

Islington Centre for Refugees and Migrants



Trustees' Annual Report
and Financial Statements

31st August 2018

Annual Report and Financial Statements - 31 August 2018

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Reference and Administrative Details

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REGISTERED CHARITY NUMBER: 1135205

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TRUSTEES' ANNUAL REPORT

REVIEW OF THE YEAR 2017-2018



A Word from our Patron, Juliet Stevenson

I've been a patron of ICRM for several years now, and it is impossible to speak too highly of its work - its ethos, ambience and effectiveness. Andy runs an efficient, well-organised and compassionate Centre, in which the clients - many of whom have lost nearly everything - can find the home that they long for. Aside from the many skills taught to clients at the Centre, like English language learning, and other kinds of knowledge needed to negotiate their new lives here, they are offered a range of therapies and activities (yoga, knitting, singing, art and creative writing, to name but a few) which enrich their lives and enable them to give expression to what they have been through.

For many, the Centre is a home, a community where they can make friends, find comfort and laughter, feel they belong, and where they are never judged. Here, they can be the astonishing individuals that they are, freed from the label "refugee" or "asylum seeker" which renders them anonymous and amorphous. When visiting, I always leave the Centre feeling stronger and better about the world, having spent time with clients who have overcome unimaginable adversity and managed to remain generous, affectionate, humorous and brave, and with staff who are dedicated, robust and caring. I am very proud to be a small part of this amazing organisation."

Message from our Chair

Immigration continues to be at the forefront of anxious and often contentious political debate in Europe as also in America, and not least here in our own country. We continue to see how governments, including ours, succumb to popular media maligning refugees, who have fled persecution at home and are seeking asylum here, only to be met with a 'hostile environment'. Our Centre, as others like it, working with refugees, asylum seekers and migrants across Islington and London, endeavour on the contrary to provide a 'welcoming environment', as can be seen in this Review. Here men, women and children of refugees generally and asylum seekers in particular, who make the majority of our clients, can be met with reason, compassion and support, and as far as possible have their immediate needs addressed and the quality of their day to day life enhanced in creative ways.

Dear friends and supporters, I am very glad to commend this Review of the Centre's life and work for the past year, which as you will see is full of encouragement, now happily being realized in this current 2019.

Victor de Waal
Chair

Message from our CEO

We are driven to help the refugees, asylum seekers and migrants who come to us to seek help and support and who wish to improve their lives, develop as individuals and have the opportunity to give back to the community that has welcomed them. This has always been the case with ICRM and we have always walked closely with our clients and listened to them for our direction. The great challenge has always been adapting to the particular political and economic environments and telling our stories as clearly as possible.

We are so proud that, in the past year, we have been able to offer more, and better, services to our clients, working with them to understand the services they need and want. This has included new services to support improved physical wellbeing, as well as working to ensure that our clients are more closely connected to the community. We have been able to do this through work to diversify our funding streams, seeing increased income from individuals, trusts, and the community. Multi-year grants have improved our sustainability, and mean that we are able to commit to supporting our clients over the long term. We have also worked hard to improve our monitoring and evaluation, enabling us to improve our services and understand the impact of our work on our clients; we are delighted to have recorded some really positive changes over the past year, and will share them in this report.

We are a small staff team making a massive impact on the lives of our beneficiaries; we are proud to know them, and to be able build supportive relationships with them. This can only be achieved along with the work of our committed volunteers who share their skills and expertise across the whole Centre. Our range of activities and services is led by demand from our clients and includes at its heart education - providing the tools that our clients need to be able to rebuild their lives and become active members of their new community.

Refugees, asylum seekers and migrants are often in the news and although the general climate can often bring a negative viewpoint, we at ICRM are pleased to be able to share positive stories of successes, integration and valuable contributions to our society, even as our clients struggle with poverty, destitution, uncertainty about whether they will be removed to the situation they fled, and often poor physical and psychological wellbeing. It is these stories from individuals that are the result of the great work carried out by our team of staff, volunteers and trustees and which ensure that we are committed to continuing our crucial work with some of the most vulnerable among us.

Andy Ruiz Palma
Chief Executive Officer

Our work

The Islington Centre for Refugees and Migrants (ICRM) works to create a strong, positive, community for people who have been displaced from their countries of origin due to persecution, war, and poverty.

We create a sense of belonging and comfort for those who have no homes of their own. We provide the practical tools and structure that displaced people need to rebuild their lives. We link new arrivals to local people to build a stronger community for everyone.

The change we want to see

We work to ensure positive, sustainable change for asylum seekers, refugees, and migrants.

