

Annual Report and Financial Statements

for the year ended 31 March 2010

Refugee Action

(limited by guarantee)

Company no. 01593454

Registered charity no. 283660



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Reference and administrative information

For the year ended 31 March 2010

Trustees	Julia Meiklejohn (Chair) Susan Cueva Mino Jalali Colin Hodgetts Chris Randall Sheila Fox Rachel Pendlebury Andy Gregg Jeremy Lester (Honorary Treasurer) Stefanie Pfeil (from 12 February 2010)
Company Registered Number	01593454
Charity Registered Number	283660
Registered Office	The Old Fire Station 150 Waterloo Road London SE1 8SB www.refugee-action.org.uk
Chief Executive and Secretary	Sandy Buchan (until February 2010) Jill Roberts (acting Chief Executive from 12 February 2010)
Auditors	Gotham Erskine LLP 52–58 Tabernacle Street London EC2A 4NJ
Bankers	National Westminster Bank plc PO Box 282 7 Market Place Derby DE1 9DS
Solicitors	Shoosmiths Thames Valley Office Apex Plaza Forbury Road Reading RG1 1SH

Refugee Action is an independent, national charity working to enable refugees to build new lives in the UK. We provide practical emergency support for newly arrived asylum seekers and long-term commitment to their settlement. As one of the country's leading agencies in the field, Refugee Action has 29 years' experience in pioneering innovative work in partnership with refugees.

Message from the Chair for the year ended 31 March 2010

With the departure of Sandy Buchan, our CEO for 17 years, it seems right to reflect on our history and Sandy's considerable contribution to all our achievements, as well as to the wider refugee sector.

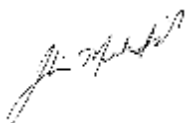
Refugee Action celebrates its 30th anniversary in October 2011. In 1979 Save the Children responded to a government request to settle Vietnamese refugees in the UK by setting up a project. In 1981 the programme was hived off to become Refugee Action, with Colin Hodgetts as Director and me as Deputy, and then as Director when he moved to BRC. Lord Chitnis was chairman. An equal partnership between the Vietnamese, Chinese and British workers was expressed through equal pay.

While Vietnamese refugees remained the main focus of our activity, work extended to other refugee groups. An investigation of the needs for services at ports of entry resulted in the establishment of the Refugee Arrivals Project in which Sandy was the lead player. During this period community development became our chief concern which, when I left in 1986, resulted in the appointment of Jack Shieh as my successor. It had always been our aim to see RA led by a Vietnamese Director.

Sandy Buchan, who retired as our Chief Executive in February 2010, had worked with us in the Vietnamese Program. He later joined RA to head up work with the Tamils and the founding of RAP. As CEO of RAP he helped to set up the Detention Advice Service and the Asylum Rights Campaign. He was also warden of the first multi-cultural refugee reception centre, and involved in the Bosnian and Kosovo projects. When Sandy became CEO of Refugee Action in 1993 he developed services to asylum seekers alongside those for status refugees. He retired in June 2010 at the age of 65. His steady hand guided us through some difficult times. One of his major contributions was his inclusive management style within the organization and his concern for concerted action within the sector.

Sandy always maintained that there was no other job he would rather do, because asylum seekers bring together all the important issues in our world today, a sentiment which the Trustees wholeheartedly share. As we face the enormous pressures and challenges of current times this couldn't seem more true. Asylum seekers and refugee communities are especially vulnerable in this climate of austerity.

It is through the dedication and commitment of staff like Sandy, assisted by volunteers, and backed by our supporters and partners, that we have been able to provide for refugees a quality service. As our history shows, it is remarkable what can be achieved when a group of disparate people from a variety of cultural backgrounds join together to undertake a common work. I and the trustees are extremely grateful to all those who have contributed to this.



Julia Meiklejohn

Chair

Trustees' report

The Trustees, who are also the directors of the Charity for the purposes of company law, submit their annual report and the financial statements of Refugee Action for the year ended 31 March 2010. The Trustees confirm that the annual report and financial statements of the Charity comply with current statutory requirements, the requirements of the Charity's governing document and the provisions of the Statement of Recommended Practice, 'Accounting and Reporting by Charities' (SORP 2005).

Objects

Refugee Action is a leading independent national charity working across five regions in England to enable refugees and asylum seekers to build new lives and become active citizens. More than 10,000 refugees and asylum seekers are supported by our programmes every year and many others in the wider community benefit.

The objects of the Charity are 'the relief of persons who have become displaced persons or refugees from the country of their origin or domicile by reason of hostilities, persecution, oppression, discrimination, natural disaster or other like causes, and their families and dependants who are in conditions of need, hardship and distress.'

Founded in 1981, we developed the first model resettlement programmes in the United Kingdom, initially with refugees from Vietnam, Bosnia and Kosovo. Our vision is of a society in which refugees are welcome, respected and safe, and in which they can realise their full potential. We achieve this through advice and information, developing communities, enhancing opportunity and campaigning for refugee rights.

Most refugees have fled war or persecution and many arrive in the United Kingdom without family or friends. They need advice, information and support so they can negotiate the complex asylum system, access services and overcome the considerable challenges of integration.

Advice and support to asylum seekers and those newly granted refugee status is provided through our One Stop Service and its companion service, Wraparound, in Liverpool, and the Refugee Integration and Employment Service (RIES), respectively. We are the largest voluntary sector partner for the Gateway Protection Programme, which provides intensive support to refugees who have come to the UK under the United Nations High Commissioner for Refugees (UNHCR) Resettlement Programme.

We run many other specialist services and grass roots projects meeting a wide range of needs including those of more vulnerable clients. They include, for example, our Get Connected project for unaccompanied asylum seeking children in Liverpool, Women's Friendship Group in Nottingham and Wellbeing project in Manchester.

We belong to wide range of local and national networks, many of which we helped to establish, and our stakeholder surveys show we are praised for our partnership skills. Together with our partners, and independently, we work to influence policy makers to improve the asylum system.

Involving refugees and asylum seekers at every level of the organisation through their empowerment is a core value and is reflected in the diversity of our staff and volunteers. Two members of our Board of Trustees are refugees as are 22 per cent of staff and 40 per cent of volunteers.

Structure, governance and management

The charity is governed by its memorandum and articles of association. Refugee Action's Trustees are responsible for the overall management of the Charity. Trustees are elected at the Annual General Meeting, or, where vacancies arise, can be appointed by the Board of Trustees. Trustees are chosen for their commitment to refugees, and for expertise (including life experience as refugees), which may be useful in governing the Charity. The Trustees who served during the year and since, are shown on page 2.

Biographical details of Trustees are on our website: www.refugee-action.org.uk.

The Trustees set and oversee the policies and the three-year and annual plan of Refugee Action, oversee its financial affairs, and supervise the work of the salaried Chief Executive in carrying out these policies and plans. All Trustees are unpaid. When first appointed they are offered an induction programme that includes visits to our regional office teams and to Head Office. Trustees also hold an annual away day with an experienced voluntary sector consultant at which the responsibilities, the future programmes and the risks and challenges facing the charity and its trustees are discussed. Details of trustee expenses and related transactions are disclosed in note 4 of the accounts.

The Chief Executive is appointed by the Trustees and is accountable to them for managing the agency as a whole. He is in turn advised by a Senior Management Team (SMT), whose members in 2009/10 were:

Sandy Buchan, Chief Executive (until February 2010)
Jill Roberts, Strategic Director (acting Chief Executive from 12 February 2010)
Lyn Adams, Assistant to Chief Executive
David Garratt, Director of Operations
Dan Hodges, Director of Communications and Fundraising (from July 2009)
Nicola Parker, Human Resources Manager
(Farha Waheed, maternity cover from September 2009)
Yemane Tsegai, Finance Director

The Senior Management Team is assisted by a staff team which comprised 186 staff in 2009/10. With the help of volunteers, they deliver services in five regions of England based in ten offices. They are in London (the headquarters), Portsmouth, Plymouth (since closed), Bristol, Liverpool, Bolton, Manchester, Leeds, Nottingham and Leicester.

Public benefit statement

When planning our activities for the year, the Trustees have considered the Charity Commission's guidance on public benefit. Our work is focused on improving the lives of refugees and asylum seekers. By providing advice and support to refugees and asylum seekers our work is of public benefit by supporting those individuals, relieving their poverty and distress, and by reducing the strain on other community and statutory organisations.

The awareness-raising sessions and training that we provide to community groups, statutory organisations and voluntary organisations also have wider ramifications for the public benefit by improving public understanding of why refugees and asylum seekers come to this country, their rights while here and their potential contribution to the UK. This in turn reduces hostility towards asylum seekers and refugees and improves understanding between different communities.

Refugee Action carries out some of its work through partnership with other refugee agencies, community groups, statutory and non-statutory agencies at a local and national level.

