

ANNUAL REPORT

2015 - 16



We survived, let us live



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**"WE JUST WANTED
TO GET OURSELVES TO A
SAFE PLACE."**





Welcome

From the board chair, Penny Lawrence

A very warm welcome on behalf of everyone at Refugee Action. I'm delighted to introduce our Annual Report, which highlights Refugee Action's achievements in 2015-16 and, excitingly, our future plans.

From my experience as Deputy Chief Executive of Oxfam Great Britain, I know only too well the many challenges faced by refugees forced to flee war and persecution. The events of this year made it such a significant time for me to join Refugee Action.

I and all at Refugee Action strongly welcome the rise in public awareness and concern for refugees in the UK. We will do all we can – with our partners and supporters and allies - to ensure that, together, we achieve our vision of enabling asylum seekers and refugees to rebuild their lives successfully in the UK.

This report records and celebrates the difference you have helped us make for asylum seekers and refugees, through our direct support and advice, and our campaigning. **With your support** our asylum crisis services helped people in desperate need. **With your support** we helped over five hundred refugees to resettle and integrate in the UK. And, **with your support**, and with many others, we have persuaded the government to resettle 20,000 Syrian refugees.

I and all my colleagues on the board are absolutely committed to achieving even more in the years ahead. In the pages of this report you'll see the overall goals we have set for giving practical support and advice to asylum seekers and refugees – both directly and through our new Good Practice team. You'll also discover how we plan to make a difference through our campaigns and advocacy. For better or worse, government policies have a huge impact on how successfully refugees can rebuild their lives in the UK.

There have been significant changes to the board of Refugee Action this year. I want to thank all departing board members for giving their time and expertise. I'd particularly like to thank my predecessor Julia Meiklejohn for her immense contribution to Refugee Action from the very beginning to retiring as board chair earlier this year. Please also join me in welcoming our four new board members and the skills and experience that they bring.

As you'll see, Refugee Action has ambitious goals for the next three years. With your help, we will achieve them. A huge heartfelt thank you for everything you've helped us achieve so far.

Penny Lawrence

Refugee Action (Chair of Trustees)

“We will do all we can to ensure that, together, we achieve our vision of enabling asylum seekers and refugees to rebuild their lives successfully in the UK.”



Looking back on a remarkable year

Chief Executive, Stephen Hale OBE @SHaleGeneva

Compiling this report has given me a great opportunity to reflect on what a remarkable and occasionally tumultuous year this has been for Refugee Action's staff, volunteers, partners and allies.

The year saw a major expansion of Refugee Action's resettlement work. Local authorities appointed us to integrate Syrian refugees following strong public pressure and the commitment to resettle 20,000 Syrian refugees. It also, sadly, marked the end of our Choices Voluntary Return service in December 2015, due to a change in government policy. The service provided support to almost 28,000 people over the past five years. It closed at the end of 2015, and will be sorely missed.

This was a very memorable year for me personally. It was my first year in post, having joined in February 2015. I want to thank all the staff and volunteers who made me feel so welcome and from whom I have learned so much. Thanks also goes to the other organisations that I have come to know, respect and collaborate with to achieve our shared goals.

Collaboration is absolutely fundamental to achieving the vision we have set in our new strategy for 2016-19. This report contains the headline objectives we have set in that strategy. It also celebrates the different ways in which we work with other organisations, as partners in our services and allies in our campaigning. It's also a huge thank you for the generosity of our supporters and the support we have received from trusts and foundations, which has made it possible for us to help refugees in all the ways you're about to hear about. Refugee Action is a small charity seeking to meet rising needs. Thank you for making it possible.

Refugee Action exists to support asylum seekers and refugees in the UK, and to ensure that the UK plays a full part in responding to the global refugee crisis. That crisis rages more strongly than ever. Globally, over 60 million people are currently displaced by war and persecution. Awareness of their plight has never been higher. It has moved many, but very evidently not all, to act. Martin Luther King said, "The arc of the moral universe is long but it bends towards justice". Together we can make it so.

Stephen Hale OBE

Chief Executive, Stephen Hale OBE @shale geneva

“Refugee Action is a small charity seeking to meet rising needs. Thank you for making it possible.”

