process of settling in. CRRC renders this assistance by, as mentioned above, securing accommodation for refugees and fostering opportunities and other forms of support for unaccompanied refugee children.

By publicising and celebrating the contribution of refugees to local communities, UK society and culture, refugees, local communities and the public at large benefit from embracing diversity and challenging hostility and discrimination in society. CRRC achieves this by organising social and fundraising events for refugees, local communities and volunteers, informing faith and community groups and other influencers on the plight of refugees and their contributions to UK society.





### Risk Management

The trustees have considered the major risks to which the charity is exposed, have reviewed them and put in place mitigations. The main risks that trustees have identified are:

**External environment** The hardships faced by our beneficiaries have been exacerbated by changes to the benefits system, rises in utility bills and transport costs and misunderstandings about their responsibilities as benefits claimants. Some beneficiaries have suffered from hostility toward refugees or to their religion in their locality. The introduction of Universal Credit in Cambridge has affected our beneficiary group and has put additional pressures on beneficiaries and volunteers working closely with the families. We have worked to mitigate its effects by assisting with budgeting, negotiating repayment plans with utility companies and seeking cheaper options. Where necessary we provide emergency support and encourage our beneficiaries and volunteers to adjust to changes by preplanning and taking advice early, for example through their Council key worker or CAB.

**Financial security** Our ability to continue CRRC's work relies on monetary donations and donations in kind from groups and individuals. We encourage donations within the local community through social media, fundraisers and PR work. Where appropriate we request gift aid for donations, and, as part of this request, require the individual to complete gift aid information in order for us to reclaim the tax. In the event of a large, significant donation (over £10,000) we request the individuals' / companies' address details and undertake due diligence checks to satisfy the trustees as to the source of the donations and ensure that the prospective gift does not conflict with the charity's objectives. The majority of payments are by cash, cheque or bank transfer. There have been no concerns to date in relation to public donations, and a full income and expenditure spreadsheet has been maintained. Donors' names are acknowledged in our publicity and accounts with the consent of the donor.

**Operational risks** As Cambridge Refugee Resettlement Campaign continues to expand its range of projects and partnerships this will inevitably increase the number of operational risks, which need to be managed. CRRC carries out risk assessments for all new activities to ensure that emerging risks are understood, and policies and procedures are in place to mitigate these. CRRC has continued to review and update policies and procedures around some key risk areas including safeguarding and DBS checks. Our volunteer drivers ensure that their insurance companies are aware that they are involved in providing lifts to beneficiary families, and families are provided with the correct size child seats for use when being driven to an appointment or event.



### History

On 15 December 2015, Cambridge welcomed the first refugees and their families resettled under the Vulnerable Persons Resettlement Scheme. CRRC had established itself at that time as a community group in Cambridge, campaigning for the resettlement of refugees at the height of the refugee crisis. The Government had set up a scheme to bring to the UK up to 20,000 Syrians who had fled to neighbouring countries. A Government scheme to resettle a further 3,000 vulnerable children and their families was later added to this commitment.

At the start of our campaign, CRRC persuaded Cambridge City Council to agree to settle a minimum of 50 individual refugees in our city pledging our support. We were delighted that when we asked for that target to be increased to 100 the City Council agreed. By the end of the financial year in June 2019 over 100 individual refugees were being resettled under the Government's Vulnerable Persons Resettlement Schemes in Cambridge. In addition to welcoming and supporting these families, CRRC provided services and support to a number of other refugees and asylum seekers who had arrived in Cambridge outside of the resettlement schemes.

CRRC became an Unincorporated Association in March 2016, before being registered as a Charitable Incorporated Organisation in May 2017. We have continued to work closely with the Cambridge City Council and the Cambridge Ethnic Community Forum, and we have organised or participated in events with a range of others, such as East of England Strategic Migration Partnership, Cambridge University Student Action for Refugees, Anglia Ruskin University, City of Sanctuary, Cambridge Assessment English, CamCrag, Help Refugees, Cambridge United Football Club, Cambridge Mosque and Cambridge Buddhist Centre. CRRC has been a member of Cambridge Council for Voluntary Services since 2016.

The emphasis of CRRC's work, as envisaged and intended, focussed on developing ways to provide personal and professional development opportunities and employment support. English language support for adults and children, Arabic language lessons for children, code-club for children and teenagers, monthly socials, holiday activities, and direct family support remained key areas of CRRC's activities and were carried out in person until Covid-19 lockdown forced us to maintain contact remotely.