Our Centre is a place where:



We support our clients to:



We do this through providing the following services and activities:

- English language lessons
- skills development activities, workshops and partnerships
- emergency grants, donations and support to access shelter
- advice and advocacy on income, housing, education and secure immigration status
- health checks, exercise sessions and donations of food, toiletries and sanitary protection
- creating a safe, welcoming space, therapeutic arts activities, and social activities
- social activities, partnerships and opportunities to share stories, to help the community engage with, support and understand our clients



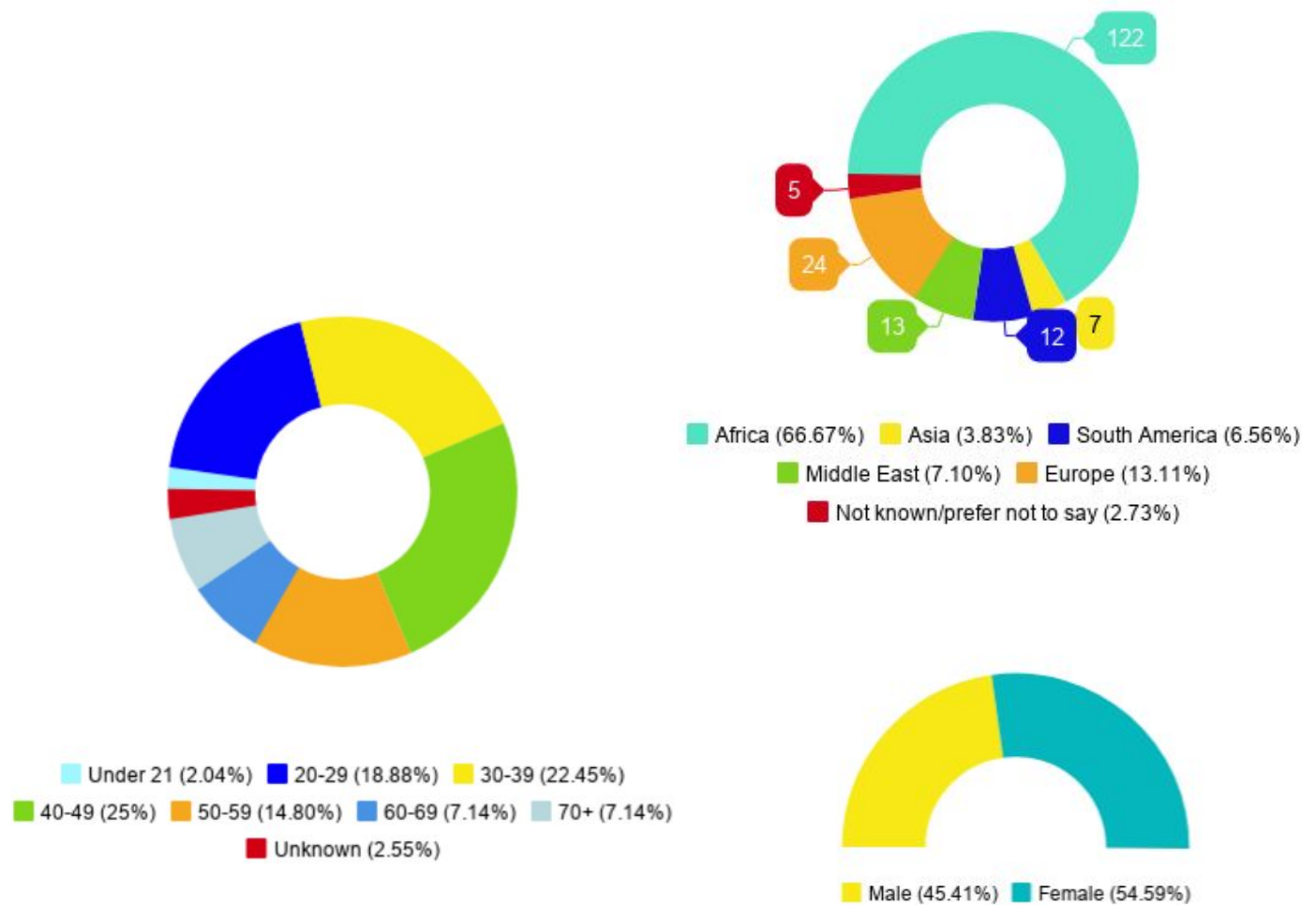
Review of the year: September 2017 – September 2018

This year, we have worked with over 180 asylum seekers, refugees and migrants, supporting them to overcome their complex problems, improve their wellbeing and develop the skills and experience they need to rebuild their lives in the heart of our community.

We are proud to have been able to offer more, and better, services to asylum seekers, refugees, and migrants, expanding our work to support them to engage in a variety of services including the provision of English language learning in new ways, reaching out to and interacting with the community, and to enable clients to explore opportunities to develop new skills and experiences which are vital for integration.

Who are our clients?