OUR VISION FOR THE FUTURE

STRATEGY FOR 2016 - 2019

In the midst of so much external change, Refugee Action has developed a new three-year strategy. We can't wait to share it with you. It includes the change we seek for asylum seekers and refugees, a mission for the organisation we want to be and specific objectives for our support services, campaigning and partnerships with other organisations.

OUR VISION

Refugee and asylum seekers will be welcome in the UK. They will get justice, live free of poverty and be able to successfully rebuild their lives.

OUR MISSION

Refugee Action plays a leading role in overcoming the challenges facing refugees and asylum seekers in the UK. We work with others to develop and deliver innovative services that benefit the majority of asylum seekers and refugees. We successfully build public and political support for policy change, so they can rebuild their lives. We are a trusted partner and ally for organisations that seek to enable refugees to rebuild their lives in the UK.

OUR OBJECTIVES

We will achieve our objectives through both direct services to asylum seekers and refugees, and by giving support and advice to other organisations. We'll deliver direct services in London, the West Midlands, the North-West and West Yorkshire.

Justice

1. Secure support for most new asylum seekers so that they can focus on their asylum case and get protection where it is needed.
2. Secure a significant increase in the quantity and quality of legal advice available to refused asylum-seekers so that those who need protection get it.
7. Ensure faster, fairer asylum decisions by securing tangible improvements to the system; and defend the rights of asylum seekers and refugees to rebuild their lives in Britain without falling into poverty.
8. Build a strong and committed campaigns supporter base of at least 50,000 people, and work with a broad range of 'unusual' allies to engage up to 2 million people in campaigning – to make Britain a country that respects the rights of refugees.

Freedom from poverty

3. Reduce the levels of homelessness and precarious housing among people failed by the asylum system.
4. Ensure that refugees and other migrants settling in the UK are able to avoid poverty and to thrive, in particular through employment – avoiding debt and maintaining good health and positive relationships with host communities.
5. Ensure that refugees resettled in the UK are empowered to rebuild their lives successfully.

We will work across all eight of these objectives in 2016-17. We will expand our direct support and advice to asylum seekers and refugees seeking justice and an escape from poverty. We will work with local authorities and our partners to enable refugees to rebuild their lives in the UK. Through our campaigns and advocacy we will seek new safe and legal routes to the UK for refugees, and for improvements to the asylum system.

Campaigns and influence

6. Persuade the UK government to provide safe and legal routes for 100,000 refugees by 2020, through campaigns that reflect our experience of best practice.



THE POWER OF OTHERS

Here at Refugee Action we know that we cannot succeed alone, and we are absolutely committed to working with others. Many, many other organisations share our vision of a UK that welcomes asylum seekers and refugees. Our services, our campaigns and of course our good practice work all involve working both in formal partnerships and in looser alliances with others, who share our overall vision and specific objectives.

Support service partners

- Red Cross (various regions)
- Rainbow Haven (Greater Manchester)
- Revive (Greater Manchester)
- GMIAU (Greater Manchester)
- Asylum Link (Liverpool)
- St Mungo's (London)
- Praxis (London)
- Safe Passage (London)
- Assirt (Birmingham)
- Asian Resource Centre (Birmingham)
- Solace (Bradford)
- Freedom from Torture (Greater Manchester / Bradford)
- Family Action (Bradford)

Immigration capacity building partners

- SYRLJ
- GMIAU
- NEST
- NNRF
- Kent Uni
- Justice First
- OISC training provided for:
- South Yorkshire Refugee Law & Justice
- Greater Manchester Immigration Aid Unit
- NEST
- Nottingham and Nottinghamshire Refugee Forum
- Kent University Immigration Law Clinic
- Justice First

Campaigns and advocacy partners

In our campaigning and advocacy work we work closely with many other groups. Examples of groups we have worked with are included in the campaign section of this report on page 14.