*"Happy 4<sup>th</sup> Birthday as CIO, dear CRRC! It is an enormous joy to see CRRC's beneficiaries and volunteers engage in such manifold activities and collaborations."*

Heidi, CRRC Trustee, April 2021



## Achievements and Performance

### CRRC's main activities in the year July 2019 to June 2020\*



\*Some adjustments were required to the in-person activities during the Covid-19 pandemic

## Support for Families and Individuals

### Who is CRRC supporting?

By the end of the financial year in July 2020, CRRC was supporting 25 refugee families who were being resettled by Cambridge City Council and South Cambridgeshire District Council under the Government's *Vulnerable Persons Resettlement Scheme* (VPRS). This was an increase of four families arriving through this scheme from the previous reporting period. Cambridge City Council had reached its target of resettling 100 refugees by November 2018 but had arranged with South Cambridgeshire District Council to use the resources of the Council's resettlement team to resettle a further five families in South Cambridgeshire properties. The additional four families arriving during the reporting period were all accommodated in villages outside of the city, but with reasonable transport links to the city, so that the new arrivals could attend college and other city-based appointments. A commitment to resettle a fifth family was put on hold when in mid-March 2020, the United Nations High Commissioner for Refugees (UNHCR) and International Organisation for Migration (IOM) announced a temporary suspension of all resettlements due to the Covid-19 pandemic.



In addition to families resettled under the VPRS, CRRC supported a mother and her two children who had arrived in the city under the 'family reunion' route. Support was provided to three further families with different, non-VPRS, immigration histories, giving a total of six 'non-VPRS' supported by CRRC.

### Support for the new families

CRRC has found that newly arriving families often benefit from support to help with equipping their new households. Over the reporting period we developed our relationship with Emmaus Cambridge – a homelessness charity who operate a second-hand furniture and household goods outlet in the area. When a new family arrives, CRRC takes the family to Emmaus where they are able to choose and purchase up to £400 of household items at a cost to CRRC of only £60. These items supplement the basic furnishings provided by the Council as part of their initial resettlement obligation. The sorts of things families tend to choose are electrical goods, crockery and cooking utensils, bedding, desks, lamps, clocks, clothing and furniture items.

Becoming mobile in the new city and being able to communicate and have access to information and easy language translation are other critical points for newly arriving members of our communities, therefore CRRC has offered all family members of secondary school age and above a personal mobile phone with a £10 credit, a laptop computer and a bicycle with all the accessories. Laptops and phones have mostly been donated by *Cambridge Assessment English*, part of the University of Cambridge.

*"When I left my country, I was afraid because I was alone. I did not know anyone in this country, and I did not have family or any friends. Since I got to know CRRC, my life has changed. Because they stood by me and helped me a lot. They helped my children and gave them bicycles and computers. And they sent a teacher to teach me English. When I got my house, they helped me clean and paint it and equip it with furniture. Sometimes the CRRC volunteers bring vegetables, fruits and meat. And they help us with a lot of things. It really feels like they are my family. Thank you very much."*

Wesal, CRRC Beneficiary

Some families needed adjustments to the properties they had been allocated, which, with the consent of the landlord, CRRC helped to arrange and provided financial support for. For example, one family requested a garden gate so that the small children could play safely in the garden without the parents having to worry about them wandering out onto the road. In another case CRRC helped to arrange an outside security light to be fitted and repairs to the bathroom.





At the beginning of lockdown in March 2020, CRRC supported the move of one family from their emergency accommodation into a Council tenancy by helping to get the property deep cleaned, painted and decorated, fitted with a gas supply, cooker and carpets, and furnished with a complete set of beds, furniture and other basic items before the move date.

### Continuing support for families settled in Cambridge before the reporting period

Until the lockdown began in March 2020, monthly social events ('socials') were held at a local primary school. Since the lockdown, we had to be more creative in finding ways to continue keeping in touch with CRRC's beneficiaries. As in preceding years, our lead interpreter has been central to all communication processes and this exchange has even intensified, mainly via telephone and WhatsApp, since lockdown. In addition to this channel of communication, the family 'focal point' volunteers have continued to be available for the families also during the Covid-19 pandemic. Focal points befriend the family and report any issues the families are facing to a nominated Trustee. Services or advocacy can then be initiated.