In 2017/18, we supported 185 asylum seekers, refugees and migrants. We are open to everyone, regardless of gender, age, ethnicity, sexuality, religion or any other factors. Our clients were extremely diverse, coming from over 40 countries.



Clients come to the Centre from across Greater London and outside London, from 34 boroughs in total ranging from near: Islington, Haringey and Hackney to far: Barking and Dagenham, Hounslow and Croydon.

The top six boroughs in which our clients were living during the year are as follows:

- Islington 24%
- Haringey 10%
- Enfield 8%
- Hackney 8%
- Barking & Dagenham 4%
- Southwark 4%

An asylum seeker is someone who has left their country because of persecution, human rights abuses and war. They cannot return because they fear for their life, and have asked the UK government for the right to stay in this country. While they make this application, they receive £35 a week, and are mainly unable to work.

A destitute asylum seeker is someone who is trying to appeal the government's refusal of their application for asylum, having reached the end of the asylum system. While they try to make this appeal, they have no access to any financial support or housing, and are unable to work.

A migrant is someone who has come to this country to make a better life for themselves, often sending money back to support family in their own country. There are restrictions on what services they can access, such as healthcare. Lack of English language skills can make it hard for them to fit in.

A refugee is someone who has been given the right to stay in the UK for five years, as the government has believed their claim for asylum. Although they have the right to stay, they still need help to rebuild their lives in an unfamiliar country.

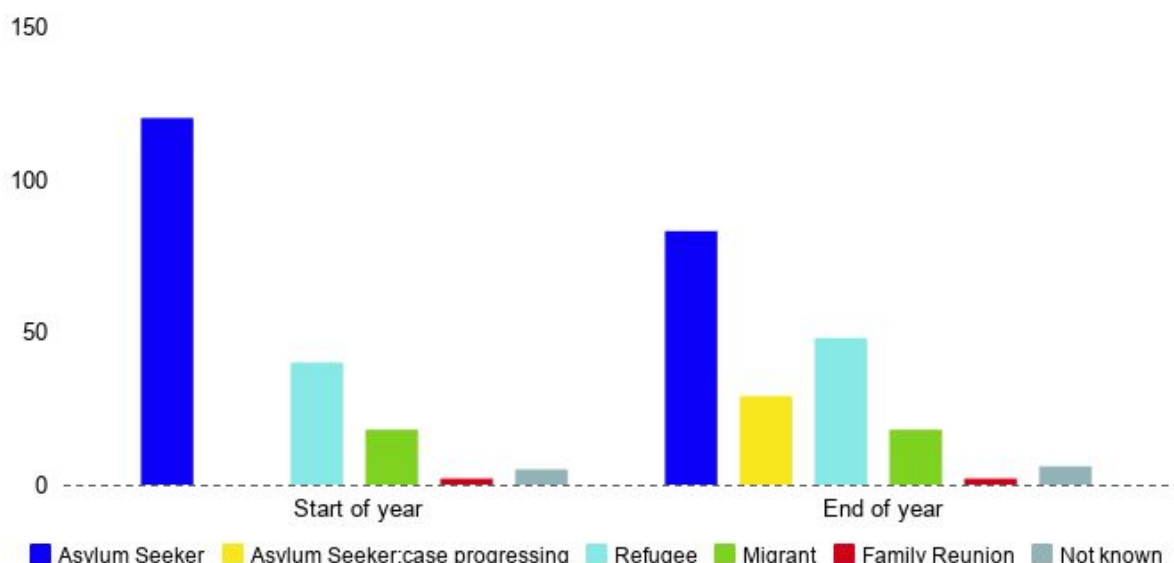
We work with asylum seekers, refugees, and migrants. We know that there is a lot of confusion around different types of displaced people, their rights in the UK, and the problems that they face. Everyone who comes to ICRM has left their home country: fleeing persecution or warfare, or seeking to make a better life for themselves. Here we will talk a bit more about why they have left, and why they need our support.

The majority of ICRM clients are asylum seekers – at the end of 2017/18 59% of clients were seeking asylum, and 85% of our asylum seeking clients were experiencing destitution. 28% of clients were refugees. In 2017/18, we were able to support 12 asylum seekers as they

secured refugee status. We were also able to support 29 asylum seekers to progress their case, by helping them, for example, to access legal advice and representation to begin a Fresh Claim.

Of our asylum seeking clients, in 2017/18 on entering the service, 103 were experiencing destitution. Supporting them to progress their case meant that by the end of the year, 13 had been lifted out of destitution and into receiving sustainable income. A further four clients became destitute over the year.

Immigration status



What problems do asylum seekers, refugees, and migrants face?