Trusts and foundations supporting our work

- Comic Relief
- Sigrid Rausing Trust
- Legal Education Foundation
- Future Advice Fund
- Esmée Fairbairn Foundation
- Barrow Cadbury Trust
- Big Lottery Fund
- Bradford District Care NHS Foundation Trust
- Bradford Metropolitan District Council

Other Funders

- Birmingham City Council
- Islington Council
- Shropshire Council
- Staffordshire County Council



"TOGETHER, WE CAN ACHIEVE THINGS. TOGETHER, WE CAN OVERCOME THE SITUATION WE ARE IN."



PRACTICAL SUPPORT

Many of the refugees and asylum seekers we meet say, 'I don't know what I would have done without Refugee Action.' Through our support services we provide somewhere to turn, for advice and practical help that can be impossible to find elsewhere.

Justice and Poverty

Our Justice and Poverty services programme aims to ensure that people who need protection get it and those who experience poverty and homelessness, as asylum-seekers or refugees, are able to find ways out of it. **Our services are rooted in refugees' and asylum seekers' experiences.** Time after time refugees find it impossible to fully understand the complex asylum process as they move through it. As a consequence they're made homeless and destitute at various stages of the asylum process, and need expert legal advice.

Our approach to increasing justice and tackling poverty is two-pronged.

The first is to deliver high quality, **innovative and highly targeted services to refugees and asylum-seekers in the regions where we operate:** London, West Midlands, the North-West and, since January 2016, West Yorkshire, following the transfer to Refugee Action of staff and services there from the Northern Refugee Centre. The second is to provide support for other refugee and asylum organisations to maximise their ability to increase justice and tackle poverty, through our Good Practice and Partnerships team established in January 2016 as part of our new strategy.

"We were completely in a strange land, knowing nothing about the rules and the system. We had come here with four children, and when we arrived we were in a confused state of panic. We'd had to leave one son behind in the rush to leave – it was awful. Nothing was clear. Refugee Action has been with us all along. When we were refused, our solicitor didn't have the time to explain it to us."

We supported this family with five children from Pakistan to understand their rights as they moved through the asylum process, understand and deal with the impact of the refusal of their asylum application and identify where they still had unmet refugee protection needs. With our assistance, they compiled the evidence for a fresh asylum claim and submitted it.

Increasing Asylum Justice

Our Increasing Asylum Justice project in the North-West is designed to provide 'early intervention' casework support to asylum seekers, shortly after claiming asylum. This ensures they are **ready to face the challenges and complex barriers** ahead of them. It includes additional legal advice for those needing to make 'further submissions' on their asylum case, to address specific gaps in legal aid provision. This is in partnership with Greater Manchester Immigration Aid Unit (GMIAU).

One example could be solving a housing problem to ensure greater focus on an asylum claim, or providing detailed support so an asylum seeker has all the information they need to feel prepared, ahead of presenting their case to the Home Office.



Street Legal

Street Legal is a ground-breaking collaboration between the refugee and migrant sector (Refugee Action and Praxis) and the homelessness sector (St Mungo's). **It responds to the growing population of destitute non-EU migrants in crisis with 'no recourse to public funds'.**

Street Legal aims to maximise each partner's resources and expertise to help asylum seekers, refugees and migrants – to address their immigration issues while providing them with safe accommodation.

Refugee Action employs an Immigration Caseworker to provide legal advice to people who are ineligible for legal aid, to resolve their immigration situation and secure housing. **All legal support work is provided on an outreach basis, on the streets and at night shelters.** The service works with people who face multiple and complex issues including mental and physical health needs, substance misuse, relationship and family breakdown, rejection from their communities and shame or fear of return.

In 2015/16, our Street Legal Immigration Advisor assisted 59 entrenched rough-sleeping refugees, asylum seekers and migrants to explore resolutions to their cases

Asylum Crisis

Our Asylum Crisis service is a targeted service, providing complex advice and advocacy at specific stages of the asylum process. Support is given when destitution and homelessness is a huge risk and existing services and resources cannot address this gap.

These services work with some of the most vulnerable and disempowered people in our communities, by targeting the following key crisis points. These include destitution and homelessness at the start of the asylum process, which is created

by the Home Office's 'gatekeeping' process for those newest to the country, and those with both a refusal of their asylum case and a refused Section 4 application. Advocacy expertise on the project includes Section 98, Section 95 and Section 4 appeals, and Community Care assessments.