### Gardening project

The long-term aim of the CRRC gardening team is that the families will become self-sufficient and independent gardeners. Since June 2019 the team has worked with seven families who are spread across Cambridge city and South Cambridgeshire. Three of the gardens taken on this year were with houses occupied by newly arrived families. After an initial visit and discussion with each family, basic gardening equipment was given to each family, according to need, and this included two reconditioned petrol mowers for relatively large south Cambridgeshire gardens. The other four families have been here for various lengths of time, but the commitment there does not require much expenditure as seeds, seedlings and plants are usually provided by CRRC's volunteers.







Occasionally the CRRC gardening team has provided help with other garden issues, such as rats, collapsed fencing, or the need to remove heavy items including carpets, old furniture and appliances etc. When visiting CRRC interpreters have helped, especially when it was important to agree the rules to keep us all safe when we returned to the gardens after the first lockdown. The gardening group has nine volunteers but have limited themselves to four gardeners during the Covid-19 pandemic to minimise the number of contacts involved. The gardening team looks forward to inviting a larger number of people to join in once this is a safe option again.

### Emergency hardship grants and loans

CRRC provides emergency hardship grants and loans to local refugees, who experience severe hardship or an emergency. This type of support is intended as a short-term solution, rather than a long-term financial commitment. The application process for a hardship grant is overseen by the trustees and follows the emergency hardship grant policy. We provided four hardship grants in the financial year ending June 2020. CRRC acts as a distributor of vouchers for the Cambridge Food bank for beneficiaries in especially difficult circumstances, and with support from the One Hope Foundation, CRRC also provided, several emergency food parcels to beneficiaries.



Photo: Key Goodridge



### ENGLISH LANGUAGE AND EMPLOYMENT SUPPORT

#### English language support for adults

CRRC continued to provide essential English classes three times a week at C3 church centre for those adults who could not attend Cambridge Regional College (CRC). Most of the students needed childcare, but men and women waiting for a place at CRC and some with health problems also attended.

The classes were co-ordinated by Hilary Sutton who liaises closely with Cambridge City Council. In July 2019 there were 13 students and 10 children under five on the register. This number dropped to seven adults and nine children in the autumn term when some students were able to take up places at CRC. The City Council met the cost of the venue at C3 church. Excellent facilities, including play equipment, were provided by the church.

CRRC contributed a pool of about 11 ESOL qualified and experienced volunteer teachers. Each session had a lead teacher and an average of three others in support. This enabled the students to receive plenty of individual attention. Childcare was provided by a team of CRRC volunteers coordinated by Eeva Stewart, with a minimum of three needed for each session. Providing teaching and childcare on this scale demanded a high level of organisation and dedication. This was tested when Hilary Sutton and Jenny Bastable, two of the lead teachers, were both absent for many weeks because of hospital treatment. Many thanks are due to all volunteers, especially Monica Poulter and Jamie Peterson who led and coordinated all the sessions. The students worked on their literacy and a range of relevant topics. In July we were joined by Sue Mealing for some sessions on food memories and recipe sharing, which provoked much interesting language and some delicious food, especially as one of the students was a qualified chef. At the end of each term the students were assessed to record their progress in classwork and their successes in using English in real life situations.

Transport to the class became an issue in autumn, as the buses serving C3 were re-routed during lengthy roadworks. It was agreed to provide taxis to enable the women to continue to attend. The women took responsibility for ordering the taxis (a useful skill) and were then reimbursed by CRRC. The taxi from Trumpington was usually a people carrier out of which would tumble three women, five assorted babies and toddlers, plus various buggies!



All this, of course, came to an abrupt halt with lockdown in March 2020. When it became obvious that the classes would not be resuming in the foreseeable future, the volunteer teachers began to plan to provide online lessons. We had a training session on teaching ESOL using Zoom and volunteers willingly and quickly learned and shared new skills. On 2 July 2020 the class was reopened online. CRRC also tries to offer 1-to-1 teaching to any refugees who request it and the recruitment and matching of students and volunteers is coordinated by Rachel Hall. During lockdown it has not been possible to meet face-to-face or for new requests to be followed up.