Risk assessment

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems are in place to mitigate exposure to the major risks.

Risks are identified under the four headings suggested by the Charity Commission:

Governance and Management; Operational; Financial; and Operational/External Environment. There is greater clarity around the level of risk, in terms of likelihood and impact, together with measures that have been taken to mitigate risk, further action required, and the monitoring process.

Strategic plan 2010-15

Vision

We want a society in which refugees are welcome, respected and safe, and in which they can achieve their full potential.

Purpose

Refugee Action exists to protect those with a well founded fear of persecution and to help them build new lives.

Values

- a) Refugee-focus: Refugee Action puts the interests of refugees above all other considerations
- b) Empowerment: The best outcomes for our clients come about when refugees are empowered.
- c) Partnership: We work with honesty and transparency to advance the movement for refugee rights.
- d) Innovation: We will continue to find ways to improve refugees' lives.

Aims

1. Ensure that refugees:
 - know their rights and responsibilities
 - are aware of the opportunities available to them
 - are able to take advantage of such opportunities
2. Help other organisations, especially those led by refugees, to meet the needs of and enhance opportunities for refugees
3. Build a cohesive society which welcomes refugees and works to protect and promote refugee rights
4. Bring about policy and practice at national and local levels which protects refugees and promotes their rights

Strategic Priorities

1. **An Independent Voice**

Refugee Action will strengthen its position as a radical and independent voice for refugees with a distinctive message and approach. We will raise our profile both nationally and in the regions where we operate. We will build new strategic alliances to take forward our vision and make a real difference for our clients.

2. **Making Asylum Work**

The most important thing for our clients is that their protection needs are met. The asylum system as it stands too often fails them. Much of Refugee Action's work is taken up dealing with the human consequences of this failure. Over the next 5 years we will engage with policy makers and the public to promote our vision of a better, fairer asylum system guaranteeing safety to those with protection needs while rebuilding public confidence.

3. **Creating Just and Sustainable Solutions**

Many of the problems of asylum seekers and refugees stem from poor decision making. It is not enough to address the welfare needs of those who are victims of poor decisions. Refugee Action will act to improve initial decision making. We will develop the capacity, to challenge demonstrably poor decisions and bring about sustainable solutions for our clients. Where we are confident that there are no protection needs we will facilitate voluntary return with dignity as an alternative to forced removal.

4. **Building on our strengths**

To continue to make a difference for our clients requires resources. Refugee Action will:

- Strengthen its expertise in tendering to develop and deliver innovative, high quality and cost effective public services
- Build on the expertise of local staff and our extensive partnerships to develop projects that respond to the real needs of refugees and asylum seekers around the country
- Make better use of the skills and experience of our growing team of volunteers
- Build on our donor base to create an independent and flexible income stream to strengthen our national and local work
- Capture the learning from all our work and use it to build an evidence base to support our campaigning and service delivery.

5. **Engaging with communities**

We will engage with refugees and the communities with which they belong

- To continue to be guided by their needs and aspirations
- To build their capacity to support those in need of protection
- As partners in delivering services and promoting a new vision for asylum
- To bring about safe, cohesive neighbourhoods where refugees can achieve their full potential and contribute to society.

Main activities and achievements

Our strategic aims in 2009/10 were to:

- Ensure that refugees and asylum seekers know their rights, responsibilities and the opportunities and choices available to them
- Increase and enhance opportunities and choice for refugees and asylum seekers
- Promote the development of refugee communities to enable them to be active participants in wider society
- Raise awareness of refugee issues, influence policy and campaign for refugee rights
- Ensure the highest quality organisational policies and practices, as befits a refugee agency.

Progress in achieving our strategic aims was monitored at regular meetings of our Senior Management Team and Board of Trustees and assisted by measuring progress against objectives and key performance indicators for each service or project. We also conduct regular client and stakeholder surveys.

Some of our key priorities in 2009/10 were to:

- respond effectively to the key concerns of our clients, in particular those of racial harassment and abuse, and relating to access to services such as legal advice, health, and employment
- continue to work with refugees and asylum seekers as our core client group
- improve the quality and reach of our direct services
- explore and develop models of support, advice and counselling for people who are having to face up to the fact that their appeal rights are exhausted and that their future in the UK is uncertain
- expand our client base to include unaccompanied asylum seeking children aged between 15 and 18 years
- continue to build on our successes and strengths, for example our culture of needs led services, quality of services, client care, service development, partnerships, awareness raising, and specialist projects for more vulnerable groups/individuals
- continue to develop good practice in working with and supporting volunteers and interpreters
- increase our capacity to research, influence policy and campaign for refugee rights, as well as increasing our pro-active contribution to policy formation
- move to an integrated structure for service delivery, to increase value for money and more holistic integrated service delivery.

This section of the report sets out our 2009/10 achievements as they relate to our aims, individual service objectives and key priorities above and showing the public benefit of our work.

Advice and information

"I asked for advice from Refugee Action...and they helped me straight away - arranging a crisis loan because my benefits had stopped and organising an appointment for me at the Job Centre. They helped me move into private accommodation and find an English language class. Starting over is incredibly difficult but as a refugee that is the only choice I have. I feel fortunate I was given the right advice and direction by Refugee Action."

Alima, who faced death threats in Iraq where she formerly worked as a Doctor.

Our **One Stop Service** is a confidential and independent advice service for asylum seekers and those granted refugee status funded by the Home Office UK Border Agency (UKBA). Operating from seven offices in the South West, South Central, North West and East Midlands, the service addresses a wide range of advice needs.

Principal amongst these are concerns around statutory support arrangements (benefits and accommodation), understanding Home Office processes and access to a solicitor. The latter is especially important for ensuring accurate asylum decisions and that clients have confidence in the outcome of their asylum claim.

Advice and information is also given on education, health, voluntary return and complex issues such as domestic violence, racial harassment and trafficking.

We refer asylum seekers and refugees to our own or other specialist services and also provide emergency funds and food parcels, either directly or through partner agencies.

Last year refugees and asylum seekers contacted our One Stop Service 58,000 times and we provided 25,000 in-depth advice sessions. Around two thirds were men and one third women. A quarter were young people under the age of 26 and 20 per cent of advice sessions involved children either as part of a family or as unaccompanied asylum seeking children. A third were extremely vulnerable, facing destitution having been refused asylum or because of administrative failures.

The top five countries of origin for the service's clients were Iran, Zimbabwe, Iraq, China and Afghanistan. Along with those from Somalia and Eritrea these nationalities constitute over 50 per cent of the total.

During 2009 we increased the reach and accessibility of our service both geographically, and to those who are unable to access the office in person for childcare, mobility or financial reasons, by building on our telephone advice. Approximately 50 per cent of our contacts are now by telephone.

We also consulted clients on the effect of low levels of asylum support on their ability to adequately feed and clothe themselves and their children. This research contributed to the decision by UKBA to re-instate the CPI inflationary increase to Section 95 support, which had been frozen for families earlier in the year.

During the year 1,000 people took part in a wide ranging stakeholder consultation which included a detailed survey of clients using the One Stop and other advice services. Whilst the survey recorded high levels of trust and satisfaction in the service we are providing, it also highlighted problems with the asylum system and resulting pressures. 35 per cent of those surveyed, for example, had difficulties in accessing legal advice. The acute needs of destitute asylum seekers mean they take up a disproportionate amount of time, diverting caseworkers from others who also need our help. 32 per cent of clients who had experienced street homelessness, reported mental health problems compared with 8 per cent of service users overall.

We have drawn on the findings of the survey for our new strategic framework and a fresh vision for asylum. The latter, called *Principles of Sanctuary*, seeks to address many of the problems we have identified and lays out our ideas for improving initial decision making and fully meeting the protection needs of asylum seekers.

"Refugee Action staff explained to me what will happen and gave me leaflets in my first language to let me understand my asylum process. They were very supportive."

A user of the One Stop Service

Those granted refugee status have a very short period in which to leave statutory supported accommodation and obtain welfare benefits or find employment. A lack of confidence and knowledge of local services and poor language skills are all significant barriers to achieving independence. There are also obstacles to re-qualifying in previous occupations, often in professions for which the UK has a special need such as medicine, teaching and civil engineering. Also funded by UKBA, our **Refugee Integration and Employment Service (RIES)** provided more intensive caseworker support for these clients. Key areas of support included assisting with access to housing, health services and English language support as well as re-qualification. The service also included referral to an employment expert and, where appropriate, a Refugee Action UK community volunteer mentor, often from a profession in which the refugee had experience.

The Refugee Integration and Employment Service began in October 2008 and since then the service has supported over 2,000 refugees in the North West, South West and South Central regions. Out of the 1,586 refugees referred to the service during the year, some 1,378 (87 per cent) entered the programme. Clients originated from over 50 different countries with the highest numbers of those eligible for the service coming from Zimbabwe, Eritrea, Iran and Somalia.