The services started in January 2016 and by March had provided complex advice and advocacy to over 75 destitute asylum seekers, significantly reducing levels of homelessness.

Hungry and homeless

So many of the families we meet have no financial support.

Recently we worked with a family living in a private rental. They had no way of paying their rent or feeding their children.

While the father was out of the house, the landlord came and served an eviction notice. He removed the family from the house and changed the locks.

Social Services supported them for one night. After that, they had nowhere to go. Out of sheer desperation they stayed the night in a hospital waiting room and the next in a friend's car.

We applied for help from the Home Office. However, they said the family should not have left their rental property, as the landlord didn't have a court order for repossession. The Home Office said the family had made themselves homeless.

We were determined to help the family. We advocated on their behalf and issued a Pre Action Protocol against the Home Office, on the basis of their statutory obligations. Finally, they agreed to support the family. This story is sadly one of many.

REBUILDING LIVES

Thanks to public pressure and campaigning by Refugee Action, and many others, this year saw a dramatic expansion of the UK's resettlement programmes. As the UK's leading experts in refugee resettlement, Refugee Action has played and will continue to play a significant part in ensuring the success of this programme. Our goal is to ensure that every refugee is able to rebuild their life successfully.

Gateway

Refugee Action is the largest provider of the Gateway Protection programme in the UK. Across the country, the UK government offers just 750 refugees resettlement on this programme per year.

Gateway works with refugees in UNHCR refugee camps around the globe. Some refugees have had a prolonged wait for resettlement, often giving birth to children who have never experienced life outside the camps. **Our Gateway Protection programme team received 401 vulnerable refugees**, including Iraqis from Syria, Congolese from Burundi, Somalis and Ethiopians from Kenya and Eritreans and Sudanese from Egypt.

In partnership with six local authorities in Greater Manchester, we support the refugees for their first 12 months in the UK. We help them integrate, become independent and contribute to their new communities.

Syrian Vulnerable Persons Resettlement

Prior to September 2015, just 216 Syrians had been welcomed to the UK through the government's Syrian resettlement programme. Public pressure dramatically changed that. **In September 2015, Prime Minister David Cameron committed to resettle 20,000 vulnerable Syrians** by the end of the parliament, and 1,000 by Christmas 2015.

Drawing on our experience of delivering resettlement for over 30 years, we set about planning how best to support the expanded programme. During this year, our response included:

- Working with Birmingham City Council to receive, support and accommodate 50 Syrians
- Working with Islington Council to provide intensive support and co-ordinate the development of Syrian resettlement in Islington
- Working with Staffordshire County Council to support 50 Syrians
- Working with Shropshire Council to prepare to support 50 Syrians
- Training for local authorities on good practice, ahead of the arrival of Syrian refugees

To ensure the success of our resettlement programme, we have established new partnerships and alliances with many different charities and services in these areas. For instance, Spring Housing provides accommodation services to some of our Syrian resettlement programmes, and the British Red Cross have partnered with us to co-ordinate the arrival of refugees. Great news.

In each of these areas we have established and trained new resettlement teams, and welcomed and trained many new volunteers and staff. Local communities have played crucial roles and been very active in supporting resettlement – particularly in areas taking refugees for the first time.

“Over 100 amazing new volunteers have joined our resettlement teams fulfilling vital roles such as helping refugees settle in when they first arrive, accompanying them to appointments and helping them practice English.”

Members of the community have donated furniture and other items for refugees to make use of when they arrive. And we have also recruited, trained and supported new interpreters in each of the new resettlement areas.

In each of our teams we work to the same set of tried and tested principles. These include:

- Working collaboratively, in partnership with refugees to give them support
- Ensuring our work encourages independence of the refugees
- Integrating refugees and enhancing local services, rather than replicating services or segregating refugees

“I'M REACHING MY DREAMS, STEP BY STEP. I USED TO BE SCARED ALL THE TIME; NOW I HAVE NO FEAR.”



A LASTING LEGACY

Closure of our Voluntary Return service

Sadly our Assisted Voluntary Return service, Choices, closed at the end of December 2015. Refugee Action was the primary provider of the UK's AVR service through Choices for the last five years. During that time we supported 27,996 people considering voluntary return, supported 22,972 to make applications to the Home Office for return and 1,230 people to return to their home countries.

