



REFUGEE RESOURCE

(A Charitable Company Limited by Guarantee)

Annual Report and Financial Statements

For the year ended 31 March 2021

Registered Charity No. 1098876

Company No. 4558542

Refugee Resource

Annual Report and Financial Statements

For the year ending 31 March 2021

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Refugee Resource

The Trustees are pleased to present their report together with the audited financial statements for the year ended 31 March 2021.

Reference and Administrative Information

Charity name: Refugee Resource

Charity registration number: 1098876

Company registration number: 4558542

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

Chief Executive Officer: Kate Hood

Trustees

Belinda Coote (Chair)

Louisa Daubney

Ray Fishbourne (resigned 21 Sept 2020)

Elizabeth Jones (appointed 22 June 2020)

Ken King

Dr Adiba Malo

Dr Caroline Roseveare (resigned 21 Sept 2020)

Michael Taylor

Andrew Tyson (appointed 22 June 2020)

Independent examiners

Critchleys Audit LLP

Beaver House, Hythe Bridge Street, Oxford, OX1 2EP

Bankers

Triodos Bank N.V.

Brunel House, 11 The Promenade, Bristol BS8 3NN

Objectives and activities

The objects of the charity are:

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

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

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

Overview of the year ended 31 March 2021

The corporate objectives which the Trustees agreed for 2020/21 were to:

- Develop and deliver our range of high-quality therapeutic services with a view to empowering clients, and improving their resilience and well-being;
- Continue to consolidate and build on recent growth by improving business management and communications systems to aid efficiency and effective working;
- Build our internal capacity by focussing on the professional development, and safeguarding the well-being, of our staff, trustees, volunteers and associates.
- Continue to diversify our funding streams and help ensure the organisation's sustainability and relevance in an increasingly challenging external environment;

- Meet the outcomes set for different services and embed our new system of monitoring and evaluating our work, including eliciting regular feedback from our clients, in order to more effectively evaluate, report on and develop these;
- Consolidate strategic partnerships with other key organisations in order to develop and extend our range of client services and identify possible joint initiatives, while avoiding duplication of services and maintaining focus on our core aims.
- Develop new business activities which are in line with our core remit, in order to generate unrestricted funding to safeguard the provision of our services in the future, e.g. by using our expertise to build capacity in other agencies.

Overview of the year 2020/21

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

The past year was particularly difficult for those who were already facing trauma and displacement on their journeys seeking asylum. The pandemic meant further isolation and uncertainty and people who were making progress, perhaps accessing local volunteer or employment opportunities and building friendships, faced further loss of engagement and community that adversely impacted their wellbeing. For many clients, hardships, such as financial struggles, destitution, homelessness, domestic abuse, significant mental distress and re-traumatisation increased.

In spite of these challenges, we were also reminded how resilient our clients are, and how much they continue to bear and overcome. At the outset of the pandemic the Refugee Resource team rapidly adapted services to be delivered remotely, and many clients were flexible and quick to adapt, demonstrating how much they value RR's support – particularly our counselling programme, which is built around trust and a familiar, safe space to work through complex trauma. With a particular focus on safeguarding and maintaining trust and boundaries, clients were keen to continue seeing their counsellors remotely, and adjustments were made for shorter/flexible sessions where necessary.

We saw a drop in overall numbers of clients during the year, for several reasons:

- The closure of our offices means that we did not have the usual drop-ins and footfall from clients we would normally see.
- More people were moved into counselling for intensive work, rather than casual, one-off engagement, because of their exacerbated needs
- Clients typically engaged for longer with services; we had less clients 'moving on' and the waiting list for our counselling service grew to more than six months, and resulted in us closing for referrals for the first time in our history of operations.
- We had to reduce some services, for example we had to temporarily stop some of our group work due to the pandemic, which was unsuitable to transition online at this stage like our football group. However, some longer-running, well-established groups have continued – e.g. our women's group and parenting groups.

Despite an overall drop in client numbers, all of our services maintained or exceeded their targets with many providing more intensive casework support to clients who were facing new or more severe challenges in the wake of the pandemic. Part of our strategic direction for the next 3-5 years, agreed before the pandemic began, is to focus our services on supporting the most vulnerable clients more intensively, so a potential drop in client numbers was already anticipated to allow for this work, though the pandemic did have an impact.

There was an increase in inter-agency communication and partnership work to ensure join-up and collaboration, particularly closer working with local community organisation, Asylum Welcome (AW) as we share the same client group.