Insecure immigration status: Insecure immigration status, for asylum seekers, refugees, and migrants, impacts on every area of life. It limits access to housing, income, healthcare, employment, and education. It leaves individuals at risk of detention in the UK, and removal to their country of origin, even when they are still at risk of persecution, torture, or warfare. Navigating the asylum and immigration system in the UK is incredibly difficult; the system is extremely complex and characterised by a 'culture of disbelief'. People need legal advice and representation to make the strongest case possible, but severe cuts to free legal advice mean that, for many people, successfully securing status is near impossible.

Communication: Lack of English has a huge negative impact on wellbeing and independence. People are reliant on support from English-speakers to access services; important letters, phone calls, or conversations can be misunderstood or accidentally ignored. People may find it hard to travel, shop, and live independently. It is extremely difficult to build supportive social networks, which are crucial to wellbeing. Isolation, lack of confidence, lack of independence, potential exploitation, unjust lack of access to services, and unresolved problems can result from being unable to communicate in English.



Isolation: For people who have left their country of origin, this can mean leaving behind friends and family. Poverty, insecure immigration status, and lack of communication skills in English further increase the isolation that our clients face, leaving them without emotional and practical support, or a community that they can feel safe and happy in.

Poverty: Everyone who comes to the Islington Centre for Refugees and Migrants experiences a level of poverty. Asylum seekers are effectively barred from working, and must get by on £5 a day. Some groups, such as asylum seekers who have received a negative decision and are gathering evidence to challenge it, are not eligible for any financial support from the government at all, and are not able to work, leaving them destitute and homeless. At the start of the 2017/18 year 56% of *all* our clients equating to 84% of our asylum seeking clients were in this situation. Refugees and migrants often experience poverty and destitution for a whole range of reasons, including insecure work, lack of qualifications, limited access to benefits and delays in receiving government support.

Physical wellbeing: Many people at the Islington Centre for Refugees and Migrants have injuries or illnesses caused by their experiences in their country of origin or in the UK. A significant number experience chronic illnesses. Living in cramped accommodation, or homeless, with uncertain access to food due to poverty and destitution, their physical wellbeing often suffers further. Restrictions on accessing NHS services means that it can be difficult for people to resolve these problems, and they continue to suffer.

Emotional wellbeing: People seeking asylum have often experienced traumatic events in their country of origin, leading them to come to the UK to live in safety, but haunted by what has happened to them. Experiences in the UK, including isolation, racial abuse, and prejudice, uncertainty due to the immigration and asylum system, and the effects of poverty, also have a negative impact on emotional wellbeing.

Mary's story

"I will not forget the kindness the first time I came to the Centre. The people let me know that the world is not all against me."



Mary calls the Centre her Embassy. "It is the place I go to for lessons and activities, to talk about problems and there is always someone who will help me with practical advice.

Mary sits neatly on a sofa, hands folded in her lap, and tells the terrifying tale of how she worked for the government in her war-torn African home country, while supporting anti-government protests. "I had a government job but I lived in fear that I would be found out. Then when I came to the UK two and a half years ago, for a conference, my family contacted me to say do not come home, the security forces know about you and want to kill you. I have not seen them since."

Suddenly she had no home, no friends to trust, no idea how to live her life. When she applied for asylum her story was not believed and she was told to go home. "I would be killed immediately if I did that."

The day that Mary was directed to the Islington Centre she found "a community willing to embrace me, make me feel I belonged and would be cared for, serendipity."

"I just wanted to cry and cry. Before this I had been homeless and scraping around for food because I had no benefits or support. But they help me with basic needs. I spend three days a week at the Centre. I have made good friends and we go out together in the evenings sometimes, or to church".

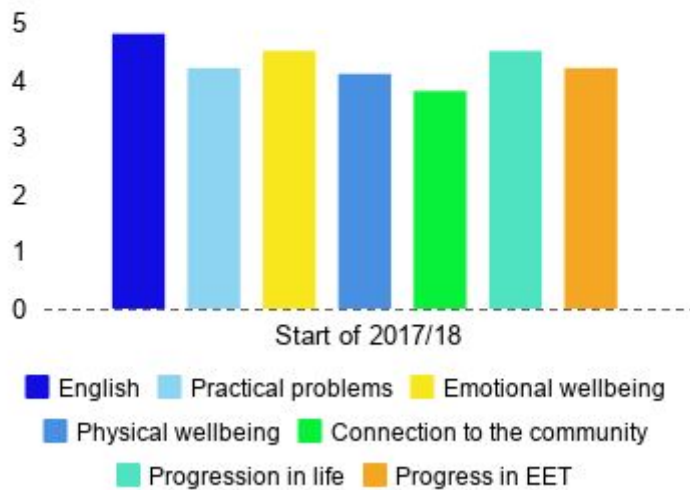
The Centre found Mary a host family and has helped her get evidence that she was with the opposition in her country of origin. She now has hope she will be able to make her home in the UK. She is not allowed to work until her status is formalised, but the Centre has helped her to access training as an art gallery tour guide. When she qualifies she will work as a volunteer in the gallery; "I hope one day to make it a career here."