The decision to return is often the second most difficult decision a person will make. The first is the decision to flee or leave their country. Motivations for return include both push (inability to build a life in the UK) and pull factors (family reunion, changes to safety or political factors in the country of return), but research shows that pull factors impact far more on an individual's decision to return.

There is no evidence that creating a 'hostile environment' in the UK leads to increased returns. Combined with these motivations are the fears many people have about return – a sense of shame or failure. This can either be for leaving or returning – a common fear is that they may not be able to build a sustainable life post-return, or in some cases ongoing fears of persecution.

To deliver this service effectively Refugee Action worked in partnership both in the UK and around the World. In the UK we worked with Northern Refugee Centre (NRC), North East Refugee Service (NERS), Wolverhampton Refugee and Migrant Centre (RMC) and Bryson House in Northern Ireland.

Refugee Action formed a ground-breaking global partnership in countries of return that supported people after they had landed, to re-establish themselves in their home countries and build a sustainable future. These countries included CISP

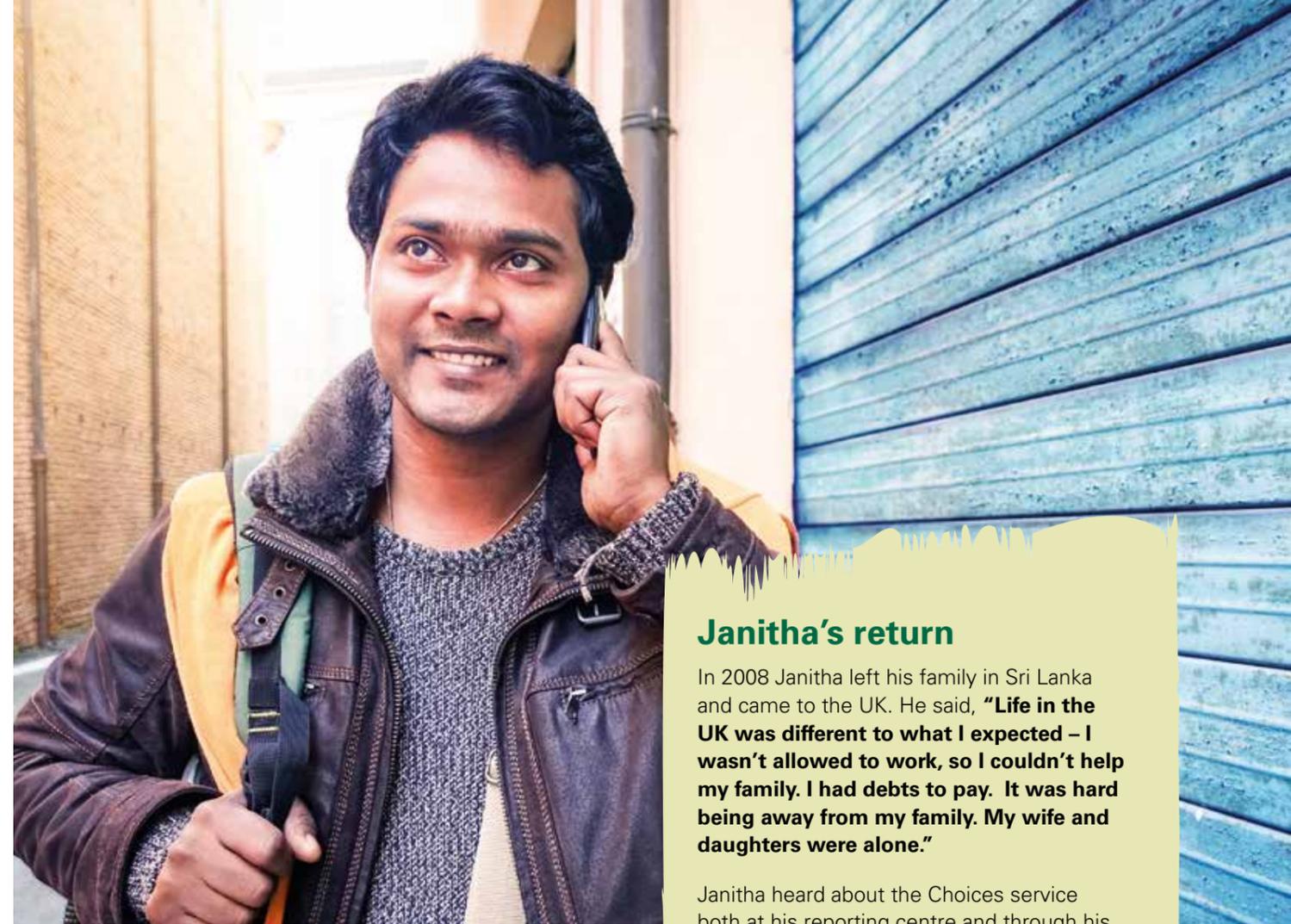
Algeria, Caritas Bangladesh, UNITAS Bolivia, Projeto Resgate Brazil, QZC China, AGREDS Ghana, Caritas India, ETTC Iraq, Hibiscus Jamaica, CISP Malawi, Nou Nouvo Baz Mauritius, Caritas Mongolia, Pro-Natura Nigeria, SSD Pakistan, Siyath Foundation Sri Lanka, InterAid Uganda, DERT-SA Zimbabwe & South Africa.