From 1st April 2020 to 31st March 2021, we worked with 238 people:

- 45 clients received mentoring support
- 129 clients received counselling support
- 56 clients were involved with our women's service
- 74 clients received advice & advocacy support
- 18 young people received support through our in-school counselling programme

Impact of COVID-19 pandemic

The pandemic has had a significant negative impact on both our clients and our services. The complexity, severity and numbers of client issues has increased and unfortunately the negative impacts are likely to be felt by our client group for a long time to come. As outlined previously, many clients have experienced setbacks and felt 'stuck' as a result of various challenges, e.g. financial struggles, loss of social/economic opportunities, challenges around housing, domestic and economic abuse and high levels of severe anxiety or other mental health issues exacerbated by the isolation, uncertainty and other struggles many are facing.

Although Refugee Resource managed to maintain its services and deliver these remotely and/or with safe, social distancing in place, a strain was put on our services and some areas of our work were unable to make as much progress as planned, e.g. group activities. Additionally, our staff and volunteers have had to navigate through significant disruption, liaising remotely and increasing their communications between partners to ensure clients have been able to receive basic essentials such as food and medicine, in addition to their delivery of therapeutic services.

The impact on our staff and volunteers has been a challenge too, with several factors affecting our team, including the isolation of homeworking; communication issues without the support of colleagues in the office and more ad-hoc conversations; as well as an increase in difficult safeguarding cases making work much more demanding. We have begun addressing these challenges through adjustments to staff meetings (shorter but more regular all team sessions, with time for all colleagues to bring their own questions, topics, areas of concern, etc.); more training on issues such as vicarious trauma and relevant topics to help with work challenges, such as unconscious bias; and additional support for frontline staff with supervision and coaching. Staff wellbeing is a core strategic focus, and we ensure we review this in close consultation with the team.

Another significant challenge for the organisation is our financial position for 2021/22 and outlying years. We have found that a number of organisations who had previously supported us, and who offered multi-year grants, have had to reduce funding and some are moving to single year grants whilst they review their own processes and policies, and wait to see how the pandemic evolves. We will continue to address this by investing in additional staff capacity to support our fundraising/marketing and social enterprise activities.

Financial Review

Principal funding sources

The principal funding sources for the charity for 2020/21 were grants, including from the National Lottery, The Henry Smith Charity, Lloyds Bank Foundation, Comic Relief, Children in Need, Oxfordshire Clinical Commissioning Group, People's Postcode Lottery, Oxford City Council and Oxfordshire County Council. Funding was down slightly on 2019/20 due to several grants finishing during the year and not being replaced.

Reserves policy

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

The charity holds £463,584 in funds at 31 March 2021, including £100,243 in restricted funds, £3,911 represented by tangible fixed assets with free reserves of £359,430. The trustees have set the level of designated reserves at £207,000 for 2021/22 and are happy with the level of free reserves in light of the current economic situation, possible impacts of coronavirus and the charity's ongoing dependence upon grant funding. In addition, as mentioned above, the nature of the work means that the organisation's activities cannot be wound down too quickly as this would be detrimental to its clients' mental health; a relatively high level of reserves funding is therefore held.

Areas of focus in 2021/22

- We will review our ways of working and core business in light of the coronavirus epidemic, i.e. our ability to adjust our service delivery to accommodate more virtual working and our technological systems to do this;
- We will continue to develop our approach to financial and business development and management, including extending our offer of capacity building services for other agencies working with our client groups;
- We will ensure high quality, wrap around services where current and new clients can feel safe, valued and empowered, via longer-term interventions with clear planned pathways, including casework;
- We will focus on staff health and well-being and carry out a review into culture and working practice.
- We will continue to focus on developing alternative fundraising streams, for example by piloting community fundraising initiatives and growing our social enterprise activities.
- We will continue to improve upon our back-office support and infrastructure, especially in the area of financial management and review our needs regarding working space post-pandemic.
- We will ensure all our work is based upon feedback from our client group, including by developing and improving our Refugee Advisory Group activities;
- Further to increasing cases of modern slavery and domestic violence, we will continue our focus on ensuring all our systems and processes around safeguarding are robust.

Structure, Governance and Management

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

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

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

The Board of trustees delegate the running of the organisation to a Chief Executive Officer and management team; the governance function is supported by quarterly Board meetings and an annual strategic planning meeting, as well as a Finance Committee comprising the Chair, the Treasurer and the Vice Chair. Trustees receive an induction pack upon engagement. A pay policy is in place and a full benchmarking review was carried out in 2017; salaries are subject to an annual review process by the Board.