"The Centre is the heart of my world. Without it I would have no life."

How we have helped.

Understanding client aspirations and supporting them to achieve

What areas of your life do you want to improve?



At the beginning of the year, we asked clients to score the areas that they wanted to see positive progression in by the end of the year, on a scale of 1 (least) to 5 (most). This includes improving their wellbeing, and becoming more connected to the community; progression in EET is 'Education, employment and training'

English language classes

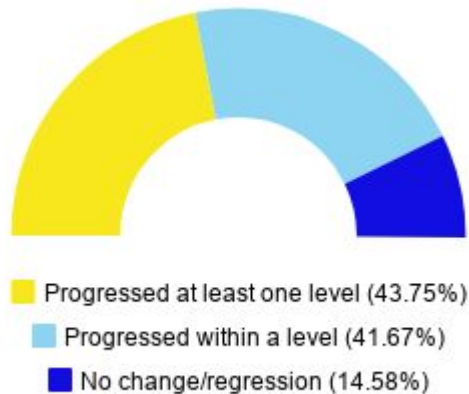
Learning English is the most important first step to ensure that asylum seekers, refugees and migrants are able to live independently in the UK. It facilitates social networks, integration, and a feeling of belonging. This year, we delivered 156 ESOL (English as a Second Language) A and 156 ESOL B classes across the year. ESOL A works with people with little or no English language skills at all; ESOL B is a larger class, focussing on people who have some English language skills. As part of our core ESOL provision, we provided community learning opportunities, including library sessions, 1:1 reading groups, and access to learning opportunities in partnership with Speak Street in a community garden, museum, and office settings. Clients were supported across the 5 key areas of English language learning, and classes were planned both to improve proficiency and meet integration and independence outcomes, with classes on key skills such as travel, shopping, and making appointments. One strand of learning was directed specifically towards integration and citizenship, with qualified volunteer guest English teachers giving classes on wider UK culture, including literature and social movements.

98 core students regularly attended our ESOL provision, and were still in attendance by the end of the year. 68 people in addition received some English language support from the Centre, often on a trial basis as they explored the most appropriate service for them.

98% of clients felt that their English had improved over the year

"Before I started coming here, I could not speak English. Before I could not speak on the bus and people laughed at me because of my broken English. It was difficult to explain my pain to the doctor. Now I'm so happy and confident because I can communicate with people."

We assess clients along the ESOL (English as a Second Language) marking scale, and clients are ranked from Entry 1 (the lowest level) to Level 2, the highest level. Within each level, there are three stages - emerging, consolidating, and established, which tracks progress within the overall levels. Clients are assessed across 5 key competencies: reading, writing, listening, speaking, and communication, and are then given an overall scale.



44% of clients assessed moved up an entire level, and 42% progressed within their level (e.g. moving from Entry 2 emerging to Entry 2 established). For 7 clients there was no change, or some regression, which can occur for a number of reasons - for example, mental health issues, homelessness, etc.

Support Service

Our Support Service helps clients to overcome their practical problems, providing support, advice, and advocacy to help clients to access housing, income, healthcare and education. This ranges from helping clients to access emergency grants to meet their needs for food and clothing, and supporting homeless clients to access homeless shelters, to securing long-term accommodation for asylum seekers and destitute asylum seekers and helping clients who have newly secured leave to remain to access housing and benefits.



We delivered 1,264 Support Service sessions throughout the year across the three days per week that the Centre is open, helping 119 clients. In addition to the main work of the Service, we hosted a pro bono immigration advice session, supporting 6 clients with very complex immigration problems to take the first steps in resolving their situations.

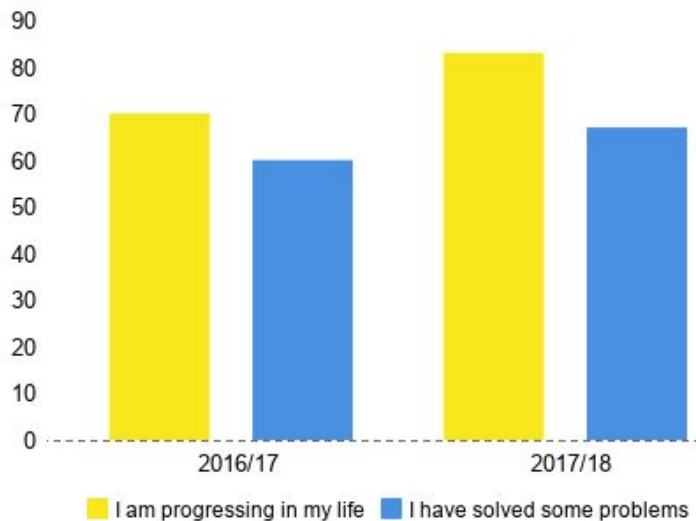
We work closely with partner organisations to ensure clients are accessing appropriate specialist support. This includes therapeutic organisations such as The Refugee Therapy Centre and Room to Heal, housing, homelessness, and hosting organisations such as Shelter from the Storm, C4WS, and NACCOM, and specialist advice providers such as the Red Cross, Hackney Migrant Centre and Citizens Advice.

