

Refugees at Home
(A company limited by guarantee)



Report and Financial Statements

Year ending 31 December 2019

Charity number: 1177765

Company number: 09911764

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Report of the trustees for the year ending 31 December 2019

The Trustees are pleased to present their annual directors' report together with the consolidated financial statements of the charity for the year ending 31 December 2019, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Directors

The following persons served as directors during the year:

Yvette Ball (Chair)
Rebecca del Tufo (Company Secretary) (appointed 16 January 2019)
Jonathan Hughes (Treasurer) (appointed 16 January 2019)
Ahmad Al-Rashid (appointed 16 January 2019)
Julia Barbosa (appointed 19 September 2019)
Oliver Bethell (appointed 11 November 2019)
Emma Doyle (resigned 11 November 2019)
Daniel Gerring
Marion Kafetz
Rachel Mantell (resigned 11 November 2019)
Sara Nathan
Anne Race (appointed 11 November 2019)
Tim Ramsey (resigned 24 June 2019)
Ruth Talbot
Donna Williams (resigned 12 May 2019)

Chair's Report

Refugees at Home has had a busy and productive year. By the end of February 2020, we had hosted for more than 156,000 individual person nights, which equates to over 428 years of hosting since we started in October 2015. We have five employees, a team of trained volunteers and a contractor for IT support but continue to keep overheads to a minimum at only 5.3% of outgoings.

We have added to the Mission Statement:

Connecting refugees and asylum seekers in need with welcoming hosts.

with our Vision:

A society where every refugee and asylum seeker facing homelessness has a safe place to stay and a chance to rebuild their life.

We identified a need for specific skills to enhance the effectiveness of the Board and have recruited trustees accordingly: Julia Barbosa, Fundraising; Anne Race, Host Engagement; and

Oliver Bethell, IT. We were very sorry to lose Emma Doyle, who began the process of resolving the IT issues and progressed the new website, and Rachel Mantell, who made a major contribution to raising our profile via talks, social media and impact reports, raising hosts and HR policy.

Refugees at Home has maintained a strong presence on social media using Facebook and Twitter extensively and growing our Instagram presence, to give the R@H perspective on relevant issues and particularly posting specific requests for hosts. This has proved successful: bringing in hosts for guests with a range of needs, including, for example, providing accommodation for a fortnight for a family of five. Requests cover major cities, with London being most in demand as well as Cardiff, Glasgow, Manchester, Birmingham, Newport etc.

Fundraising this year has focussed more systematically on applying to Trusts for general grants and for specific needs, eg website construction and the Host and Home Visitor Co-ordinator role. The supply of hosts is a potentially limiting factor on the number of guests we can assist, hence the appointment of a trustee and employee recruitment to focus on this.

We invited a number of potential donors to join the 'Founders' Circle' with a minimum annual donation of £1,200 and our pro bono lawyers, Travers Smith, hosted a wonderful dinner. We were delighted to welcome the comedian, Shappi Khorsandi, as patron and main speaker. She spoke movingly and entertainingly of her own journey from Iran to the UK after the Islamic Revolution. Thanks to the Founders' Circle's generosity, a substantial amount of money has been added to R@H funds. Attendance at events, eg the Greenbelt Festival in August 2019, attracted very generous donations, a Legacy Giving Policy was adopted and the Fundraising Group has become better embedded with its own Terms of Reference, trustee lead and personnel. Regular newsletters continue to be circulated to hosts, home visitors, donors, volunteers and supporters to successfully maintain interest and support.

Our staff numbers five and we are recruiting for a Host Co-ordinator to focus on finding hosts to bring a steady stream of committed and generous people in cities, to accommodate the many refugees and asylum seekers who need help. We need around £165,000 per annum to fund the full-time employment of five people and to support our guests with small, weekly bursaries to cover transport etc. The professional team is supported by a group of dedicated, trained volunteers in line with our new Volunteer Strategy and training package. The team of paid staff meets at least weekly on a face-to-face basis to exchange knowledge and ensure good support in an emotionally demanding role. Our special thanks to Birkbeck College, Haynes & Boone, Bank of America, Moody's, Little Butterflies Foundation, AirBnB, Travers Smith and now, more permanently, 3Space for providing meeting space. Particular thanks to Travers Smith in addition for their legal advice on the broad range of issues that arise in running the charity, eg in October 2019 assistance to negotiate a Licence Agreement with 3Space in Brixton for more permanent free office space where the team now operate together on 1-3 days each week.