**CRRC would like to thank Cambridge University Press for a generous donation of ESOL textbooks which have been used both in class and at home.**

### First language support for the children

CRRC continued to sponsor weekly Arabic language classes for beneficiary children, which were held in person from January 2019 until March 2020, taught by Kalamna CIC (Saussan Khalil and Safya Sebahia) during term time at St Faith's School, Trumpington. The classes were attended by 17 children in the first term, and 12 children continued in the second term. Attendance overall was very good, with most absences reported beforehand and were due to illness or one-off social commitments. Kalamna CIC is experienced in working with mixed age and ability groups. The children were initially assessed by the Kalamna CIC team. Overall, the group was strong in speaking as the majority speak Arabic at home, with a small number of children not speaking Arabic at home. Conversely, the majority had no reading or writing in Arabic, but a small number of the older children were at a good level of fluency in reading and writing. The focus was on developing their reading and writing skills, using familiar vocabulary and spoken language. During the lessons, the same topic was introduced to the whole group, and then the children were split into smaller groups to do different activities to suit their age and ability.

Over the course of the year, the older children in particular have continued to become more confident in their letter and word recognition and became able to read simple words. The younger children were working on letter recognition and can all read and write their names in Arabic. Overall, the students seem happy and engaged with the classes.

When the first lockdown due to the Covid-19 pandemic started in March 2020, online classes were started, which went really well. There were some inevitable technical hiccups but also some really great feedback from the parents about them. Six children attended the classes regularly and continued to work very well.



### Educational support for the children

Nearly all school-age children from CRRC's beneficiaries have been enrolled in the one-to-one tuition programme provided by the CRRC children's tuition team. Some pre-school children also have tutors. CRRC volunteers are matched with the families and normally meet the children once a week, usually on a Saturday. The aim of this support is to help the children to develop language skills, encourage conceptual understanding, increase knowledge of their cultural community, and to build their confidence and self-esteem. Many of the CRRC children's tuition volunteers are also students of Cambridge University and Anglia Ruskin University. These young people often follow-up their interest in the refugee crisis. The volunteers meet once a month to exchange ideas, resources and concerns. Many volunteers have signed up for web-based training with FutureLearn, and indeed many helped to create this on-line training.



The one-to-one teachers of school-age children often also help, after obtaining written consent from the family, with liaising with the children's school so that the child is supported in following the curriculum at the appropriate level. Schools send a significant number of emails or letters to families, which they may struggle to understand. With written consent from the family, it has been possible to get routine emails from schools directed to a CRRC member, so that important messages, such as notice of parents' evenings can be flagged to the family. Several of the one-to-one tutors have become close friends with the children and the entire family and have engaged with many different aspects of family life over time. Since July 2019, 18 tutors have been supporting the children of the families. Despite the difficulties arising from the Covid pandemic and having to connect virtually, although four volunteers have moved from Cambridge, we have recruited 12 more. We now have a total of 26 volunteers tutoring children. The Refugee Support Network also provides three mentors to help the children.



### FOCUS ON EMPLOYMENT

The year 2019/2020 has resulted in mountains of goodwill and effort on the part of volunteers and those refugees keenest to make progress. Where we began was to continue to push learning English as the key prerequisite to successful self-sufficiency and that remains a priority. We also explored sources of apprenticeships, while also learning about individual work histories and preferences.

CRRC explored a wide range of potential partner organisations and sources to try to optimise what already exists and to check out accessibility for our refugee potential workers. We found a few sources of voluntary work to gain experience, learn colloquial English and in some cases gain references. By early 2019, we felt that we were on the verge of developing a core network of support, though we also have to acknowledge limited success in gaining actual employment. Interestingly, in conversation with the City Council about their own efforts to find employment opportunities, it is clear that they too found it is not as easy as we all would like.

And then there was Covid-19! While a few of CRRC's beneficiaries have continued to work, often courtesy of the City Council's early efforts, for many others opportunities have evaporated and many of the potential partners for learning and support have pulled back on what they can provide. The good news is that there are still sources for, for example, refugees learning about setting up their own business, and other charities whose role is about employment for migrants, and we are in touch with these.