“I am suffering from depression from the past experiences in my country. [In London] I used to sleep on the street, bus, more than two years on the streets of London. The only place for support I have is the Islington Centre. Without the help of the Centre it would have been very difficult to improve myself in all terms of my life.”

Our clients present with complex, interlinked practical problems, and engagement with the Support Service over the long term is crucial. For many clients accessing the Service over the year, we made significant progress, but their overall problems are ongoing. However, as a result of this work, we were able to see positive concrete change in our clients' lives:

We supported 12 asylum seekers to secure refugee status, and a further 29 to make substantive progress through supporting them in making an appeal or Fresh Claim.

We supported 13 destitute asylum seekers to access sustainable income, including asylum support and welfare benefits.



We supported 20 homeless individuals to access sustainable shelter.

We supported 33 individuals to overcome barriers to accessing education and training.

We spoke to clients to understand the impact of our Support Service, even where their overall problems had not been totally resolved. We saw very positive feedback, improving on our strong results from 2016/17. (Vertical axis is %)

Emotional and physical wellbeing

We offer a range of services to help our clients to improve their physical and emotional wellbeing. We aim to help our clients to access the services and materials they need to lead healthier, happier lives at the Centre, and in their day to day lives.

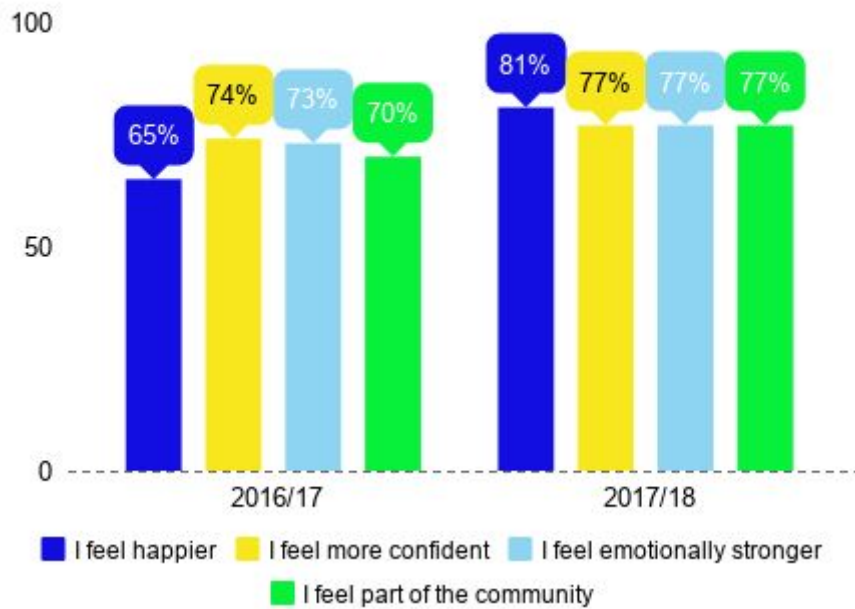
In terms of developing physical wellbeing, we delivered regular healthchecks in partnership with CLASH (Central London Action Sexual Health NHS), accessed by an average of 5 clients per session, and supported client access to NHS services through the Support Service. We delivered monthly donations of toiletries and sanitary products, latterly in partnership with Bloody Good Period. We also ensure that clients are able to eat every day that the Centre is open, and have access to, for example, warm coats in winter. We offered a number of exercise opportunities: 30 clients accessed the gym (in partnership with Mary's) and 32 accessed Pilates or Yoga classes, held weekly. We also offered occasional exercise opportunities, including running and football, in partnership with local community groups.

“To me, this centre is like a family home, because when I come here every day I feel relax”

We take a 'whole centre' approach to improving emotional wellbeing. As well as offering specific pastoral support through the Support Service, we offer a safe, welcoming space where clients are able to sit in peace – a welcome relief from living in an unfamiliar city, in poverty, in cramped often temporary accommodation. All of our services and activities are geared towards improving clients' wellbeing, whether through increasing confidence through improving English language skills, or reducing the impact of practical issues on clients' lives. We offer an Art and Writing Group and Choir on alternate weeks, which bridges our wellbeing and our skills development outcomes,

through allowing clients to explore their pasts, present, and future in a safe environment, and to develop skills in art, writing, and composition and singing. In 2018/19, we delivered 19 Art and Writing sessions, attended by 74 clients over the year, and 18 Choir sessions, attended by 59 clients. We offered 122 sessions of pastoral support via the Support Service, which included supporting clients to access external therapeutic provision.