There have been several operational challenges this year. A new Referral Policy and triage system for accepting guests has ensured we have full information about them and an identified case worker responsible for helping them progress through the asylum seeker and

refugee process. This has meant slightly slower growth but safer matches with hosts and accommodation than before. There can be up to a third of processed referrals each month that drop out as hosting is not needed (eg they decide to sofa surf, are offered NASS (National Asylum Support Service) accommodation etc.) This makes determining R@H's productivity a challenge and our next plan is to create a baseline and meaningful measures to reflect the work and success of what we do.

Another major issue has been the inadequacy of the database which Refugees at Home has outgrown as the charity has expanded far beyond where it started 4 years ago. Issues of data security, storage and extraction have been identified and solutions sought, mainly to be implemented in 2020.

Setting up a new website took longer and was more complicated than anticipated, but we are very pleased that it is now available, interactive and well used, eg by supporters and for volunteer applications. We hope to add Google Analytics in future. We have installed a new, secure storage facility in GoogleDrive alongside the adoption of Data Protection and Data Retention policies to comply with the GDPR.

Our social media presence through Facebook and Twitter is ever-increasing with over 14,000 and over 8,000 followers respectively. Our Instagram presence is now at over 1,500 followers and is starting to make a positive impact. We intend to grow these during 2020 with projects such as the "Hosts of London" photographs.

The Board has approved a Mental Health Guide and a Code of Conduct and has adopted Conduct and Performance, Grievance and Terms of Office for Directors policies.

Our performance and achievements are shown in the section below with thanks to Adam Fuller and Sandra Malazinske for their help in extracting the data and with its presentation.

Financial Review

The continuing rapid evolution of the charity is reflected in our financial position. Last year we carried forward £92,614 and this increased again to £117,595. This is testament to our growing support and the work of our fundraising team.

We continue to have strong support from individuals via Just Giving, My Donate, Facebook and standing orders paid directly into our bank account.

Our target of 6 months operational costs to be held in reserve have been comfortably met – with just over a year's projected costs currently held in the bank.

The only creditors we have are for 2019 payroll costs.

The debtors relate to Gift Aid which is due from HMRC.

We are well placed to continue our work, placing and supporting refugees and asylum seekers, as well as redeveloping our IT systems which are so essential to our operations.

Structure, Governance and Management

Refugees at Home is a company limited by guarantee and a registered charity. It operates according to its Memorandum and Articles of Association, as amended in December 2018.

The Board requires a minimum of three Trustees/Directors. As of the end of January 2020, there were eleven people on the Board. There is a Chair, Company Secretary and Treasurer. Each other Trustee has a specific role and leads or contributes to a subgroup. We are in the process of increasing the number of employees from five to six, the latter funded with a specific grant. The Senior Manager line manages the Placement Co-ordinators and she herself reports to the Chair. The Senior Manager is supported by an Operational Group of four trustees and she attends and provides an operational report at every Board meeting.

We recruit trustees using a formal advertising and interview process. A comprehensive induction is given including a meeting with the Chair and the Senior Manager. The Chair has an 'open-door' policy and is instigating an annual one-to-one meeting with each trustee.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed, and to ensure that appropriate controls are in place to provide reasonable assurance against fraud and error. These duties are met by a regular review of our risk assessment procedures, by constant monitoring and action taken where appropriate, and by Independent Examination of our annual report and accounts. Disaster recovery plans against each risk are being systematically developed and a scenario exercise to review one plan has been successfully conducted and lessons drawn from it.

Our Objectives and Activities

The Charity's objects are the prevention or relief of poverty of refugees, those seeking asylum and their dependants in the United Kingdom in particular, but not exclusively, by:

- facilitating the provision of accommodation by members of the public;
- the provision of financial assistance; and
- the provision of practical assistance.

