



**Community Integration and Advocacy Centre
Trustees Annual Report and Accounts
1st January 2020 to 31st December 2020**

Organisational Structure, Governance and Management

Community Integration and Advocacy Centre (CIAC) is registered with the Charity Commission for England and Wales as a Charitable Incorporated Organisation and is governed by a constitution dated 3rd December 2016. Charity Commission registration was obtained on the 4th January 2017. CIAC's charity registration number is 1170984. CIAC's registered address is c/o 69 Ella Street, Hull HU5 3AJ.

CIAC Board of Trustees constitutes:-

Dr Ben Butler (Chair of the Board of Trustees)
Angela Murden
Anna Grzybowska
Lama Orabi
Laura Wilson
Prof. Glenn Burgess
Gill Martin (resigned 21st April 2021)

Trustees are recruited as the existing Board of Trustees identify skills gaps and decide on suitable people who will complement and enhance the skills and experience profile of the current Board.

CIAC is managed by our Chief Executive Officer, Jayne Mercer. Jayne is responsible for the day to day management of the service.

CIAC would like to thank Diana Johnson MP for being our first patron.

Mission statement: Supporting emerging communities to contribute fully to life in the UK as committed and active citizens.

CIAC's charitable objectives are:-

To advance education and relieve financial hardship amongst Emerging Communities in the Humber Region through the provision of legal and other advice and by any other means as the trustees may determine

(Emerging communities are defined as refugees, asylum seekers, EEA migrants and other migrants)

The CIAC Trustees have had due regard to the Charity Commission guidance on the Public Benefit Requirement (Reg. 40(2)(c)(ii)).

Message from the Chair

In common with many third sector organisations, CIAC was faced with severe operational challenges in 2020 as CV-19 lockdowns created unprecedented restrictions on our ability to meet our service users in community settings.

Our client interactions were most acutely affected, falling from 1423 in 2019 to just 339 in 2020. This laid bare our dependence on referrals from the sector and maintaining a presence at key services.

Like other agencies working in this area we had to adapt quickly in order to switch our provision to online or telephone appointments and, while these interactions were fewer, our staff and volunteers were able to continue to provide a comprehensive service. This included 42 fee paying and 39 pro-bono applications. As a proportion of all applications, the pro-bono component of our work increased markedly during lockdown

We have continued to consolidate CIAC's business and income generation model through continued development of our cross-subsidy approach to providing low cost and pro-bono immigration advice . Although we have seen a reduction in earned income over the period from £9,310 to £6,761, we have also been fortunate that our overheads have remained low and this has enabled us to remain flexible and adaptable. This ability to rapidly scale-back is probably best illustrated by a temporary reduction in our volunteer base from 8 to 2 during the period. Rebuilding our volunteer base looks set to be a priority as restrictions ease.

Such reductions in service delivery tend to obscure some very powerful individual stories that lay behind the applications that we make on behalf of our service users. For example, of the pro-bono applications completed in 2020, approximately 65% were in support of women experiencing domestic violence who, without a source of local advice and support, faced indefinite periods trapped, both legally and financially, in abusive relationships.

In a year where our ability to help our beneficiaries has been so compromised, it is heartening to think that we have still been able to change lives in such a profound way. Uncertainty remains, but I believe that 2021 will be a year when we can enhance the quality and impact of our work by rebuilding our footprint, re-establishing our volunteer base and extending our services.

I'd like to thank the trustees, volunteers and staff of CIAC for their role in continuing to provide our services. Despite a restrictive environment, I remain extremely proud of the impact of our work on individuals and families in the region.



Dr Ben Butler
Chair of the Board of Trustees

Achievements and Performance

CIAC participates in the Hull Welcome Project in partnership with Open Doors and Hull City of Sanctuary. CIAC provides generalist and specialist immigration advice, Open Doors provides orientation activities and Hull City of Sanctuary offers cultural activities and coordinates Hull Refugee Week. In September 2020 our CEO was picked to represent the Hull VCS on the Humber Strategic Migration Partnership.