Risk management

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

- Financial sustainability: the charity is currently overly dependent upon grants from trusts and foundations to maintain its operations; a focus in the strategic plan for 2021/24 is to diversify ways of raising revenue by continuing to develop the social enterprise trading initiatives and extend our community fundraising activities.
- Issues of stress among the staff team which adversely impact culture, arising within the organisation due to the nature of the work and impact of lock down and living with the coronavirus. Steps have been taken and will continue to be taken to address these including training in vicarious trauma and resilience.

Responsibilities of the Trustees for the preparation of the financial statements

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

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

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

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

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

Signed on behalf of the Trustees

Belinda Coote

.....
Belinda Coote
Chair

11th October 2020

.....
Date:

Independent examiner's report to the Trustees of Refugee Resource

I report to the charity trustees on my examination of the accounts of Refugee Resource (the Company) for the year ended 31 March 2021, which are set out on pages 11 to 23.

Responsibilities and basis of report

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

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

Independent examiner's report

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

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

- 1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- 2) the accounts do not accord with those accounting records; or
- 3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- 4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Name of examiner: Colin Mills

Name of firm: Critchleys Audit LLP

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

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

Date: 22 October 2021

Refugee Resource
Statement of Financial Activities (including Income & Expenditure Account)
For the Year Ended 31 March 2021

		2021			2020		
		Unrestricted funds £	Restricted funds £	Total funds £	Unrestricted funds £	Restricted funds £	Total funds £
Income and endowments from:	Note						
Donations	2	13,810	437,287	451,097	9,887	442,898	452,785
Charitable activities	3	21,085	23,209	44,294	28,520	19,342	47,862
Other trading activities		7,581	-	7,581	18,571	-	18,571
Investments		919	-	919	181	-	181
Other		-	-	-	-	-	-
Total		43,395	460,496	503,891	57,159	462,240	519,399
Expenditure on:							
Raising funds	4	1,017	63,808	64,825	5,486	59,955	65,441
Charitable activities	5	14,173	370,072	384,245	40,797	354,483	395,280
Total		15,190	433,880	449,070	46,283	414,438	460,721
Net income / expenditure		28,205	26,616	54,821	10,876	47,802	58,678
Transfers between funds		93	-93	-	1,540	-1,540	-
Net movement in funds		28,298	26,523	54,821	12,416	46,262	58,678
Reconciliation of funds:							
Total funds brought forward		335,043	73,720	408,763	322,627	27,458	350,085
Total funds carried forward		363,341	100,243	463,584	335,043	73,720	408,763

Refugee Resource Balance Sheet At 31 March 2021

Company number 04558542

	Notes	2021 £	£	2020 £	£
FIXED ASSETS					
Tangible Assets	7		3,911		2,444
CURRENT ASSETS					
Debtors	8	16,773		32,327	
Cash at bank and in hand		509,615		391,522	
		<u>526,388</u>		<u>423,849</u>	
CREDITORS: Amounts falling due within one year	9	66,715		17,530	
		<u>66,715</u>		<u>17,530</u>	
NET CURRENT ASSETS			459,673		406,319
NET ASSETS			<u>463,584</u>		<u>408,763</u>
INCOME FUNDS					
General funds	11		160,341		214,043
Designated funds	11		203,000		121,000
Restricted funds	11		100,243		73,720
TOTAL FUNDS			<u>463,584</u>		<u>408,763</u>

For the year ended 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

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

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

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

Belinda Coote
.....
Belinda Coote
Chair

11th October 2021
.....
Date:

**Refugee Resource
Statement of Cash Flows
For the Year Ended 31 March 2021**

	2021 £	2020 £
	Notes	
Cash used in operating activities	13 121,209	10,021
Cash flows from investing activities		
Dividends and interest from investments	919	181
Purchase of fixed assets	- 4,034	- 3,666
Cash provided by (used in) investing activities	- 3,115	- 3,485
Increase (decrease) in cash and cash equivalents in the year	118,093	6,536
Cash and cash equivalents at the beginning of the year	391,522	384,986
Total cash and cash equivalents at the end of the year	509,615	391,522

Refugee Resource

Notes to the Accounts

For the year ended 31 March 2021

1. Accounting Policies

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

a) Basis of accounting

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

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

b) Fund accounting

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

c) Income

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

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

d) Pension policy

Refugee Resource operates a pensions' policy in compliance with the requirements of autoenrollment. Employees may contribute and Refugee Resource contributes 4% of salary.