#### Pre-employment learning

We have taken this opportunity to reflect on our approach and whether our focus is appropriate and sufficient. What we have learned is that we need to focus on what might be called 'pre-apprenticeship' learning, to help individuals better understand the potential hurdles and requirements that are peculiar to the UK. This country is very different to many others in its employment practices, employer attitudes and expectations, and we know that some of our refugees have had misunderstandings at work on what is acceptable and what is not. Thankfully, there are appropriate sources of support, which we are now exploring both to determine relevant content and the means of refugees accessing that support. CRRC facilitated weekly mentoring from the Refugee Support Network starting in September 2019. So, another interesting and very challenging year ahead – and we would urge anyone with relevant knowledge, opportunities and ideas to get in touch and help our refugees become self-sufficient, independent families in our community.





Alaa, an experienced cattleman, completed several weekend shifts of voluntary work at Cambridge University's dairy farm in Winter 2019, leading to an excellent reference.







### ACTIVITIES AND CULTURE

#### School holiday activities

The summer school holidays were again a great opportunity to get together, practise English, and have fun. CRRC volunteers organised a fantastic programme and most families attended several events, such as Clip and Climb in Cambridge; a picnic at Newnham; a trip to Ely; a visit to Shepreth Wildlife Park and a visit to the mini trains. Many visits were by public transport to give the families some experience and confidence in using buses and trains. Eight refugee families attended the Ahbab festival summer event thanks to tickets from Cambridge Junction and the Ahbab Festival. Over July and August 2019, refugee teenagers living in Cambridge took part in Hiraeth, a community arts project inspired by the Welsh word which conveys a deep longing for a home, that maybe never was. The project aimed to be a space for free self-expression, and Hiraeth Radio was a participant-led radio programme. Participants shared experiences, opinions and cultures; they were free to discuss whatever they wanted, and play whatever music they wanted. It also offered them a chance to improve their confidence and proficiency in speaking English. In the Winter activities included Ice-skating at Parkers Piece, Cambridge, and the *Wind in the Willows* at Cambridge Junction theatre.





### CRRC Socials

CRRC has been running socials since December 2015 when we welcomed the first beneficiary families. As the number of beneficiaries and volunteers grew, the socials grew. They are now held at a large primary school in Cambridge, one Saturday of every month and organised by a small team of volunteers with regular liaison with the board of Trustees.

The CRRC socials continue to serve three main purposes:

- Social space for beneficiaries. They provide a regular social outlet for beneficiary families, many of whom live scattered across the city and county and rarely have the time or means to see each other elsewhere. It is a space in which conversation, information, celebration, games, music and food can be shared.
- Involvement of Volunteers. Once registered with CRRC, many new volunteers begin by helping at a social – in the kitchen, with the children's activities, setting up and tidying up. From this small commitment many volunteers become more involved in other work – one-to-one tuition, language teaching, board of Trustees, focal points etc. Those with less time to give can continue to lend a hand once a month at socials and their help is greatly valued.
- CRRC contact with beneficiaries. CRRC rents the venue for an hour before the event time in order to use the space to meet with volunteers and beneficiaries to discuss paperwork or queries, offer advice or introduce new volunteers to the work. Translators are available to help in such matters. The One-to-one tuition group holds their regular monthly meeting before the socials. During the socials important public announcements are often made, new beneficiaries or babies welcomed, services CRRC is offering are detailed. In short, the socials provide the face-to-face contact CRRC prides itself, involving the whole community, while offering private meeting room space for confidential conversations.

For the year July 2019 to March 2020, we had a committed team of six volunteers on the Socials Organising Committee liaising on WhatsApp and email for the forthcoming monthly social. This greatly eased the workload of organising the socials and increased the pool of expertise and interests. We had introduced more recorded music to the socials, noticing an enthusiasm from the women and children to dance. In fact, sometimes, it was difficult to finish the dancing to prepare to go home. We are exploring offering live music. Our children's activities have developed and expanded as we draw on connections and expertise in the local community. We always offer crafts, physical games, and football. Sometimes we offer dance workshops, circus skills, henna painting, face-painting. Volunteers' and beneficiaries' interest in football has been matched and outdoor football training has developed greatly in the last few months, involving refereeing and team games. Beneficiaries and volunteers continue to enjoy sharing food.



During the lighter summer months, we have encouraged beneficiary families, who live close to the venue to travel independently by foot to the socials rather than taxi or lifts.

Recently we have drawn up a questionnaire for beneficiaries in order to gauge thoughts on the socials and the activities we offer. So far feedback is very positive. One volunteer met with a small group of women beneficiaries at their English class and talked through the translated questionnaire. They all expressed their enjoyment of the social as it was a time and place for them to relax with friends and their children.