Over 500 clients were supported in developing an Employment Action Plan, which included help with Curriculum Vitae, practice at interviewing skills, filling in application forms, building their UK work experience through voluntary work and looking at re-qualification routes. Of those clients completing the twelve month programme during the year, 288 had achieved sustainable employment, and many more had been helped into part-time or temporary jobs. All those wishing to enter the mentoring programme were able to do so. A report on the employment element of the service, which was commissioned from the National Institute of Adult Continuing Education (NIACE), demonstrated the value that clients placed on this aspect of the service.

"I was on my own in a safe but unfamiliar country, without a job and not knowing how to rebuild my life. Pauline helped me to find voluntary placements...I learned practical skills and gained work experience in the UK. Pauline also matched me with a British volunteer mentor, who I regularly met and who helped me to learn more about British culture and customs. Having a British friend meant that I started feeling accepted; like I was beginning to fit in."

Guray, who fled the conflict in Ethiopia and was supported by the One Stop and RIES services.

The **Wraparound Service** in Liverpool, funded by UKBA, helps newly-arrived asylum seekers based in initial accommodation to access the limited benefits and housing to which they are entitled and to know about their rights and responsibilities. It aims to ensure they are settled as quickly as possible in more permanent accommodation and that they are well informed about the asylum process and life in the UK. All clients are treated with dignity and acceptance, however brief their contact with the service.

During 2009-10, the Wraparound Service delivered 6,569 advice and orientation sessions. It reached its targets of completing orientation briefings within 24 hours of a client's arrival, and submitting applications for support within 48 hours, 95 per cent and 99 per cent of the time respectively.

These achievements were made against a background of changes to initial accommodation which moved clients away from our operating base and restrictions on the processing of new asylum claims (to Croydon, London and no longer in Liverpool).

With a reduction in asylum claimants the service has broadened its focus, working with clients throughout the asylum process, while continuing to provide a swift and efficient service to new arrivals.

Volunteers have played a major part in the development of wellbeing activities for clients. These include regular language classes and a successful 'welcome walks' project. Volunteers are also used to research and update the locality information given to clients on dispersal. Students from Liverpool University have carried out short placements, giving computer introductions to clients and the service hosted its first social work student on placement.

"The most positive aspect of the Choices Project is I can trust them...they treated me as human being."

A Leicester user of our Choices service who returned to Cameroon after 5 years in the UK

Voluntary return

Refugee Action's **Choices** service (funded by the International Organisation for Migration through the European Return Fund and UKBA) continued to provide advice and information to people considering voluntary return to their country of origin. Our Choices caseworkers helped people to make informed choices about returning home by providing impartial advice and information in a confidential and non pressurised environment.

Despite funding constraints which led to the closure of one of several bases, Choices dealt with 7,291 enquiries, similar numbers to 2008-09. 58 per cent applied for voluntary return and of these 54 per cent (31 per cent of the total) returned to their country of origin. The outreach programme reached 879 agencies, a considerable increase on the previous year.

The service has provided Refugee Action with a substantial body of expertise which it has drawn on to develop a more pro-active approach to voluntary return in other parts of the organisation.

This included just before the year end, the launch of the **Voluntary Sector Key Worker Pilot** with funding from the European Return Fund through UKBA.

The pilot will assess a more holistic way of providing support to asylum seekers through key workers supported by volunteers. It is envisaged that with greater understanding of, and trust in, the decisions that have been made about their cases, asylum claimants will give more consideration to voluntary return as an option where asylum has been refused.

Helping refugees build new lives

"In Burma we lived in a small village. We had never seen a heater or a boiler, my children had never sat on a sofa. My resettlement worker has done so much for me, she has helped me to adapt to daily life, but she also encourages me to do things for myself."

"Now I am a volunteer assistant teacher at Starting Point where people are offered an introduction to education in England who are from other countries. I want to be a teacher here but need to learn about the education system."

Pearl was one of a large group of Burmese resettled in England under the Gateway Protection Programme in 2007 with Refugee Action's support.

Our **Gateway Protection Programme** supports refugees who have been identified as being at risk and brought to the UK under the UNHCR (United Nations High Commissioner for Refugees) Humanitarian Resettlement Programme and is provided across Greater Manchester. Drawing on Home Office research we have developed a best practice model in partnership with the Refugee Council and local authorities.

Especially vulnerable, these clients face considerable barriers and challenges including overcoming the effects of organised violence, torture and rape.

They are supported by Refugee Action's resettlement workers and community development workers. Like RIES, the promotion of independence and self-help is a key aim. Resettlement workers help clients to access statutory services and look at their short, medium and long term goals through a personal integration plan.

Language skills are supported through partnerships with local English for Speakers of Other Languages (ESOL) providers. We help clients understand the labour market and identify their transferable skills and support them into volunteering, work experience and training. Development workers help the refugee groups to form the social bonds and bridges with the local community which are so vital to their integration.

In line with our objectives, the programme underwent a large expansion during 2009, increasing the number of participating local authorities from six to eight. During the reporting year 557 clients received support from our casework and development team. They included two groups of Palestinians resettled to the UK (81 clients in total) which helped to progress the closure of the Al-Tanf camp on the Syria/Iraq border. We also worked with clients from Iraq and the Democratic Republic of Congo.

The eight Greater Manchester local authorities now working in partnership with us include Bolton, Bury, Manchester, Salford, Rochdale, Oldham, Tameside and Stockport. The expansion of the programme is highly significant as refugees resettled into the area now account for around two-thirds of the UK total and approximately one-tenth of all European resettlement.

There have been numerous developments including greater involvement of service users. Development workers have facilitated a Gateway Forum comprised of former clients. They have also developed an electronic message board system to enable clients to access information and support both before and after arrival in the UK.

Staff and volunteers have worked hard to promote independence through an empowering and enabling approach. Making choices and taking responsibility can be overwhelming for clients also trying to adjust to a new life in the UK. One client stated that she appreciated having *"one named person to see me through the frustrating dark times and through the happier times"*. Following a session to explain our approach to support, another client stated *"I see now that your job is not to do things for me but to help me do them for myself"*.

Volunteers

Volunteers are integral to our work and their commitment, skills, interests and life experiences are an enormous asset to the agency as a whole and, increasingly, the cities and communities where we work.

A new post of **National Volunteer Co-ordinator**, funded by the Barrow Cadbury Trust, the John Ellerman Foundation and the Rayne Foundation is helping to support our volunteer work whilst sharing best practice.

Last year 127 volunteers were supported within Refugee Action and of those 40 per cent were refugees or asylum seekers. They undertake many different tasks across a wide range of projects: mentoring, advocacy and befriending; increasing understanding of refugees through media work and talks in schools and community groups and supporting casework.

There are special benefits to refugees from volunteering. They include overcoming isolation and increasing confidence and skills. Volunteering is an important pathway to employment for asylum seekers prevented from working. The relationships developed between UK volunteers and refugees when working alongside each other also help to promote mutual understanding between individuals and communities.

Refugees are under-represented in the wider volunteer population. The **Volunteering Greater Manchester** project (VGM) is also addressing this problem. It is a new partnership initiative funded by the Big Lottery Fund comprising our Horizons project, Greater Manchester Council of Voluntary Organisations and Salford Volunteer Centre. It aims to promote and strengthen volunteering opportunities in Greater Manchester and to build the capacity of local organisations to support and provide placements, particularly for hard to reach groups. 37 organisations have received training in the first few months of the project.

Supporting vulnerable people

Refugee Action helped to establish the first ever Home Office steering committee to address the particular needs of women asylum seekers in 2001 and today we continue to work with partners at a local and national level to influence policy and provide practical support.

Recent successes include the introduction of healthy start equivalent vouchers for pregnant women and young children and additional payments for children's clothing.

We continued to build on the work of our Women's Development Project (2005-08) in the East Midlands. In Nottingham we support a **Women's Friendship Group** which includes a crèche. Fifteen women with children were able to overcome their isolation and access English language classes and other activities. The group was supported by the Bright Horizon's Foundation for Children and local providers such as the Vine Community Centre and Castle College. We were instrumental in organising a seminar for statutory service providers in Derby on the needs of new communities including vulnerable women refugees and asylum seekers.

In Leicester we facilitated the **Babies of the World** (BOWs) parent and child group using volunteers and students on placement. We worked in close partnership with a local GP service for asylum seekers and provided awareness raising and training sessions to a range of health professionals including students at De Montfort University midwifery department.

We are the lead organisation in Leicester Voluntary Sector Forum for asylum seekers and refugees and together with our partners we published a report *Destitution in the asylum system in Leicester*. This highlighted the plight of destitute asylum seekers in Leicester, including pregnant women and those who are afraid to return to their country of origin.