CIAC has successfully maintained regulation with OISC at level three although operates at level two on an interim basis. Level two allows CIAC to construct fresh asylum submissions and complete other complex casework to enable Emerging Communities (EC) to maintain and regularise their right to live, work and fully participate in UK.

The Covid lockdown created significant reduction in services as face to face interactions ceased. Slowly interactions increased everyone became more familiar with the use of Zoom.

Achievements and performance:

- On the 27th March 2020 the UK entered lockdown due to Covid. CIAC face to face services ceased until 9th September 2020 but then, due to an increase in transmission, halted again on the 28th October 2020. With interactions limited to online contact, supervising volunteers to complete immigration applications was no longer possible. Initial advice from the Government forecast a lockdown of only three months.
- Prior to the Covid lockdown CIAC operated a drop in on a Wednesday afternoon at Open Doors (Prince's Avenue Methodist Church) between 1:00 and 3:00 pm with limited facility for appointments at additional times. CIAC also attended the Open Doors drop in on a Thursday morning.
- Two CIAC volunteers were provided with mobile phones and access to laptops. The volunteers made welfare calls to clients on our database. An Arabic speaking volunteer contacted Arabic clients. 153 welfare calls were made on a Wednesday afternoon at the time drop ins were previously held. The clients were very appreciative of the calls.
- During 2020 our multicultural team provided a total of 61 pre-arranged client appointments and 125 client interactions during the drop-in sessions, plus 153 welfare calls which is a total of 339 interactions providing support with a range of issues including welfare rights, asylum support, access to services and immigration advice. This is compared to a total of 1423 client appointments and drop in sessions in 2019 which represents an reduction of 1084 client interactions. Prior to the Covid lockdown access to appointments usually occurred through attendance at the drop in where initial and generalist advice is provided and appointments for completion of immigration applications are arranged.
- 42 fee paying applications were completed generating an income of £6,761, a decrease of £2549 from 2019. Fees charged are very low compared to commercial organisations. It is explained to clients that the low fees support pro bono immigration services to help people without a positive immigration status resolve their situation.

- 37 pro bono immigration applications were submitted to the Home Office, a decrease of 4 from 2019. These include further asylum submissions, private and family life, domestic violence applications and lodging appeals. Domestic violence applications accounted for 25 of the pro bono applications. A further 19 people were provided with advice on applications to prepare for future applications. These interactions, completed by our Principal Immigration Advisor, were completed remotely.
- CIAC is supported by a team of eight volunteers from six nationalities. Two volunteers obtained employment and were unable to continue volunteering on a regular basis. Following Covid, due to temporary cessation of face to face interactions, active volunteers reduced to two.
- With the lockdown and need for people to self-isolate it was recognised that destitute refused asylum seekers needed somewhere to stay whilst applications were made for S4 Asylum Support. CIAC, in partnership with Open Doors, took responsibility for supporting people allocated accommodation in a specially allocated house. Funding was obtained from Crisis to provide support and supplies such as bedding. The intention was for a rapid turnover of residents but people were being allocated accommodation in hotels with their movements restricted. As there were concerns about this the residents were allowed to continue at the house. CIAC took responsibility in April for a six month period ceasing in October 2020.
- Until passing the OISC Level 1 exam the volunteer advisors complete basic immigration applications under supervision. Supervision of volunteers remotely whilst completing applications was not felt to be adequate. The types of applications completed by volunteers are applications for EU Settled Status, Travel Documents, Citizenship and replacement Biometric Residence Permits.
- The volunteer advisors also attend CIAC's specialist immigration training in preparation for regulation with OISC subject to passing an appropriate exam. The training sessions were put on hold due to the lockdown but recommenced using Zoom on the 1st July 2020 fortnightly on a Tuesday evening. The experience and training gained greatly enhances employability.

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF COMMUNITY INTEGRATION AND ADVOCACY CENTRE (CIAC)

I report to the trustees on my examination of the accounts of CIAC for the year ended 31stDecember 2020.