Refugee Resource Notes to the Accounts For the year ended 31 March 2021

e) Expenditure

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

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

f) Fixed assets

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

Computers	33% per annum
Office Equipment	25% per annum

**Refugee Resource
Notes to the Accounts
For the year ended 31 March 2021**

2. Donations and Grants

	2021		2020	
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Big Lottery Fund	-	130,024	130,024	118,934
Children in Need	-	28,925	28,925	27,046
Comic Relief	-	62,442	62,442	39,166
County Council UASC programme	-	11,747	11,747	23,329
Legacy	-	14,000	14,000	-
Oxford PGMDE	-	-	-	4,947
Oxford City Council	-	53,553	53,553	52,173
Oxfordshire County Council	-	45,000	45,000	45,000
St Michael's and All Saints Charity	-	5,000	5,000	5,000
Oxford Community Foundation	-	-	-	9,860
Donations and Fundraising	11,881	1,000	12,881	11,720
Oxford CAB	-	1,896	1,896	2,534
Henry Smith Charity	-	39,200	39,200	34,900
Equator Fund	-	16,000	16,000	15,000
Lloyds Bank Foundation	-	25,000	25,000	25,000
Postcode Lottery	-	-	-	12,176
Shanly Foundation	-	-	-	1,000
Society of the Holy Child Jesus	-	-	-	20,000
The M&C Trust	-	3,500	3,500	5,000
Other grants	1,929	-	1,929	-
	13,810	437,287	451,097	452,785

**Refugee Resource
Notes to the Accounts
For the year ended 31 March 2021**

3. Income from charitable activities

	2021			2020
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Hardship	-	1,500	1,500	-
Oxford Clinical Commissioning Group	-	17,100	17,100	17,100
PCC Victims First	5,100	-	5,100	4,140
Oxford City Council VPRS	11,280	-	11,280	16,560
Other Income	4,705	4,609	9,314	10,062
	21,085	23,209	44,294	47,862

4. Expenditure on raising funds

	2021			2020
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Directly attributable costs	749	49,592	50,341	53,862
Support costs allocated	268	14,216	14,484	11,579
	1,017	63,808	64,825	65,441

**Refugee Resource
Notes to the Accounts
For the year ended 31 March 2021**

5. Expenditure on charitable activities

	2021			2020
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Counselling Service				
Directly attributable costs	11,187	136,684	147,871	113,846
Support costs allocated	787	41,759	42,546	24,475
	<u>11,974</u>	<u>178,443</u>	<u>190,417</u>	<u>138,321</u>
Mentoring Service				
Directly attributable costs	-	45,269	45,269	47,423
Support costs allocated	241	12,784	13,025	10,195
	<u>241</u>	<u>58,053</u>	<u>58,294</u>	<u>57,618</u>
Women's Service				
Directly attributable costs	1,089	35,124	36,213	46,947
Support costs allocated	193	10,227	10,419	10,092
	<u>1,282</u>	<u>45,351</u>	<u>46,632</u>	<u>57,039</u>
Advice, Advocacy and Outreach Service				
Directly attributable costs	308	68,729	69,037	117,123
Support costs allocated	368	19,496	19,863	25,179
	<u>676</u>	<u>88,225</u>	<u>88,900</u>	<u>142,302</u>
	<u><u>14,173</u></u>	<u><u>370,072</u></u>	<u><u>384,245</u></u>	<u><u>395,280</u></u>

Support costs include governance costs of £1500,00 in respect of Independent Examination fees (2020: £1,500).

**Refugee Resource
Notes to the Accounts
For the year ended 31 March 2021**

6. Staff costs

	2021	2020
	£	£
Wages and salaries	275,137	260,506
Employer's National Insurance contributions	22,311	17,897
Employer's pension contributions	10,574	10,091
Total	<u>308,022</u>	<u>288,494</u>

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

	2021	2020
	FTE	FTE
Counselling	2.26	2.32
Mentoring	1.00	1.00
Women's Service	0.89	0.89
Advice and Advocacy	1.80	2.02
Administration and support	1.40	0.70
Director and Development	1.90	2.02
Total	<u>9.25</u>	<u>8.95</u>

No employee's emoluments exceed £60,000 in the year. The charity contributes 4% of salary to an auto-enrolment compliant work-based pension scheme for all eligible staff. Key management personnel remuneration including salary, employer's National Insurance and employer's pension totalled £50,938 (2020: £49,233).