The good work goes on

Following its closure, **the organisation wanted to build on the legacy of more than 15 years of work.** The result was the creation of a role that will take forward the work of the new Voluntary Return Good Practice project.

This project began by focusing on the sharing of up-to-date information of the Home Office's return programmes and on helping other organisations and community groups across the UK to support people facing this difficult decision. In the period between January and April 2016, the project has worked closely with our specialist Embassy team to help people wishing to return to apply for the travel documents needed to do so.

The project has also focused on future objectives, as it becomes embedded within the Good Practice and Partnerships team. We have developed a role that will work with **up to five organisations nationally** – to



Janitha's return

In 2008 Janitha left his family in Sri Lanka and came to the UK. He said, **"Life in the UK was different to what I expected – I wasn't allowed to work, so I couldn't help my family. I had debts to pay. It was hard being away from my family. My wife and daughters were alone."**

Janitha heard about the Choices service both at his reporting centre and through his friends, and decided that he wanted to be back with his family. He found the service very helpful. **"They explained everything to me. They were very kind."**

Janitha returned to Sri Lanka in 2012. **"I came back to my family, and my house and things weren't very different"**, he said. **"I had my business to work in and my family was happy I was back."** Janitha runs a leisure wear business from his home with his wife and daughter. He employs four people to work for him. Life is not easy though. **"We have to work hard and long hours. We are trying very hard. We now have some orders, but they are not all the time. We have to pay our workers, our loan, and school for my daughter."**

Janitha said the Choices' overseas partner, Siyath, are helpful too. **"They call to find out how we are and if we're having any problems. They are doing a very good job."**

develop their knowledge and capacity to deliver advice to those considering return, following the principles taken from our Choices service. Alongside this work, the aim is to develop a small second tier advice service, with volunteer input, to support organisations we will be working with.

We will continue to work with partners and key stakeholders to monitor the returns process in the UK and to share good practice around this area of work – especially in preparation for the changes coming up through the proposals in the new Immigration Act.



CAMPAIGNS FOR CHANGE

Our campaigns mean more refugees can reach safety and rebuild their lives successfully in the UK. We draw on the insight and experiences of refugees to help us campaign for change. At the heart of every campaign is the aim to secure practical changes by government that benefit asylum seekers and refugees, and to broaden and deepen public and political support for refugees.

Collaboration with others is absolutely central to our approach. We work with both long-standing partners within the refugee and asylum sector, and new partners beyond it. We know that by working closely with others, who share our aims and bring different perspectives or specialism, we're far more likely to achieve our shared goals.

We launched our **'Another Way'** campaign in Spring 2015. It was inspired by the appalling death toll in the Mediterranean of people fleeing repression and conflict to seek safety in Europe, and the inadequacy of the UK's response.