Significant activities

In planning the activities of the charity, the Trustees refer to the guidance issued by the Charity Commission with regard to public benefit. In particular, the Trustees consider how planned activities will contribute to the aims and objectives of the charity. The Trustees confirm that they have complied with the duty in section 17(5) of the Charities Act 2011 to have due regard to the guidance published by the Charity Commission.

Refugees at Home is a UK-based charity aiming to connect those with a spare room in their home with asylum seekers and refugees in need of accommodation.

We do this by:

- operating through a database and an email inbox;
- undertaking placement management using five full-time employees supported by the Board and a team of administrative volunteers;
- recruiting and training volunteers to keep costs to a minimum;
- using procedures and policies scrutinised by our pro bono lawyers, Travers Smith;

- working closely with referrers and actively building links with other organisations supporting asylum seekers and refugees;
- assessing all potential hosts;
- checking the suitability of guests and move-on plans;
- regularly communicating with all stakeholders;
- ongoing fundraising activities.

Potential guests are referred from several sources – the large established refugee agencies, homeless charities and immigration solicitors, smaller groups or individuals including a few self-referrals, the latter only of guests with refugee status and good English. We take up references on all self-referred guests. We ask referrers to check the suitability of guests for hosting and take particular care to explain this when we take referrals from referrers who are unfamiliar with our way of working. We specifically ask whether potential guests have mental health or substance misuse issues or any convictions and refuse anyone who we feel is unsuitable to be hosted in someone's home. We expect referrers/caseworkers to have a clear plan and give ongoing support for taking the next step, eg gaining refugee status, applications to NASS (National Asylum Support Service) and move-on.

There is no formal upper time-limit for the duration of hosting, although we try and ensure move-on within a year.

We do not give advice about immigration issues and all referrals of guests who do not have refugee status must have a case worker before we accept them for hosting.

All our hosts have a home assessment by a person with professional experience which means that they are able to assess people in their homes, for example, social workers, health visitors, district nurses, mental health practitioners or doctors, usually General Practitioners. Hosts commit to provide a bed, access to the kitchen and bathroom and a welcoming smile. Many give additional support, eg food, help with how to secure a bank account, sign on for work or register with a GP.

We have built a community comprising our guests, our hosts, the home visitors who support them, our admin team and our support teams (IT, media, fund-raising, governance etc).

Achievements and performance

By 31st December 2019, we had hosted for over 156,000 nights in over 2,000 placements since we launched. In 2019, we had 852 referrals and made 616 placements, an increase of 12% and 6.5% respectively on 2018. Guests were predominantly from Eritrea, Sudan, Iran, Syria, Afghanistan and Ethiopia, although we have now hosted guests from 75 different countries. We support and encourage guests to gain refugee status, set up a bank account and register for work and/or accommodation.

The Trustees thank

Travers Smith for their generous support in giving pro bono advice, printing, hosting our Founders' Circle dinner and AGM and use of their premises.

3Space for office accommodation since mid-2019.

Birkbeck College, Little Butterflies Foundation, Bank of America, Moody's, AirBnB and Haynes and Boone for their largesse in welcoming R@H staff and providing meeting rooms.

Our hosts, home visitors, volunteers and staff for their enthusiasm and commitment.

Our patrons, donors and grant-givers, who generously support R@H and enable its continuance.

Directors' responsibilities

The directors are responsible for preparing the report and accounts in accordance with applicable law and regulations.

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

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

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

Small company provisions

This report has been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

The Company registered with the Charities Commission on 29 March 2018.

The Company is limited by guarantee and does not have share capital. The liability of each member is limited to £1.

.....

Jonathan Hughes

Director

.....

Date

Independent Examiner's Report to the directors of Refugees at Home Ltd

I report on the accounts of the Company for the year ended 31st December 2019, which are set out on pages 10 to 13.

Respective responsibilities of Directors and Examiner

The charity's directors are responsible for the preparation of the accounts. The charity's directors consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

Basis of Independent Examiner's Report

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

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements:
 - a. to keep accounting records in accordance with section 130
 - b. to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

.....

Holmes & Co Ltd
Chartered Accountants
Claygate

.....