Building on our local strengths, we continued to lay the groundwork for **Fresh Start**. This innovative new project aims to find lasting routes out of destitution for destitute asylum seeking women. The provision of accommodation and subsistence for a maximum period of six months will allow Refugee Action and its partner agencies (British Red Cross, City of Sanctuary, Foundation Housing and the Diocese of Leicester) to work intensively with them to explore potential solutions.

"It makes me happy when I'm with people who are friendly instead of being depressed at home by myself."

A participant in our Wellbeing Project in Manchester

Asylum seekers are not allowed to work, preventing them from developing the social contacts and friendships necessary to overcome their isolation.

Many of those attending our **Wellbeing Project** in Manchester are vulnerable women asylum seekers. The project aims to promote the positive well-being of isolated refugees and asylum seekers and to prevent the distress caused by their extreme experiences and highly chaotic lives leading to poorer mental health.

The project provides a regular programme of activities such as swimming and cycling, refers clients to mainstream services and develops new activity groups. It is heavily oversubscribed. Volunteers increased the capacity of the service, supporting paid staff so it could benefit 195 clients during the year.

"There's lots of negative press about asylum seekers. When they say you are an asylum seeker it's like a swear word. I hope we can challenge people's perception and help them realise we're as talented as any other group of young people."

Ayan Kamal, 16, from Sudan who, along with other young people from Get Connected, took part in the House of Lords *Shine Week* debate

A quarter of Refugee Action clients are aged 26 years or under. Young refugees and asylum seekers generally, and looked after unaccompanied children in particular, are among the most marginalised and vulnerable groups in the UK. Having fled countries ravaged by civil wars, ethnic cleansing and indiscriminate violence, they lead very different lives from their peers at school or college. Over 3,000 unaccompanied asylum seeking children seek safety and protection in the UK every year.

They are very isolated (lacking support networks of family or friends) experience discrimination, and may face eventual destitution and homelessness. Already suffering anxiety from experiences in their home country, their mental health deteriorates with ongoing instability in the UK.

Whilst all our advice services benefit young people, we have provided specialist support services to young asylum seekers since 2001. Funded by the BBC Children in Need Appeal our **Get Connected** project in Liverpool worked with 46 unaccompanied asylum seeking children in the last year and has benefited over 1,000 young people in the past ten years.

Get Connected enables unaccompanied asylum seeking children to build new lives and overcome the challenges of integration through a varied programme encompassing life skills and personal development, advice and information and self-advocacy.

Youth advocacy workers provide individual advocacy and group support to enable the young people to have a voice with service providers and decision makers. They ensure clients are fully informed of their rights and entitlements under the law in relation to standards of care, accommodation, education and asylum issues. This includes support for young people whose existing claims for asylum are disputed on the grounds of age such as help with understanding legal documents and accompanying them to hearings.

The project enables young people to access learning and employment opportunities and they are encouraged to plan and develop their own activity programme. For example, six young asylum seekers took part in the House of Lords *Shine Week* debate. The young participants chose their own themes for the debate (around talent and celebrity) and were filmed for a documentary. Current activities include a film project, football team and women's group.

Clients are included on the project's steering group for which they receive training and support. This participatory approach is integral to the project and has been informed by its successful Peers, Pride or Prejudice initiative (2007-09) which tackled victimisation and hate crime.

Stronger more cohesive communities

"We've been up and running for eight years and I think what we are now is really good. Hopefully with Nuwa's and Basis's help and support we're going to get even stronger."

Negat Hussein, Chair, Refugee Women of Bristol

Our five year **Basis** project entered its third year. The project is a partnership with the Refugee Council funded by the Big Lottery Fund to provide an England wide service giving one to one support to hundreds of refugee community organisations (RCO's) to help them manage and sustain their work. The Basis project is the only national specialist project to support RCO's in all the English regions. The approach reflects our philosophy that settlement and integration is best achieved through strong refugee community organisations.

Basis delivered a programme of capacity building support focusing on governance, project management, financial management and fundraising. The project also worked with local and national infrastructure providers and funders to help them understand the needs and challenges facing RCOs.

Since the project's inception in 2008 it has supported 179 RCO's and Refugee Action worked with 78 in the past year. Much of the focus has been on providing more intensive capacity building to those organisations who have achieved their original goals. These organisations can then go on to provide peer support to other RCO's. For example, in the South East we have teamed up with the Novas Scarman Trust to apply their 'CanDo Networks' method which we hope will help such groups to develop their work long after the project comes to an end. This represents tremendous progress for organisations led by individuals for whom English is not a first language and who must cope with all the challenges of building a new life in the UK.

"The BASIS project has allowed us to go some way in achieving our vision of integrating our community."

Matthew Kapasi, Volunteer Project Worker, Congolese Association, Liverpool

Ever shifting legislation presents RCO's with enormous challenges. We began a new project in July 2009, **TRIO** in Manchester, which aims to empower RCO's and voluntary sector organisations (VSO's) to positively influence policies affecting their communities.

We assisted 56 partner organisations to take part in UKBA consultations on Earned Citizenship, Reforming Asylum Support, a Simplification Bill, a Review of Access to the National Health Service, a Department for Business and Innovation consultation on ESOL language provision (i.e. English for Speakers of Other Languages) and the Department for Work and Pension's Social Fund Reform. This was the first time many of these organisations had participated in joint consultations.

The project is helping to reshape UKBA's monthly Operational Stakeholder forum, making it more beneficial for voluntary organisations. UKBA has agreed, for example, to increase the representation of VSOs and to allow them to propose agenda items they see as important.

An advisory panel of local organisations is guiding the project's work and leading strategy. With Voluntary Sector North West, the project has established an information database and is building a web based portal making it much easier for local organisations to access policy papers and proposals.

"TRIO fulfils a vital function in bringing together agencies to improve our responses to immigration and asylum policies and to lobby for change."

TRIO partner organisation

Many of our regional offices provide tailored awareness raising courses. For example, in Leicester the Service Development case worker helped to deliver 19 training sessions to 363 people. The **Training Project** in Manchester aims to improve services for refugees and asylum seekers through promoting a better understanding and knowledge of refugees and asylum to local statutory and voluntary organisations and community groups. The project is funded by Bolton Community Homes and The Home Office through The Gateway Protection Programme.

It delivered 67 training sessions and awareness raising talks to 895 people during the year. We developed new partnerships to deliver training including with Greater Manchester Police and mental health service providers. We collaborated with the Gateway Protection Programme on new training packages: Escape to Safety, Understanding FGM and employment. Half way through the year we introduced a new charging structure which raised £6,000 for the project.

Volunteers, including refugees, continued to be important to this work. Evaluation questionnaires show that the personal testimony of refugees is one of the most powerful tools for changing attitudes towards refugees.

Building on the successful Big Lottery funded Salford Community Integration Project, our **Salford Community Cohesion Project** has been able to secure new financial support from the Migration Impact Fund in partnership with Salford City Council and Salford College.

The project is strengthening local communities through a programme of refugee and hate crime training, community events and community development work at neighbourhood level. Despite reductions in funding during the year, the project delivered 47 awareness raising sessions and initiated four projects in the Swinton and Lower Kersal areas of Salford. These involved local Sure Start initiatives and a youth film project in partnership with the local Youth Service. Lessons from the project are being used to design a toolkit which will be showcased in the coming year.

A new project in Bristol, also funded by the Migration Impact Fund through Bristol City Council, began working in partnership with a city wide consortium of organisations towards the end of the reporting year. The **Bristol MIF Project** is supporting migrant integration in Bristol through community events, mentoring, and awareness training.

Volunteers are central to the project. They are trained and supported to mentor vulnerable migrants, deliver awareness training, and through refugee community organisations, help plan and run community events. The project's participatory approach is increasing the involvement of migrants in civic life across the city and strengthening community cohesion.

Changing attitudes, influencing policy

"People have a negative perception of Somalia and Somalis. But once they've learnt more about us, our culture, and why we had to leave our homes, then they really try their best to help. Nowadays, strangers come up to me in the street and shake my hand because they have seen me do a talk."

Musa regularly volunteers as a Refugee Action spokesperson and was interviewed by Michael Palin, in his role as President of the Royal Geographical Society, in November 2009.

Influencing asylum policy and practice at national and local levels and promoting and protecting the rights of refugees and asylum seekers is one of our main aims.

During the year, we led successful opposition to cuts in benefits including enlisting the support of celebrities and obtaining widespread media coverage. Other successes, previously mentioned in this report, include improvements to support levels for pregnant women and children and persuading UKBA to adopt a new definition of destitution to enable homeless asylum seekers to access the support they need.

We engage in dialogue with the United Kingdom Border Agency (UKBA) and partner agencies such as the Refugee Council and the Red Cross to obtain improvements in the asylum system and we are active supporters of Asylum Aid's Women's Charter group.