Responsibilities and basis of report

As the charity trustees of CIAC you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of CIAC's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

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

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.

Martin A Pliener CPFA
9 The Green, Welton, HU15 1NG
31/10/21

Community Integration and Advocacy Centre (CIAC)
Financial Statement for Year Ending 31st December 2020

	£	£	£	£
	Restricted	Unrestricted	TOTAL	Last year
RECEIPTS				
<u>Grants</u>				
Two Ridings	938	-	938	-
Crisis	4,050	-	4050	-
Covid 19	8,500	-	8500	-
Community Safety Fund	-	-	-	10,000
East Riding of Yorkshire Council	-	-	-	850
James Reckitt	-	-	-	5,000
People's Postcode Lottery	-	-	-	20,000
<u>Donation</u>	-	1,000	1000	-
<u>Fees for charitable services</u>	-	6,761	6761	9,310
Other - Miscellaneous	-	52	52	486
Total	13,488	7,813	21,301	45,646
PAYMENTS				
Sessional worker fees	13,500	8,590	22,090	16,281
Supervision	5,108	-	5,108	1,630
Training	800	1,200	2,000	2,457
OISC registration	-	1,290	1,290	1,290
insurance	-	-	-	694
Legal resources	892	-	892	1,122
IT & communication - equipment	304	-	304	1,358
IT & communication - development & resources	298	90	388	279
Volunteer expenses	-	-	-	77
Travel	-	4	4	109
Post and stationery	-	119	119	245
Premises	-	-	-	5,400
Destitution	216	-	216	140
Development of educational resource	-	-	-	850
Donation to Refugee Week	-	-	-	500
Miscellaneous (incl interpret)	353	14	367	302
Total	21,471	11,307	32,778	32,734
EXCESS OF RECEIPTS OVER PAYMENTS	(7,983)	(3,494)	(11,477)	12,912
BALANCE BROUGHT FORWARD	18,363	2,433	20,797	7,884
BALANCE CARRIED FORWARD	10,380	(1,060)	9,320	20,796

NOTES

Due to the omission of the pence figures in the table above there appear to be two summation errors. These are actually due rounding and affect the relevant totals by £1. The lack of an expenditure figure for insurance in the current year is due to a 3 month extension period offered by the insurer due to covid which resulted in the renewal date being pushed forward into 2021.

Balance carried forward is comprised of monies in the bank and cash in hand.

-bank balance at 31/12/20	7789.98
-cash in hand.	<u>1530.00</u>
	9319.98

Assets: four laptops and two mobile phones

CIAC aims to allocate one month's operating costs per year to its reserves until six month's operating costs are held in reserve. The reserve fund will be capped at a maximum of £500,000. Reserves are defined, in line with Charity Commission guidance, as that part of a charity's unrestricted funds that is freely available to spend on any of the charity's purposes. Because of Covid it has not been possible to realise this aim this year. The small negative balance on the unrestricted balance arose due to timings on cash flow and where income lags behind expenditure.

CIAC's income generation model is based on low cost, ethical immigration advice to people with recourse to public funds and the right to work underpinning pro bono (free) immigration advice to people without recourse to public funds and without the right to work as a long term, sustainable route out of destitution. In 2020 CIAC generated an income of £6,761 from fee paying services. This is a reduction on 2019 due to restrictions on service attributed to Covid.

Thank you

The continuing success of CIAC would not be possible without help from the people and organisations named below:

Volunteers: Brid, Ghalia, Jane, Karen, Marita, Sana, Lucy, Kamal, Laszlo. .

Open Doors

Prince's Avenue Methodist Church

John Donkersley for providing immigration law supervision

Penny Edgar from Collingwood Immigration

Pippa Robson of North Bank Forum for support and advice

Naomi Rosenberg for developing and maintaining case management

NICE for use of facilities to run training sessions

British Red Cross

University of Hull

Debbie Hammond and her team at Hull City Council

Dame Diana Johnson MP and team

Emma Hardy MP and team

Karl Turner MP and team