At the last February Social 2020 before lockdown almost all the beneficiary families attended along with over 20 volunteers and beneficiaries helping with lifts to the social, organising the kitchen, children's activities, two first aiders, safety wardens, translators and organising football and team games.

Very sadly we have been unable to run the socials since lockdown March 2020.

*The CRRC Socials Organising Committee Team look very much forward to coordinating the socials again when government regulations permit!*



### COMMUNICATIONS AND OUTREACH

Last year, we reported on a campaign led by CRRC Trustee Adrian Matthews to restore language support for non-English-speaking candidates for the UK Driving Theory test. Adrian and CRRC's Chair, Dan Ellis, consulted refugee aid groups around the country to ascertain the level of difficulty the scrapping of language support had caused refugees. The campaign and petition were launched as a result of this research and reached their conclusion in spring 2020. The strength of support shown by the number of signatories to CRRC's petition, and the findings of the research behind it, led to CRRC being included, via the Strategic Migration Partnership, in a consultation with the DVSA in autumn 2019.

**We were delighted to learn in March 2020 that the issue highlighted by the campaign had been addressed: the new Driving Theory test unveiled in April 2020 now incorporates video scenarios in place of written questions, making it accessible to those with low levels of English and/or literacy.**

Outreach activities continued in autumn 2019 with two Trustees taking part in a panel discussion at King's College organised by Re:action, the University of Cambridge student group. Four Trustees also took part in a PSHE day for Year 10s at Comberton Village College, when groups of pupils were shown a presentation on refugees and resettlement before being invited to suggest solutions to the problems an imaginary Syrian refugee family might face on first coming to live in Cambridge. The students engaged well with the topic and the success of the day led to a further invitation for autumn 2020.

The new CRRC website was launched at the end of July 2019 and the summer issue of the newsletter was updated with a new look to match. The newsletter was sent out quarterly throughout the year to a subscriber list of 220 and has a good engagement rate of around 60%, compared with an industry average of around 20%. The website, Facebook page and group, and Twitter feed were regularly monitored and updated. The advent of lockdown in March 2020 led to more online engagement and requests to join the Facebook group. There are currently just over 1,000 members of the Facebook group.

A further strand of the communications role is liaising with other groups. We have maintained close ties with Cambridge Ethnic Community Forum, Cambridge Convoy Refugee Action Group and Cambridge City of Sanctuary, as well as One Hope Foundation, which has offered invaluable support in the form of halal food packages when families have found themselves in difficulties. New supporters MAUL (Martial Arts Uniting Lives) has offered martial arts lessons with an Arabic speaker to refugee families.



### Financial review and reserves policy

During this third year of operations, the budget has been reviewed during regular trustee meetings, ensuring that new expenditure is checked and authorised by the trustees. The Board of Trustees is responsible for ensuring that expenditure remains within agreed limits. The net receipts for the year were £7,654.

At 30 June 2020, CRRC's free cash reserves were £37,093. The charity does not have a reserves policy. Trustees review spending regularly, adjust budgets as required, encourage donations within the local community and plan fundraising activities to ensure that ongoing and planned support of beneficiaries and all CRRC's activities can be continued as planned.

### Plans for the Future

Over 2019/2020, we continued to learn a lot about CRRC's families, volunteers and working with agencies, Councils and sister charities, all in the pursuit of resettling refugee families. We have encouraged our local Councils and through them our Government to bring more refugee families into the area and we hope to support them too in due course.

Our areas of support all aim to offer skills (English), opportunities (social and work), comfort (advice and care), and fun (general and specific activities). Given the arrival of Covid-19, many of these face-to-face activities have been hit hard, as have many of the families, and we now consider a future looking different in manner and approach for a period, though we wish to maintain the same broad support, as far as possible.

As many of us are finding, the availability of technology, and the knowledge to use it, is critical to keeping in touch while keeping a safe distance. So, we invest time and effort to secure electronic devices and skills for the families. Already English is taught using phones and iPads, both one-to-one and for small classes; we are looking to extend that facility and consider a wider agenda of content, albeit with the help of partner organisations and more funds. As vaccine take-up spreads and infection rates drop, we hope to be able to return to a more personal and collective approach. In the meantime, we will focus on finding the means to do as much as we can without the close contact that normally underpins our support effort. The good news is that there are many agencies out there with a similar mindset and loads of goodwill, so that we can continue the process of refugee family resettlement support in and around Cambridge.