We have been leading the steering group in discussions with the Home Office to establish the Voluntary Sector Key Worker pilot previously mentioned. We made a submission to the Equalities and Human Rights Commission for their report into effects of discrimination on ethnic minorities. Government consultations we contributed to included those on Earned Citizenship, the Simplification Bill and Legal Aid.

We continued to provide refugees and asylum seekers with the necessary skills and support to become effective spokespeople. They work with our staff to provide more positive and accurate information about refugees and asylum seekers through external media, our website, social media channels and awareness raising talks. For example, our photo shoot for the Refugee Week Simple Acts campaign in June 2009 led to a full page spread in the Independent on Sunday, a Guardian online photo-gallery and subsequent double-page spread in the Observer.

We worked with journalists to place the voices of refugees at the centre of mainstream debate, gaining coverage in national and local media, telling the stories of refugees and asylum seekers. For example, we were at the forefront of the media debate when the Sangatte refugee camp in Calais was closed in September 2009. And we brought the plight of destitute asylum seekers in Leicester to the attention of millions with the broad cast of *The Secret Millionaire* on Channel 4 in March 2010.

Our commitment to influencing change for our clients was also reflected in the creation of a new post of Public Affairs officer during the year. The post holder will help to develop our strategy of engagement with government and bring refugees closer to policy makers.

2010 saw the final year of our two year campaign to reduce or end destitution. The **Destitution Campaign** was funded by The Joseph Rowntree Charitable Trust, The LankellyChase Foundation, the Diana Princess of Wales Memorial Fund and the Alan and Nesta Ferguson Trust.

We have assisted UKBA to consider alternatives to leaving asylum seekers destitute if they are refused asylum, neither able to support themselves, nor willing to return home because of safety concerns. This has had a positive impact on the ability of many to settle and move on with their lives in the UK.

Our campaign on asylum support levels succeeded in convincing the government to raise support levels for all those awaiting a decision on their asylum claim, and all refused people receiving Section 4 support. This has also affected destitute asylum seekers who often rely on friends and relatives in receipt of asylum support.

The project has featured prominently in our internal discussions about how best we can achieve change for our clients. We conducted another in depth survey into destitution in Leicester with local partners and brought our plans for the Fresh Start initiative closer to fruition.

During the project we recruited 3,000 new campaigners. As well as contributing to our campaigns, individual supporters took part in a wide range of fundraising events during the year.

Participants in the London and Manchester Women's Adidas Challenge 5km marathons, our karaoke 'charioke' marathon and 25 mile sponsored walk in Leicester raised over £23,000 as well as awareness for our work. A partnership with the LUSH high street chain promoted the needs of refugees to their customers and raised £3,000. Our international football tournament in Leicester, organised as part of Refugee Week, attracted 20 teams and the support of local businesses and Leicester City Council. We continued engaging with our supporters, ensuring that they are informed about any new developments affecting refugees and asylum seekers. Individual supporters contributed £221,000 in the past year.

Recent developments

Since the year-end the Refugee Integration and Employment Service has been re-designed following a 50 per cent reduction in funding back dated to February 2010. Although many elements of the service have been retained the level of support offered is less and has differed between regions.

The Choices service has ended with the withdrawal of funding by the International Organisation for Migration following a reduction in its funding. The expertise built up by the service has been invaluable in informing our work across the agency and in developing the new Voluntary Sector Key Worker Pilot.

Financial Review

For the year ended 31 March 2010 the charity achieved a net surplus of approximately £490K (2009: net deficit of £438K) increasing total funds from £3.6m to £4.1m. This resulted from surpluses of £84k and £406k in restricted and unrestricted funds respectively. Details of the state of the charity's reserves are given in the Reserves policy section below.

Incoming resources

The charity's incoming resources from continuing activities for the year ended 31 March 2010 increased to £9.8m (2009: £7.8m), mainly as a result of the additional income from Refugee Integration & Employment Services (RIES) that was run for its first full year.

From the United Kingdom Border Agency (UKBA) we received grant and contract funding (including for RIES) of £8.7m (2009: £6.3m).

The balance of the income for the year ended 31 March 2010 included grants and donations £1.1m (2009: £1.3m), and investment income of £17k (2009: £142k).

Resources expended

The charity's total resources expended for the year ended 31 March 2010 increased to £9.3m (2009: £8.2m). Out of this, the direct cost of providing services to our clients was £8.9m million (2009: £7.9m).

Staff costs for the year ended 31 March 2010 were £6.3m and accounted for 68 per cent of total costs (2009: £5.9m).

The cost of generating voluntary income was £275k for the year ended 31 March 2010 (2009: £259k). The cost of providing governance for the charity was £53k for 2010, accounting for 0.5 per cent of total costs (2009: £53k).

Investment policy

The Trustees consider the most appropriate policy is for surplus funds to be held on bank deposit.

Reserves policy

Having considered the likely expenditure and future levels of income of Refugee Action, the Trustees have agreed the following policy at 2010:

Restricted funds are those subject to specific restrictions imposed by funders.

The Trustees, as explained in note 12 to the financial statements, have established designated funds for the following purposes:

1. To ensure that the Charity has the resources to meet committed expenditure which is either definite (such as commitments under premises leases), or reasonably foreseeable (such as commitments to meet staff sickness and maternity leave obligations).
2. To pay for important work which is otherwise unfunded - including money set aside to combat destitution amongst the Charity's clients.
3. To provide matching funds where funders are not prepared to meet the full cost of important projects (Top up fund).
4. To meet other needs as detailed in note 12 to the financial statements

The General Fund is comprised of funds that represent accumulated surpluses and deficits in the Statement of Financial Activities after transfers to and from the Designated Funds. The funds are available for use at the discretion of Trustees to further expand the current activities of Refugee Action, or may be used on one-off projects.

Currently a high level of Refugee Action's funding comes from UKBA, and it is clear that the total loss or a significant reduction of such funding is the biggest threat for the agency. Given this fact, the Trustees consider that funds should be retained in the General Fund to ensure, in the event of the loss of UKBA funding, up to two years of budgeted revenue expenditure on the staff necessary to carry out the following strategic activities of the Charity:

1. Advice to the most vulnerable clients.
2. Providing models of good practice.
3. Research and policy formation.
4. Managing, planning and fundraising.

The annual revenue budget of the Charity's staff needed to carry out those roles is estimated to be around £831k. The year-end balance in the General Fund, amounting to £1.6m, is currently approximately twice the annual budget of such staff.

The Charity produces quarterly accounts, thereby allowing the Trustees to monitor the Reserves Policy on a regular basis. The policy will be reviewed annually.

Trustees' Responsibilities

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and Generally Accepted Accounting Practice.

Company and charity law applicable to Charities in England/Wales 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). The financial statements are required by law to give a true and fair view of the state of affairs of the Charity and of the surplus or deficit of the Charity for that period. In preparing those financial statements the Trustees are required to:

- Select suitable accounting policies and apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgments and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis, unless it is inappropriate to presume that the Charity will continue in operation.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity, and enable them to ensure 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.

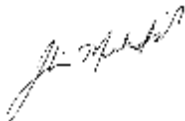
The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the Charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees have confirmed that, so far as they are aware, there is no relevant audit information of which the Charity's auditors are unaware, and that they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Auditors

A resolution proposing that Gotham Erskine LLP be re-appointed as auditors of the Charity will be put to the Annual General Meeting.

This report was approved by the Trustees on 9 December 2010 and signed on their behalf by:



Julia Meiklejohn
Chair

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF REFUGEE ACTION (Company reg. no. 01593454)

We have audited the financial statements of Refugee Action for the year ended 31 March 2010, which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the Charity's Trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity and the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS

The responsibilities the Trustees, who are the directors of Refugee Action for the purposes of company law, for preparing the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice and the Companies Act 2006. We also report to you if, in our opinion, the information given in the Trustees' Annual Report is consistent with the financial statements.

In addition we report to you if, in our opinion, the Charity has not kept adequate accounting records, if the financial statements are not in agreement with the accounting records and returns, if we have not received all the information and explanations we require for our audit, or if certain disclosure of trustees' remuneration specified by law are not made.

We read the Trustees' Annual Report and consider the implications for our report if we become aware of any apparent misstatements within it.

BASIS OF AUDIT OPINION

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the Trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

/Continued...

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
REFUGEE ACTION (Company reg. no. 01593454)

(Continued)

OPINION

In our opinion:

- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- the financial statements have been properly prepared in accordance with the Companies Act 2006;
- the financial statements give a true and fair view of the state of the Charity's affairs as at 31 March 2010, and of its incoming resources and application of resources, including its income and expenditure, in the year then ended; and
- the information given in the Trustees' Annual Report is consistent with the financial statements.