After a year at the Centre...

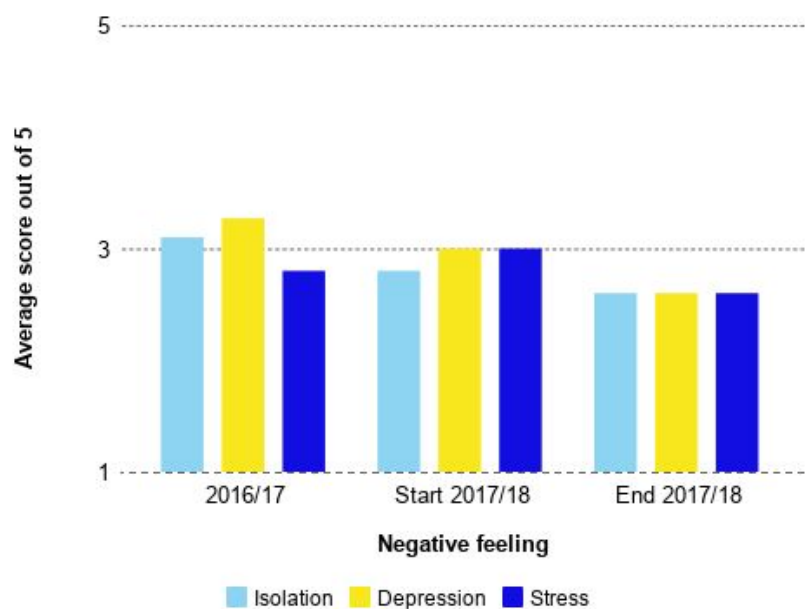


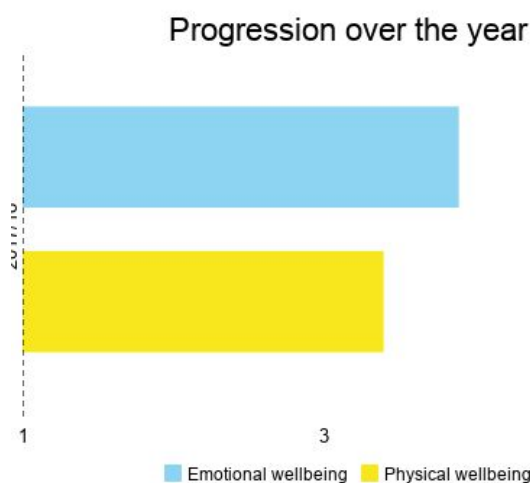
Our clients reported very positive improvements in their sense of wellbeing having accessed Centre services – again, we also saw an improvement against our results in 2016/17.

“The Centre is a place where I am treated like a human being”

We also asked our clients to score their negative feelings on a scale of 1 to 5, with 1 being ‘not at all’ and 5 being ‘extremely’. We saw very positive results in the reduction of negative feelings, both across the year, and in comparison with 2016/17.

“I’m alone, but in the Centre I have friends”





We asked our clients to rate how they felt that they had progressed in the year on a scale of 1 to 5, with one indicating no progression, and 5 indicating the most progression.

Connecting to the Community

We offered a range of social and other activities to support increased social connectedness, working to ensure the development of social networks, independence, and feelings of belonging and integration. Our Book Group offered 35 sessions accessed by 26 clients over the year, and our Knitting Group supported 49 clients over 34 sessions. 19 social trips, to museums, parks, galleries, and including our Annual Fun Day with Haberdashers' Aske's School for Girls. Six clients have accessed befriending services with HostNation.

We have also developed a new Ambassadorship Programme. Clients have received training and support in storytelling and public speaking enable them to craft and tell their own stories, reaching out to the community to challenge misconceptions about asylum seekers, refugees, and migrants. Since its establishment in March, clients have spoken at a number of local community groups.

77% of clients said they felt more connected to the community.

Progressing in life

For many of our clients, insecure immigration status can severely limit their ability to meaningfully progress in life; they are unable to access further training, education, or employment, and the skills and knowledge that they acquired in their country of origin may go unused for years. This can often lead to depression and frustration; moreover, it means that when clients do resolve their status, they do not have the relevant experience and skills to begin work and training. This has a negative impact both on their capacity to fully rebuild their lives and move on from their experiences. Over the course of this year, we have worked to develop partnerships and programmes to support clients to retain their old skills, or to develop new ones in areas that they have become interested in since their arrival in the UK, and this is an area that we will further be developing over the coming years, aiming to transform a period of frustration and 'limbo' into a meaningful time for clients to explore ways to progress in life across all fields.