**Approved by the Board of Trustees on 28.04.2020 and signed on their behalf by:**

Dan Ellis  
Chair

Note: The trustees are responsible for keeping accounting records, which disclose with reasonable accuracy the financial position of the charity and its compliance with all legal requirements. They are also responsible for safeguarding the reputation of the charity and taking reasonable steps for the prevention and detection of fraud or other irregularities. The trustees take pride in maintaining the integrity of information included on the charity website and other social media.



Photo: Key Goodridge





# CRRC Trustees Annual Report & Financial Statement

Period ended 30 June 2020

## Statement of financial activities (incorporating an income and expenditure account)

For the period to 30 June 2020

	Period ended 30 <sup>th</sup> June 2020 £	Period ended 30 <sup>th</sup> June 2019 £	Period ended 30 <sup>th</sup> June 2018 £
<b>Income from:</b>			
Donations & Legacies	47,156	22,461	7,761
<b>Total income</b>	<b>47,156</b>	<b>22,461</b>	<b>7,761</b>
<b>Expenditure on:</b>			
Raising Funds	0	0	0
Charitable activities	39,502	26,022	12,020
<b>Total expenditure</b>	<b>39,502</b>	<b>26,022</b>	<b>12,020</b>
<b>Net movement in funds</b>	<b>(7,654)</b>	<b>(3,561)</b>	<b>(4,259)</b>
<b>Reconciliation of funds:</b>			
Total funds introduced	29,438	32,999	37,258
<b>Total funds carried forward</b>	<b>37,093</b>	<b>29,438</b>	<b>32,999</b>

All of the above funds are derived from continuing activities. There were no other recognised gains or losses other than those stated above.



# CRRC Trustees Annual Report & Financial Statement

Period ended 30 June 2020

## Balance sheet as at 30 June 2020

	30 <sup>th</sup> June 2020 £	30 <sup>th</sup> June 2019 £	30 <sup>th</sup> June 2018 £
<strong>Current Assets:</strong>			
Debtors	0	0	752
Cash at bank and in hand	37,093	29,438	32,247
	<hr/> 37,093	<hr/> 29,438	<hr/> 32,999
<strong>Liabilities:</strong>			
Creditors: amounts falling due within one year	0	0	0
<strong>Net current assets</strong>	<strong>37,093</strong>	<strong>29,438</strong>	<strong>32,999</strong>
<strong>Total net assets</strong>	<strong>37,093</strong>	<strong>29,438</strong>	<strong>32,999</strong>
	=====	=====	=====
<strong>The funds of the charity:</strong>			
Restricted funds	0	0	0
Unrestricted general funds	22,222	19,628	32,999
Designated funds	14,871	9,810	0
<strong>Total charity funds</strong>	<strong>37,093</strong>	<strong>29,438</strong>	<strong>32,999</strong>
	=====	=====	=====

Dan Ellis  
Chair

Michael Robert (Robin) Turner  
Treasurer



## Notes to the financial statements for the period ended 30 June 2020

### Accounting policies

#### a) Statutory information

Cambridge Refugee Resettlement Campaign is a charitable incorporated organisation (CIO) in the UK. The registered office address is c/o Friends Meeting House, 12 Jesus Ln, Cambridge CB5 8BA.

#### b) Basis of preparation

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 (effective 1 January 2015) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)(September 2015) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

#### c) Public benefit entity

The CIO meets the definition of a public benefit entity under FRS 102

#### d) Going concern

The trustees consider that there are no material uncertainties about the CIO's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

#### e) Income

Income is recognised when the CIO has entitlement to the funds, any performance conditions attached to the income have been met, and it is probable that the income will be received and that the amount can be measured reliably and is not deferred.

#### f) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria is charged to the fund. Unrestricted funds are donations and other incoming resources received/generated for the charitable purposes. Designated funds are unrestricted funds earmarked by the trustees for particular purposes.



## **g) Expenditure**

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

Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the CIO in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities comprises those costs incurred by the CIO in the delivery of its programmes. 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 are the costs associated with the governance arrangements of the CIO. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the CIO's activities.

## **h) Debtors**

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

## **i) Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments. Cash balances exclude any funds held on behalf of service users.

## **j) Creditors and provisions**

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

## **k) Staff and pensions**

The CIO currently has no employees or pension obligations.