Simon Erskine (Senior Statutory Auditor)
For and on behalf of Gotham Erskine LLP
Chartered Accountants and Statutory Auditors
Friendly House
52 - 58 Tabernacle Street
London EC2A 4NJ

Date: 16 December 2010

REFUGEE ACTION

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating income and expenditure account) For the year ended 31 March 2010

	Notes	Restricted funds £'000	Unrestricted funds £'000	Total 2010 £'000	Total 2009 £'000
INCOMING RESOURCES					
<i>Incoming resources from generated funds:</i>					
Voluntary income	2	770	288	1,058	1,285
Investment income - interest receivable		1	16	17	142
Incoming resources from charitable activities	3	5,710	2,967	8,677	6,331
TOTAL INCOMING RESOURCES FROM CONTINUING ACTIVITIES		6,481	3,271	9,752	7,758
Incoming resources from discontinued activities		-	-	-	-
TOTAL INCOMING RESOURCES		6,481	3,271	9,752	7,758
RESOURCES EXPENDED					
<i>Costs of generating funds:</i>					
Costs of generating voluntary income		26	249	275	259
<i>Charitable expenditure:</i>					
Charitable activities:					
Refugee Integration and Employment Service		-	2,296	2,296	1,098
Asylum advice and community development services		6,323	22	6,345	6,466
Communications		16	277	293	167
Governance costs		32	21	53	53
RESOURCES EXPENDED ON CONTINUING ACTIVITIES		6,397	2,865	9,262	8,043
<i>Charitable expenditure on discontinued activities:</i>					
Home Office-funded community development programme		-	-	-	153
TOTAL RESOURCES EXPENDED	5	6,397	2,865	9,262	8,196
NET INCOME/(EXPENDITURE)		84	406	490	(438)
TOTAL FUNDS AT START OF YEAR		917	2,698	3,615	4,053
TOTAL FUNDS AT END OF YEAR		1,001	3,104	4,105	3,615

NOTE

Details of movements in restricted funds are given in Note 12.


The notes on pages 26 to 38 form part of these financial statements

REFUGEE ACTION
(A company limited by guarantee)

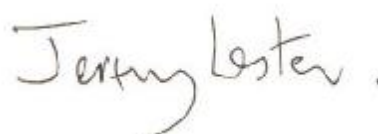
BALANCE SHEET
As at 31 March 2010

	Note	2010 £'000	2010 £'000	2009 £'000	2009 £'000
FIXED ASSETS					
Tangible fixed assets	8		360		108
CURRENT ASSETS					
Debtors	9	1,989		1,737	
Cash at bank and in hand		3,485		3,910	
		<u>5,474</u>		<u>5,647</u>	
CREDITORS: amounts falling due within one year	10	<u>1,729</u>		<u>2,140</u>	
NET CURRENT ASSETS			<u>3,745</u>		<u>3,507</u>
NET ASSETS/TOTAL ASSETS LESS CURRENT LIABILITIES	12		<u><u>4,105</u></u>		<u><u>3,615</u></u>
CHARITY FUNDS					
Restricted funds	12		1,001		917
Unrestricted funds:					
General Fund	12		1,650		1,527
Designated funds	12		1,454		1,171
			<u>4,105</u>		<u>3,615</u>

The financial statements were approved, and authorised for issue, by the Trustees on 9 December 2010 and signed on their behalf by:



Julia Meiklejohn
Chair



Jeremy Lester
Treasurer

The notes on pages 26 to 38 form part of these financial statements

REFUGEE ACTION

CASH FLOW STATEMENT

For the year ended 31 March 2010

	2010 £'000	2009 £'000
Net cash flow from operating activities (see below)	(95)	(987)
Returns on investments (interest receivable)	17	142
Capital expenditure (purchase of tangible fixed assets)	(347)	(55)
INCREASE/(DECREASE) IN CASH IN THE YEAR	(425)	(900)

RECONCILIATION OF NET CASH FLOW TO MOVEMENT IN CASH BALANCES

	2010 £'000	2009 £'000
Increase/(decrease) in cash for the year	(425)	(900)
Net cash balances at the start of the year	3,910	4,810
Net cash balances at the end of the year	3,485	3,910

NET CASH FLOW FROM OPERATING ACTIVITIES

	2010 £'000	2009 £'000
Net (outgoing)/incoming resources	490	(438)
Return on investment - interest income	(17)	(142)
Depreciation of tangible fixed assets	95	69
Decrease/(increase) in debtors	(252)	(1,001)
Increase/(decrease) in creditors	(411)	525
NET CASH INFLOW FROM OPERATIONS	(95)	(987)

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice, "Accounting and Reporting by Charities" (SORP 2005), the Companies Act 2006 and applicable accounting standards.

1.2 Company status

The Charity is a company limited by guarantee. The members of the company are the Trustees named on page 2. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objects of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Incoming resources

All incoming resources are included in the Statement of Financial Activities when the Charity is legally 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 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 the accounts.
- Incoming resources from contracts and grants, where related to performance and specific deliverables, are recognised as the Charity earns the right to consideration by its performance.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1.5 Resources expended

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources. In particular office costs have been allocated on the basis of the number of staff working in offices on different functions. Support costs have been allocated on the basis described in Note 7.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities which are shown under Communications costs. Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Governance costs are those 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.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives as follows:

Furniture, fittings and equipment	-	5 years
Computer equipment	-	4 years
Leasehold improvements	-	Over the period of the lease

All fixed assets costing more than £500 are capitalised.

1.7 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

1.8 Pensions

The Charity operates a defined contribution pension scheme (see Note 14) and the pension charge represents the amount payable by the Charity to the scheme - or to employees' individual pension schemes - in the year.

REFUGEE ACTION

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

2. VOLUNTARY INCOME - GRANTS AND DONATIONS

	Restricted Funds £'000	Unrestricted Funds £'000	Total 2010 £'000	Total 2009 £'000
Grants from government and other public authorities:				
DCFS - The Parenting Fund	-	-	-	70
Liverpool City Council	-	-	-	78
Manchester City Council	36	-	36	17
The Big Lottery Fund:				
TRIO	34	-	34	-
Refugee Awareness	-	-	-	26
Women's Project	-	-	-	8
Anti Racial Harassment	-	-	-	46
Merseyside BME Legacy	13	-	13	-
Bolton Community Homes	-	-	-	44
Bristol City Council	23	-	23	-
European Refugee Fund	20	-	20	50
Salford City Council	50	-	50	-
Other grants and donations:				
The LankellyChase Foundation	25	-	25	25
Grater Manchester Center for Vol Org	26	-	26	-
Joseph Rowntree Charitable Trust	25	-	25	25
Save the Children	10	-	10	-
Quartet Community Foundation	-	-	-	5
Barrow Cadbury Trust	30	-	30	-
Rayne Foundation	5	-	5	-
TimeBank	-	-	-	20
Allan & Nesta Ferguson Charitable Trust	-	-	-	10
The Diana, Princess of Wales Memorial Fund	12	-	12	13
Refugee Council	363	-	363	467
BBC Children in Need	41	-	41	84
Comic Relief	-	-	-	6
Caritas Austria	-	-	-	7
Gold Star	(1)	-	(1)	44
John Ellerman Foundation	15	-	15	-
Jahan Abedi	15	-	15	-
British Red Cross	10	-	10	-
Sundry donations	18	288	306	240
	770	288	1,058	1,285

Any funders who made grants and donations during the year below £5,000 have not been shown separately above unless they made a contribution exceeding £5,000 in the previous year.

The Charity also received grants from the Home Office as shown in Note 3 below.

REFUGEE ACTION

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

3. INCOMING RESOURCES FROM ACTIVITIES IN FURTHERANCE OF THE CHARITY'S OBJECTIVES

	Restricted Funds £'000	Unrestricted Funds £'000	Total 2010 £'000	Total 2009 £'000
Home Office grants and contracts:				
Asylum advice and community development services	4,001	-	4,001	3,869
Voluntary return (see below)	470	-	470	400
Gateway Settlement services	1,234	-	1,234	842
SUNRISE programme	-	-	-	160
Key Worker Pilot	5	-	5	-
Refugee Integration and Employment Service	-	2,967	2,967	1,060
	<u>5,710</u>	<u>2,967</u>	<u>8,677</u>	<u>6,331</u>

The Voluntary return programme grants are channelled through the International Organisation for Migration.

4. NET INCOMING RESOURCES

This is stated after charging:

	2010 £'000	2009 £'000
Depreciation of tangible fixed assets	95	69
Audit fees	16	15
Other fees payable to auditors	1	1
	<u>112</u>	<u>85</u>

The Chair has an expense float of £300 and was reimbursed travel and subsistence expenses through it of £1,400 (2009 - £662). 7 other Trustees (2009 - 5) received reimbursements for travel and subsistence expenses amounting to £1,724 (2008 - £1,187). No Trustees received any remuneration (2009 - the same).