The campaign included a petition and policy briefing (produced jointly with Refugee Council and The Scottish Refugee Council). It also provided clear focus for supporters, parliamentarians and the media, around our call on the government to allow more refugees safe routes to gain protection in Britain. The campaign had a strong emphasis on increasing resettlement places to the UK.

Responding to the refugee crisis

As Europe's growing refugee crisis dominated the headlines through the summer, our campaigning developed in partnership with new and long-standing allies.

The trade union UNISON was among many to endorse and spread the 'Another Way' campaign message via social media. And together with Citizens UK, we staged a 'Remembrance Walk' in June with

Kindertransport survivors to parliament, to call on the government to increase resettlement.

In September, we added our 'Another Way' petition signatures to those of Citizens UK and other partners (including Save the Children, Amnesty International UK, 38 degrees and Avaaz), to stage a joint **presentation to parliament of 1.4 million actions taken across the UK in support of refugees.**

A few days later, we joined a host of other organisations to show our and the public's strong support for the #RefugeesWelcome message on Solidarity with a march in London. Our Chief Executive addressed the rally at the end of the march, which was **attended by over 100,000 people** including Refugee Action supporters and current and former clients. **The message was a deafening roar of clear public support for the UK to do more to welcome refugees.**

In response to this growing public and political clamour, the Prime Minister announced the UK would resettle 20,000 Syrian refugees by 2020 – a move which we and others warmly welcomed.

Our resettlement focus then shifted from public campaigning to private advocacy, highlighting to government our insight and experience of successful resettlement. We worked with the media and parliamentarians to increase understanding of resettlement, and how it benefits those involved.

A force for family reunion

We know that, while hugely significant, the resettlement commitment only went some way to addressing the scale of the need. In February 2016 we launched **'Family Reunion'**, a new public campaign. Family reunion is another way for refugees to reach safety without being forced to make dangerous journeys, but one that presents many obstacles and challenges for potential beneficiaries.

Our campaign included a digital tool to allow users to experience how restrictive current rules are, a petition, a detailed policy briefing and the story of a Refugee Action client separated from his pregnant wife as a result of the rules.

In March, ahead of a major UN summit on the Syrian refugee crisis, we took our campaign to the national press. In partnership with Citizens UK, and supported by Help Refugees, Good Chance and Letters Live, **we arranged for over 100 public figures to sign an open letter to the Prime Minister. Their letter was widely reported, and called on the government to help divided families and separated children by strengthening family reunion policies.**

We will continue to work in close partnership with organisations that have an operational or campaigning focus on family reunion, including Refugee Council, British Red Cross and UNICEF. We need to pool our resources and amplify our individual voices, to bring about the change we're seeking.

THE #REFUGEESWELCOME MARCH WAS A DEAFENING ROAR OF PUBLIC SUPPORT, FOR THE UK TO DO MORE TO WELCOME REFUGEES.



REFUGEE ACTION

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating income and expenditure account)

For the year ended 31 March 2016

| | Notes | Restricted funds £'000 | Unrestricted funds £'000 | Total 2016 £'000 | Total 2015 £'000 |
|--|-------|---------------------------|-----------------------------|------------------------|------------------------|
| INCOME FROM: | | | | | |
| Donations | 2 | - | 943 | 943 | 356 |
| Investment and other income | | 1 | 7 | 8 | 14 |
| Charitable activities | 3 | 9,593 | - | 9,593 | 12,000 |
| TOTAL (Total Income) | | 9,594 | 950 | 10,544 | 12,370 |
| EXPENDITURE ON: | | | | | |
| Raising funds | | - | 654 | 654 | 532 |
| Charitable activities: | | | | | |
| AVR - Choices | | 7,583 | 149 | 7,732 | 10,277 |
| Asylum advice and community development services | | 1,760 | 161 | 1,921 | 1,717 |
| Campaigns | | 14 | 168 | 182 | 132 |
| TOTAL (Total expenditure) | 5 | 9,357 | 1,132 | 10,489 | 12,658 |
| NET INCOME/(EXPENDITURE) | | 237 | (182) | 55 | (288) |
| Transfer between funds | | (78) | 78 | - | - |
| NET MOVEMENT IN FUNDS FOR YEAR | | 159 | (104) | 55 | (288) |
| TOTAL FUNDS AT START OF YEAR | | 985 | 3,896 | 4,881 | 5,169 |
| TOTAL FUNDS AT END OF YEAR | | 1,144 | 3,792 | 4,936 | 4,881 |

NOTES

The Home Office stopped the funding of AVR – Choices on 31st December 2015 and the project has thus finished from that date.