## **l) Foreign currencies**

Assets and liabilities expressed in foreign currencies are translated into sterling at the exchange rate ruling at the balance sheet date. Transactions in foreign currencies are recorded at the rate ruling at the end of the month in which the transaction occurred.



## **Cambridge Refugee Resettlement Campaign**

Independent examiner's report to the trustees of Cambridge Refugee Resettlement Campaign  
(Charity number **1172836**)

on the accounts for the year ended 30 June 2020

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

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

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

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

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

I have 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.

Hilary Seaward, FCA  
Chartered Accountant  
9 Sherlock Road  
Cambridge, CB3 0HR

27 September 2020





### How You Can Help Cambridge Refugee Resettlement Campaign

#### Volunteer

We always need enthusiastic people to volunteer for the organisation. We can't offer money but it's extremely rewarding to see your work directly helping local refugees. You will meet a bunch of fascinating people if you work with us.

We are also very happy to write recommendation letters and give out certificates for the soft skills you acquire during your work with us, if this is of help to you. Please note that taking on a permanent volunteering role requires you to work about 4 hours a week and that you should be able to make this time commitment for at least half a year – we want to avoid too much flux.

#### Can you offer employment and work experience?

Once a refugee family begins to settle into their home, their children are at school and their own English classes are progressing, the adults need to become independent and self-sufficient by earning their living in legitimate and worthwhile work. At CRRC, we are seeking opportunities across a wide range of employment areas based on the jobs and skill-development these adults have had in the country they have just fled.

#### Calling all landlords and landladies

We still need you! Please see our website for further details.

#### Donate

##### Donate money

We rely entirely on the generosity of our supporters to continue the work that we do for refugees resettling here in Cambridge. As CRRC is run entirely by volunteers from their own homes we have no staff, office or administration costs. Your donation will go directly towards helping the refugee families themselves. CRRC has a new donation platform: Kindlink. Donations can be made through our website or through [Kindlink here](#).







### Donate items

Refugee families in Cambridge are often in need of items to support them in setting up their new lives. On our website we provide a list of items we are currently looking for. We are only able to accept items advertised on the list.

The system of asking for specific donations has proven to be successful, and when we have to store items for temporary periods we have continued to benefit from the generous use of a supporter's garage in Cambridge. Often equipment and sports clothes for children and childcare are on the wish list, but also warm clothes for the winter.

### IT equipment

Cambridge Assessment English, for example, have been consistently fantastic in providing laptop computers and mobile phones to CRRC beneficiaries, when they are replacing their organisation's stock. The grant agreement between the Home Office and Cambridge City Council specifically prevents the Council from supplying resettling refugees with any electrical goods such as these. Initial reliance on benefits while English is learned, and skills adapted to new conditions means that these vital requirements of modern life are very much appreciated. During the reporting period we took charge of 10 laptop computers and 16 mobile phones donated by Cambridge Assessment English and distributed these to adults and secondary-school-age children in beneficiary families.

Find more about our work at [cambridgerefugees.org](https://cambridgerefugees.org) or email [info@cambridgerefugees.org](mailto:info@cambridgerefugees.org) to discuss ways to support CRRC.



## CRRC Trustees Annual Report & Financial Statement

Period ended 30 June 2020

*We sincerely thank our many generous donors, sponsors and volunteers, whose contributions make a real difference to our beneficiaries.*

### **In kind**

Ahbab Festival  
Buddhist centre mediation sessions  
Cambridge Assessment English  
Cambridge Buddhist Centre  
CamCrag  
Cambridge Food bank  
Cambridge Hub – CRRC facilitated access to a summer project for young people in July & August 2019 organised by Cambridge Assessment English  
Cambridge Junction  
Cambridge Mosque  
Cambridge United Football Club, Cambridge United Community Trust  
Cambridge University Press  
Cambridge Doulas  
Emmaus, Cambridge  
Hope into Action  
MAUL (Martial Arts Uniting Lives)  
One Hope Foundation  
OWL Bikes  
Papworth Trust  
Refugee Support Network – CRRC facilitated weekly mentoring from them, starting in September 2019

And to all other individuals who donated items large and small, all of which count in our joint efforts.

### **Money/ Grants**

Heartfelt thanks to all individuals and organisations, who donated generously to CRRC during the reporting period!