REFUGEE ACTION

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2010

5. ANALYSIS OF RESOURCES EXPENDED BY EXPENDITURE TYPE

	Staff costs £'000	Office costs £'000	Other direct costs £'000	Support costs £'000	Total 2010 £'000
Costs of generating funds					
Fundraising & publicity	152	26	83	14	275
Charitable expenditure					
Refugee Integration and Employment Service	1,235	193	695	173	2,296
Asylum advice & community development services	4,130	704	955	556	6,345
Communications	173	22	84	14	293
Costs of activities in furtherance of Charity's objects	5,538	919	1,734	743	8,934
Governance	26	1	3	23	53
Support costs	628	88	64	(780)	-
Total expenditure	6,344	1,034	1,884	-	9,262

Details of Staff costs and Support costs are given respectively in Notes 6 and 7. Other direct costs for Governance costs include audit fees and trustees' expenses (see Note 4).

Office costs and Support costs have been allocated between activities on the basis of head count of staff (other than interpreters) employed on those activities.

6. STAFF COSTS AND NUMBERS

Staff costs were as follows:

	2010 £'000	2009 £'000
Salaries	5,055	4,549
Social security costs	497	454
Pension costs	449	411
Redundancy payments	28	36
Agency staff	315	494
	6,344	5,944

REFUGEE ACTION

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2010

The average monthly numbers of employees during the year was as follows:

	2010 No.	2009 No.
Fundraising and publicity	4	4
Asylum and community development services	126	127
Refugee Integration and Employment Services	41	26
Communications	4	3
Support costs	11	10
Governance costs	1	1
Interpreters (cost included in Asylum advice)	71	63
	<u>258</u>	<u>234</u>

Two members of staff received gross salaries in the range of £60,000 to £70,000, and one member of staff received a salary in the range of £70,000 to £80,000. Pension contributions at 8 per cent of salary were also payable. All other employees earned less than £60,000.

The Charity contributes 8 per cent of salaries to an independently operated, voluntary, non-contributory, money purchase scheme open to those of its permanent employees who wish to participate (see also note 15). The Charity pays contributions for those employees who opt to participate in the scheme but has no liability to provide pensions to former employees. Staff can opt for the 8 per cent contribution to be made to their own personal pension schemes instead of the Charity's scheme. At the year-end there were outstanding contributions amounting to £48,273 (2009 - £42,176), which are included in Creditors.

7. SUPPORT COSTS

	2010 £'000	2009 £'000
Finance	128	124
Human Resources	122	139
Information Technology	259	248
Chief Executive's office	136	133
Other support costs	135	202
	<u>780</u>	<u>846</u>

Support costs are allocated between activities based on head count as explained in note 5.

REFUGEE ACTION

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

8. TANGIBLE FIXED ASSETS

	Furniture, fittings and equipment £'000	Leasehold improve- ments £'000	Total 2010 £'000	Total 2009 £'000
Cost				
At the start of the year	565	-	565	677
Additions	68	279	347	55
Disposals	(34)	-	(34)	(167)
At the end of the year	<u>599</u>	<u>279</u>	<u>878</u>	<u>565</u>
Depreciation				
At the start of the year	457	-	457	555
Charged for the year	64	31	95	69
Eliminated on disposal	(34)	-	(34)	(167)
At the end of the year	<u>487</u>	<u>31</u>	<u>518</u>	<u>457</u>
Net book value at the end of the year	<u><u>112</u></u>	<u><u>248</u></u>	<u><u>360</u></u>	<u><u>108</u></u>

9. DEBTORS (all due within one year)

	2010 £'000	2009 £'000
Trade debtors	554	624
Grants receivable	1,214	508
Prepayments and accrued income	135	536
Other debtors	86	69
	<u>1,989</u>	<u>1,737</u>

10. CREDITORS - Amounts falling due within one year

	2010 £'000	2009 £'000
Trade creditors	371	522
Taxes and social security	276	241
Grant income repayable	-	1,030
Accruals	125	32
Deferred income (see below)	957	315
	<u>1,729</u>	<u>2,140</u>

REFUGEE ACTION

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2010

Deferred income comprises the following:

	2010 £'000	2009 £'000
Balance at start of the year	315	68
Add: Deferred in the year:		
Refugee Integration and Employment Service	957	315
Less: Released in the year:		
Voluntary return	-	(68)
Refugee Integration and Employment Service	(315)	-
Balance at end of the year	<u>957</u>	<u>315</u>

11. COMMITMENTS

At 31 March 2010 the Charity had annual commitments under non-cancellable operating leases on its premises as follows:

	2010 £'000	2009 £'000
Expiry date:		
Within 1 year	86	57
Within 2 to 5 years	191	192
After 5 years	-	21
	<u>277</u>	<u>270</u>

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

12. STATEMENT OF FUNDS

	Brought Forward £'000	Incoming Resources £'000	Resources Expended £'000	Transfers In/(out) £'000	Carried Forward £'000
DESIGNATED FUNDS					
Premises leases	600	-	-	-	600
Sickness & maternity leave	111	-	-	3	114
Guardian appeal	45	-	(45)	-	-
Dev't managers fund	70	-	-	-	70
Destitution fund	25	-	(38)	38	25
Top Up fund	200	-	-	-	200
IT upgrade	-	-	-	175	175
Tendering fund	-	-	-	150	150
Communications department	120	-	-	-	120
TOTAL	1,171	-	(83)	366	1,454
GENERAL FUND	1,527	3,271	(2,782)	(366)	1,650
UNRESTRICTED	2,698	3,271	(2,865)	-	3,104
RESTRICTED FUNDS					
Asylum advice services	159	4,001	(3,960)	-	200
Community development	69	-	(2)	-	67
Voluntary return project	70	470	(465)	-	75
Community development projects	309	707	(705)	-	311
Gateway Settlement	48	1,234	(1,223)	-	59
Refugee awareness	-	20	-	-	20
Fresh Start	-	31	-	-	31
Other projects	16	17	(13)	-	20
Redundancy fund	246	1	(29)	-	218
RESTRICTED	917	6,481	(6,397)	-	1,001
TOTAL FUNDS	3,615	9,752	(9,262)	-	4,105

DESIGNATED FUNDS

A designated fund has been set up to cover potential liabilities associated with the Charity's rented properties. These include the potential cost of dilapidations as well as the potential rent commitments which it may not be possible to assign should the Charity have to vacate some of its premises.

The Sickness and maternity leave fund was established to provide for exceptional sickness and maternity costs. The year-end balance is calculated as the cost of six staff being on sick leave for six weeks and six staff being on maternity leave for twenty weeks.

The Guardian appeal fund represents amounts raised from individual donors in the Guardian Newspapers 2001 Christmas appeal. The amounts are not restricted but the Trustees are using the funds for work with women and to combat racial harassment. The balance of the fund has been used to fund the salary and associated costs of a Communications worker.

The Trustees have established the Development managers fund to meet the Charity's predicted costs up until March 2011 for two posts for which external funding has not been secured.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

The Destitution fund was established to pay for work arising from the Government's implementation of Section 55 of the Immigration and Asylum Act 2002. Costs incurred for supporting clients in the year have been charged against the fund. Trustees expect the need for this fund to continue, since there remains a high level of destitution amongst our service users and the fund has been restored to the level at the beginning of the year of £25,000.

The Trustees have established the Top Up fund to help fund projects of national importance. A number of grant applications are being made to funders who will only provide matched funding - the Top Up fund enables the Charity to meet the matched funding requirement. The Top Up fund may also be used to provide bridge funding where a given project is ending, but we anticipate the beginning of a new project which will require similar skills to those possessed by the outgoing project's staff and volunteers. The Top Up fund may also provide a guarantee enabling us to commence a new project meeting urgent need even if there is a small financial shortfall. The fund will be utilised in 2010/11 for bridge funding and top up funding.

The IT upgrade fund has been established to meet the charity's predicted costs in 2010/11 upgrading its IT infrastructure.

Changes in central funding have meant that some income formerly received as grants are now moving to contracts. The Tendering fund has been set up to meet the costs of tendering for these contracts in 2010/11.

The Communications department fund has been established to provide funding for Communications staff and other Communications department expenditure until March 2011.

RESTRICTED FUNDS

Asylum advice services grants are received from the Home Office's UK Border Agency (UKBA) to provide a one-stop advice service (including operating a reception service and accommodation advice) to new refugees and to assist in-country asylum seekers. The balance on the Asylum advice services fund and all the other funds except for the Redundancy fund are due to be spent in 2010/11.

Community development programme grants are received from the Home Office to enable the Charity to plan and promote better services for asylum seekers, refugees and their communities.

Voluntary return project grants are also provided by the Home Office but are channelled through the International Organisation for Migration. The programme provides advice, information and counselling to individuals considering returning to their country of origin.