**Refugee Resource
Notes to the Accounts
For the year ended 31 March 2021**

7. Fixed Assets

	Computers	Office Equipment £	Total £
Costs			
At 1 Apr 2020	5,747	3,201	8,948
Additions	4,034	-	4,034
Disposals	-	-	-
At 31 March 2021	<u>9,781</u>	<u>3,201</u>	<u>12,982</u>
Accumulated depreciation			
At 1 Apr 2020	3,303	3,201	6,504
Charge for year	2,567	-	2,567
Disposals	-	-	-
At 31 March 2021	<u>5,870</u>	<u>3,201</u>	<u>9,071</u>
Net book value			
At 1 Apr 2020	<u>2,444</u>	<u>-</u>	<u>2,444</u>
At 31 March 2021	<u>3,911</u>	<u>-</u>	<u>3,911</u>

8. Debtors

	2021 £	2020 £
Trade debtors	9,153	16,535
Other debtors	<u>7,620</u>	<u>15,792</u>
	<u>16,773</u>	<u>32,327</u>

9. Creditors

	2021 £	2020 £
Trade creditors	1,842	1,644
Accruals	3,563	8,466
Deferred income	59,745	-
Taxation and social security	-	5,766
Other creditors	<u>1,565</u>	<u>1,654</u>
	<u>66,715</u>	<u>17,530</u>

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

Refugee Resource Notes to the Accounts For the year ended 31 March 2021

10. Commitments

	2021	2020
	£	£
Expiring in less than one year	<u>15,284</u>	<u>15,284</u>

At 31 March 2021 the charity had a non-cancellable commitment equal to 4 months' rent of £15,284 (2020: £15,284).

11. Movement in funds

	As at 1 Apr 2020	Incoming resources	Outgoing resources	Transfers	As at 31 March 2021
	£	£	£	£	£
Unrestricted funds:					
General funds	214,043	43,395	- 15,190	- 81,907	160,341
Designated funds	121,000	-	-	82,000	203,000
Restricted funds:					
Counselling, Mentoring, Women's Service, Advice, Advocacy and Outreach	73,720	460,496	- 433,880	- 93	100,243
	<u>408,763</u>	<u>503,891</u>	<u>- 449,070</u>	<u>-</u>	<u>463,584</u>

Purposes of Restricted Funds

The Counselling and psycho-social services offer therapeutic and practical support to asylum seekers, refugees and vulnerable migrants via psychotherapy, counselling, an accredited one-to-one befriending scheme (Mentoring service), a Women's service and a social inclusion team offering advice and advocacy support.

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

The Advice, Advocacy and Outreach Services support the work carried out via our therapeutic services by enabling social integration as described above, and also by providing advice on a range of practical issues as well as signposting to other services. These include a bespoke Citizen's Advice Bureau service, support with accessing training, education and employment, a hardship fund and bursary funding. These activities are funded primarily by trusts and foundations including Children in Need and Comic Relief, and by Oxford City Council.

Core funding has been primarily provided by the National Lottery Community Fund, Oxfordshire County Council, Lloyds Bank Foundation and The Henry Smith Charity.

Purpose of Designated Funds

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

**Refugee Resource
Notes to the Accounts
For the year ended 31 March 2021**

Movement in funds 2020

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

12. Analysis of Net Assets between funds

	General funds	Restricted funds	Total 2021
	£	£	£
Tangible fixed assets	3,911	-	3,911
Cash at bank and in hand	409,372	100,243	509,615
Debtors	16,772	-	16,772
Current liabilities	- 66,714	-	- 66,714
	<u>363,342</u>	<u>100,243</u>	<u>463,585</u>

Analysis of Net Assets between funds 2020

	General funds	Restricted funds	Total 2020
	£	£	£
Tangible fixed assets	2,444	-	2,444
Cash at bank and in hand	317,802	73,720	391,522
Debtors	32,327	-	32,327
Current liabilities	- 17,530	-	- 17,530
	<u>335,043</u>	<u>73,720</u>	<u>408,763</u>

Refugee Resource Notes to the Accounts For the year ended 31 March 2021

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

	2021	2020
Net income / expenditure for the year (as per the Statement of Financial Activities)	54,821	58,677
Add back depreciation charge	2,567	1,222
Investment income	- 919	- 181
Decrease (increase) in debtors	15,555	-
Increase (decrease) in creditors	49,185	-
	<u>121,209</u>	<u>37,346</u>
Net cash used in operating activities	<u>121,209</u>	<u>10,021</u>

14. Trustees' Remuneration and related party transactions

Trustees received no remuneration during the year for their duties as trustees (2020: £nil).

No trustees were reimbursed for their expenses during the year (2020: £88)

There were no related party transactions. (2020: £2,969).

15. Legal Status and Registered Office

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

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