REFUGEE ACTION

BALANCE SHEET

(A company limited by guarantee)
Registered company number 01593454

As at 31 March 2016

| | Notes | 2016 £'000 | 2016 £'000 | 2015 £'000 | 2015 £'000 |
|--|-------|---------------|---------------|---------------|---------------|
| FIXED ASSETS | | | | | |
| Tangible fixed assets | 8 | | 92 | | 89 |
| CURRENT ASSETS | | | | | |
| Debtors | 9 | 1,090 | | 2,307 | |
| Cash at bank and in hand | | 4,070 | | 3,299 | |
| | | 5,160 | | 5,606 | |
| CREDITORS: | | | | | |
| amounts falling due within one year | 10 | (290) | | (783) | |
| NET CURRENT ASSETS | | | 4,870 | | 4,823 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | | | | 4,912 |
| CREDITORS: | | | | | |
| amounts falling more than one year | 14 | (26) | | | (31) |
| NET ASSETS | 12 | | 4,936 | | 4,881 |
| CHARITY FUNDS | | | | | |
| Restricted funds | 12 | | 1,144 | | 985 |
| Unrestricted funds: | | | | | |
| General Fund | 12 | | 530 | | 1,305 |
| Designated funds | 12 | | 3,262 | | 2,591 |
| | | | 4,936 | | 4,881 |

The financial statements were approved, and authorised for issue, by the Trustees on 8 December 2016 and signed on their behalf by:

Penny Lawrence
Chair

REFUGEE ACTION

STATEMENT OF CASH FLOWS

For the year ended 31 March 2016

| | | |
|--|--------------|--------------|
| Cash flows from operating activities: | 2016 | 2015 |
| | £'000 | £'000 |
| Net cash provided by (used in) operating activities | 839 | 1,639 |
| Cash flows from investing activities | | |
| (See reconciliation below): | | |
| Dividends, interest and rents from investments | 8 | 14 |
| Purchase of property, plant and equipment | (76) | (35) |
| Net cash provided by (used in) investing activities | (68) | (21) |
| Change in cash and cash equivalents in reporting period | 771 | 1,618 |
| Cash and cash equivalents at the beginning of the reporting period | 3,299 | 1,681 |
| Cash and cash equivalents at the end of the reporting period | 4,070 | 3,299 |
| Reconciliation of net movement in funds to net cash flow from operating activities | 2016 | 2015 |
| | £'000 | £'000 |
| Net movement in funds for the reporting period (as per the statement of financial activities) | 55 | (288) |
| Adjustment for: | | |
| Depreciation charges | 73 | 98 |
| Dividends, interest and rents from investments | (8) | (14) |
| (Increase)/decrease in debtors | 1,217 | 2,974 |
| Increase/(decrease) in creditors | (498) | (1,131) |
| Net cash provided by (used in) operating activities | 839 | 1,639 |



Head Office

Victoria Charity Centre
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F: 020 7828 0973

Service delivery

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 more than 30 years' experience in pioneering innovative work in partnership with refugees.

Company no. 01593454 Registered charity no. 283660

To make a donation towards our work please go to www.refugee-action.org.uk/give or call 0845 894 2536

Birmingham

2nd Floor, Cobalt Square
83 Hagley Road
Birmingham B16 8QG
T: 0121 201 3070
F: 0121 523 3044

Bristol

45 Easton Business Centre
Felix Road
Bristol BS5 0HE
T: 0117 941 5960
F: 0117 955 5036

London

Victoria Charity Centre
11 Belgrave Road
London SW1V 1RB
T: 020 7952 1510
F: 020 7821 9382

Manchester

Canada House
3 Chepstow Street
Manchester
M1 5FW

Bradford

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**"WE ARE HAPPY BECAUSE
WE FEEL THAT PEOPLE HAVE
WELCOMED US."**





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