Various funders have contributed towards the Charity's community development projects, which aim to support and promote positive integration and long-term settlement of refugees and displaced people in different parts of the UK.

The Gateway Project, funded by the Home Office is run in partnership with Bolton and Bury Councils. The project provides integration support to refugees who arrived in the UK direct from refugee camps as part of the government's Gateway Protection Programme.

The Refugee Awareness Project was supported by the Big Lottery Fund and the European Refugee Fund, and aims to combat negative and misinformed attitudes towards refugees and asylum seekers.

The Charity maintains a Redundancy fund from project grants to ensure that it will always have the resources to meet its contractual and statutory commitments in the event of having to make staff redundant. The fund is sufficient to meet the full cost of possible redundancies of current staff and accordingly no further transfers are being made into the fund from project restricted funds. Interest arising on the fund is, however, credited to it.

Fresh Start is a project which seeks long term and sustainable solutions for female asylum seekers who are destitute. By meeting the immediate needs (for accommodation and support) of those in the project for a maximum of 6 months, the project will create the time for the women to think seriously about their long term futures.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

13. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible fixed assets £'000	Net current assets £'000	Total £'000
Restricted funds:			
Asylum advice	36	164	200
Community development programme	1	66	67
Voluntary return project	7	68	75
Community development projects	5	306	311
Gateway Settlement	14	45	59
Refugee Awareness	-	20	20
Fresh Start	-	31	31
Redundancy	-	218	218
Other projects	4	16	20
Total restricted funds	<u>67</u>	<u>934</u>	<u>1,001</u>
Unrestricted funds (see below)	293	2,811	3,104
Total	<u><u>360</u></u>	<u><u>3,745</u></u>	<u><u>4,105</u></u>

Unrestricted funds include the designated funds shown in Note 12, all of which are represented entirely by net current assets.

14. SUBSEQUENT EVENTS

As a consequence of well publicised cuts in funding outlined by the government after the year end, the Charity has been notified by the Home Office that funding for the main contracts with them will be reduced in the near future by over 50%. As explained in Note 12, the Trustees have designated £150k for the cost of tendering for new contracts in 2010/11 in order to maintain frontline services as far as possible.

15. PENSION SCHEME

Refugee Action participates in the Pensions Trust's Growth Plan (the Plan). The Plan is funded and is not contracted out of the state scheme. The Growth Plan is a multi-employer pension plan.

Contributions paid into the Growth Plan up to and including September 2001 were converted to defined amounts of pension payable from Normal Retirement Date. From October 2001 contributions were invested in personal funds which have a capital guarantee and which are converted to pension on retirement, either within the Growth Plan or by the purchase of an annuity.

The rules of the Growth Plan allow for the declaration of bonuses and/or investment credits if this is within the financial capacity of the Plan assessed on a prudent basis. Bonuses/investment credits are not guaranteed and are declared at the discretion of the Plan's Trustee.

The Trustee commissions an actuarial valuation of the Growth Plan every 3 years. The purpose of the actuarial valuation is to determine the funding position of the Plan by comparing the assets with the past service liabilities as at the valuation date. Asset values are calculated by reference to market levels. Accrued past service liabilities are valued by discounting expected future benefit payments using a discount rate calculated by reference to the expected future investment returns.

The rules of the Growth Plan give the Trustee the power to require employers to pay additional contributions in order to ensure that the statutory funding objective under the Pensions Act 2004 is met.

The statutory funding objective is that a pension scheme should have sufficient assets to meet its past service liabilities, known as Technical Provisions.

If the actuarial valuation reveals a deficit, the Trustee will agree a recovery plan to eliminate the deficit over a specified period of time either by way of additional contributions from employers, investment returns or a combination of these.

The rules of the Growth Plan state that the proportion of obligatory contributions to be borne by the Member and the Member's Employer shall be determined by agreement between them. Such agreement shall require the Employer to pay part of such contributions and may provide that the Employer shall pay the whole of them.

Refugee Action paid contributions at the rate of 8% (excluding inner London weighting) during the accounting period. Members did not make any obligatory contributions during the accounting period.

As at the balance sheet date there were 167 active members of the Plan employed by Refugee Action. Refugee Action continues to offer membership of the Plan to its employees.

It is not possible in the normal course of events to identify on a reasonable and consistent basis the share of underlying assets and liabilities belonging to individual participating employers. Accordingly, due to the nature of the Plan, the accounting charge for the period under FRS17 represents the employer contribution payable.

The valuation results at 30 September 2008 have now been completed and have been formalised. The valuation of the Plan was performed by a professionally qualified Actuary using the Projected Unit Method. The market value of the Plan's assets at the valuation date was £742 million and the Plan's Technical Provisions (i.e. past service liabilities) were £771 million. The valuation therefore revealed a shortfall of assets compared with the value of liabilities of £29 million, equivalent to a funding level of 96%.

The financial assumptions underlying the valuation as at 30 September 2008 were as follows:

	%
	per annum
Investment return pre retirement	7.6
Investment return post retirement:	
Active/Deferreds	5.1
Pensioners	5.6
Bonuses on accrued benefits	0.0
Rate of price inflation	3.2

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

In determining the investment return assumptions the Trustee considered advice from the Scheme Actuary relating to the probability of achieving particular levels of investment return. The Trustee has incorporated an element of prudence into the pre and post retirement investment return assumptions; such that there is a 60% expectation that the return will be in excess of that assumed and a 40% chance that the return will be lower than that assumed over the next 10 years.

The Scheme Actuary has prepared a funding position update as at 30 September 2009. The market value of the Plan's assets at that date was £765 million and the Plan's Technical Provisions (i.e. past service liabilities) were £820 million. The valuation therefore revealed a shortfall of assets compared with the value of liabilities of £55 million, equivalent to a funding level of 93%.

If an actuarial valuation reveals a shortfall of assets compared to liabilities the Trustee must prepare a recovery plan setting out the steps to be taken to make up the shortfall.

In view of the small funding deficit and the level of prudence implicit in the assumptions used to calculate the Plan liabilities the Trustee has prepared a recovery plan on the basis that no additional contributions from participating employers are required at this point in time. In reaching this decision the Trustee has taken actuarial advice and has been advised that the shortfall of £29 million (as at 30 September 2008) will be cleared within 10 years if the investment returns from assets are in line with the "best estimate" assumptions. "Best estimate" means that there is a 50% expectation that the return will be in excess of that assumed and a 50% expectation that the return will be lower than that assumed over the next 10 years. These "best estimate" assumptions are 8.4% per annum pre retirement and 5.1% per annum post retirement (actives and deferreds) and 5.6% per annum post retirement (pensioners).

A copy of the recovery plan must be sent to The Pensions Regulator. The Regulator has the power under Part 3 of the Pensions Act 2004 to issue scheme funding directions where it believes that the actuarial valuation assumptions and/or recovery plan are inappropriate. For example the Regulator could require that the Trustee strengthens the actuarial assumptions (which would increase the Plan liabilities and hence impact on the recovery plan) or impose a schedule of contributions on the Plan (which would effectively amend the terms of the recovery plan). A copy of the recovery plan in respect of the September 2008 valuation was forwarded to The Pensions Regulator on 18 December 2009.

The next full actuarial valuation will be carried out as at 30 September 2011.

Following a change in legislation in September 2005 there is a potential debt on the employer that could be levied by the Trustee of the Plan. The Trustee's current policy is that it only applies to employers with pre October 2001 liabilities in the Plan. The debt is due in the event of the employer ceasing to participate in the Plan or the Plan winding up.

The debt for the Plan as a whole is calculated by comparing the liabilities for the Plan (calculated on a buyout basis i.e. the cost of securing benefits by purchasing annuity policies from an insurer, plus an allowance for expenses) with the assets of the Plan. If the liabilities exceed assets there is a buy-out debt.

The leaving employer's share of the buy-out debt is the proportion of the Plan's pre October 2001 liability attributable to employment with the leaving employer compared to the total amount of the Plan's pre October 2001 liabilities (relating to employment with all the currently participating employers). The leaving employer's debt therefore includes a share of any 'orphan' liabilities in respect of previously participating employers. The amount of the debt therefore depends on many factors including total Plan liabilities, Plan investment performance the liabilities in respect of current and former employees of the employer, financial conditions at the time of the cessation event and the insurance buy-out market. The amounts of debt can therefore be volatile over time. The Pensions Trust has advised that the estimated employer debt on withdrawal from the Plan as at 30 September 2009 was approximately £63,000.

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Refugee Action is an independent, national charity working to enable refugees to build new lives in the UK. We provide practical emergency support for newly arrived asylum seekers and long-term commitment to their settlement. As one of the country's leading agencies in the field, Refugee Action has 29 years' experience in pioneering innovative work in partnership with refugees.

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working with refugees to build new lives