Date

**Statement of Financial Activities
for the year ended 31 December 2019**

	2019	2018
	£	£
Donations		
Voluntary income	269,878	170,961
Directors contributions	5,774	4,963
Events	8,677	1,881
	<u>284,329</u>	<u>177,805</u>
Total incoming resources		
Resources expended		
Just Giving charges	(535)	(234)
Support for Hosts	(18,464)	(16,604)
Administrative expenses	(148,058)	(68,353)
	<u>(167,057)</u>	<u>(85,191)</u>
Total resources expended		
Net incoming resources	<u>117,272</u>	<u>92,614</u>
Interest receivable	211	
	<u>117,483</u>	<u>92,614</u>
	-	-
Total funds carried forward	<u>117,483</u>	<u>92,614</u>

**Balance Sheet
as at 31 December 2019**

	Notes	2019	2018
		£	£
Current assets			
Debtors	3	6,624	1,321
Cash at bank and in hand		<u>240,684</u>	<u>131,568</u>
		247,308	132,889
Creditors: amounts falling due within one year	4	<u>(4,057)</u>	<u>(7,121)</u>
Net current assets		<u>243,251</u>	<u>125,768</u>
The funds of the charity			
General Fund		243,251	125,768
Total charity funds		<u>243,251</u>	<u>125,768</u>

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

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

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The accounts have been prepared and delivered in accordance with the special provisions applicable to companies subject to the small companies regime. The profit and loss account has not been delivered to the Registrar of Companies.

.....
Yvette Ball
Director
Approved by the board on 6 April 2020

.....
Date

**Notes to the Accounts
for the year ended 31 December 2019**

1 Accounting policies

Basis of preparation

The accounts have been prepared under the historical cost convention and in accordance with FRS 102, the financial reporting standard applicable in the UK and Republic of Ireland (as applied to small entities by section 1A of the standard).

Income

Income represents the monies donated to the Company for charitable purposes. The Charity does not trade.

Creditors

Short term creditors are measured at transaction price (which is usually the invoice price). Loans and other financial liabilities are initially recognised at transaction price net of any transaction costs and subsequently measured at amortised cost determined using the effective interest method.

Pensions

Contributions to defined contribution plans are expensed in the period to which they relate.

2 Employees

	2019	2018
	Number	Number
Average number of persons employed by the company	5	1

3 Debtors

	2019	2018
	£	£
Other debtors	<u>6,624</u>	<u>1,321</u>

4 Creditors: amounts falling due within one year

	2019	2018
	£	£
Trade creditors	2,607	4,200
Corporation tax	-	-
Other taxes and social security	<u>1,450</u>	<u>2,921</u>
	<u>4,057</u>	<u>7,121</u>

5 Related party transactions

Some administrative expenses incurred have been donated and given freely by the Directors.

6 Controlling party

The Directors are all members of the Company.

7 Other information

Refugees at Home Limited is a private company limited by guarantee and incorporated in England. Its registered office is:

21 Ballingdon Road, London SW11 6AJ

It is registered with the Charities Commission and HMRC as a company with charitable purpose.

**Detailed statement of Financial Activities
for the year ended 31 December 2019**

	2019	2018
	£	£
Income		
Donations - general	269,878	170,961
Donations - directors	5,774	4,963
Events	<u>8,677</u>	<u>1,881</u>
	<u>284,329</u>	<u>177,805</u>
 Direct expenses		
Just Giving charges	535	234
Support for Hosts	<u>18,464</u>	<u>16,604</u>
	<u>18,999</u>	<u>16,838</u>
 Administrative expenses		
Employee costs:		
Wages and salaries	134,057	58,360
Pensions	7,989	665
Staff training and welfare	764	-
Travel and subsistence	<u>203</u>	<u>346</u>
	<u>143,013</u>	<u>59,371</u>
 General administrative expenses:		
Telephone and fax	1,087	245
Subscriptions	254	152
Insurance	332	332
Equipment expensed	140	280
IT support and consumables	2,058	4,753
Advertising and PR	<u>1,174</u>	<u>3,220</u>
	<u>5,045</u>	<u>8,982</u>
 Net incoming resources	 <u>117,272</u>	 <u>92,614</u>