We have supported several clients who have attended our Art & Writing Group and Choir to develop skills and interests in this area, including support in attending art schools or professional courses, supplying architectural materials for a client interested in further developing skills in this area, and supporting clients to deliver workshops internally drawing on their own developing skills - for example, in paper marbling. The Choir has performed several times, including at the British

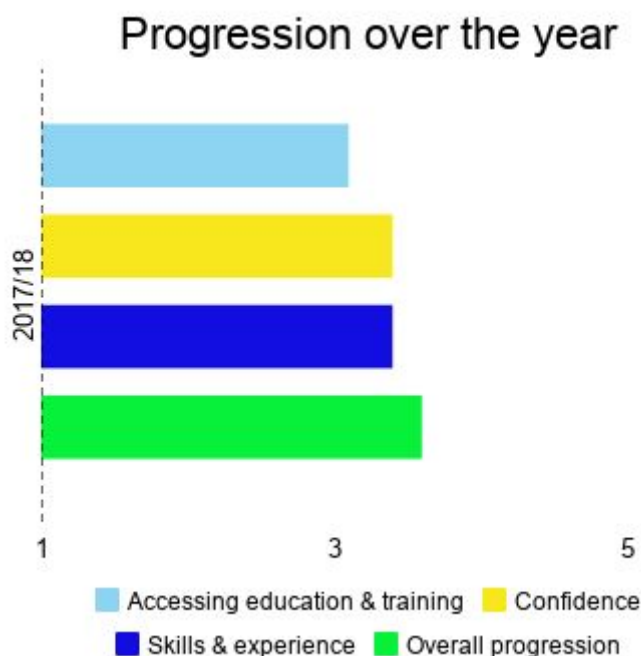
Museum as part of Refugee Week, and at Union Chapel as part of Common and Kind. The work from the Art and Writing group has been exhibited several times, including at Islington Libraries over Refugee Week.

In order to ensure that our clients are able to access the best quality skills development, we work in partnership with a range of external partners who are expert in their respective fields. As we have developed the programme over 2017/18, we have delivered several pilot projects, including taster workshops on financial management, ICT, art skills with the Institute of Contemporary Arts, and understanding the asylum system. We have delivered career-focussed classes within our main English language provision to enable clients to explore potential areas of work in the UK - for example, working in a charity.

“As refugees we are stuck always in our life process in the UK. The centre helps us to find a solution for our problems, helps us to light the dark moments”

We have placed 10 clients as internal volunteers, supporting the work of the Centre in areas such as managing donations in kind, supporting hospitality for clients, and assisting at Centre events. We have also undertaken a pilot external volunteering programme, working with the Wallace Collection to support 6 clients to work as tour guides within the Collection, including undertaking art historical research in order to formulate a tour based on clients' preferred art works.

We have supported 52 clients, where they are eligible, to access further educational and training opportunities through providing pastoral support, grants, supporting fee waiver applications or other potential issues with accessing education and training with insecure immigration status, and ensuring that they are able to maintain their engagement where, for example, they may be in crisis regarding housing.



To find out the impact of this work, we again asked clients to score progression in skills development out of 5, with 1 being minimal progression, and 5 being very strong progression.

Improving and developing services and infrastructure.

This year we have delivered more, and better services, and seen strong outcomes for clients across the board. Delivering this change has meant developing better working processes: to support the administration of ICRM, to support staff and volunteers, and to be able to develop sustainable new partnerships to deliver new services to clients.

We have further developed our policies, including moving to GDPR-compliant data practices, redeveloping our HR processes, and putting in place formal volunteer management programmes. We have new resources available to staff to support effective working, including implementation of a shared calendar, which includes information on partnership-based opportunities for clients outside core working hours and new tools for managing ESOL provision, partnership working and the Support Service. We have developed and implemented a new Monitoring and Evaluation framework to help us to understand the impact of our work and meet the evolving needs of our clients.

We suffered a significant cut to funding in 2015, which led to ICRM only being open for one day a week. Over the past two years we have developed, and implemented, a fundraising strategy that has enabled us to access diverse funding streams and increase Centre opening hours from two days a week to three days a week across the forty weeks of intense core delivery and implement additional sessions both in-house and with partner organisations to provide activities and services to clients outside of the core delivery time.

This has also involved significant work to develop new tools and practices to support fundraising as a core area of work.



We have also worked to develop how we speak to our supporters, who are crucial to the ICRM's success. We have made our website more attractive and intuitive, with news features and easier ways to get in touch with ICRM. We have a regular newsletter, enabling people to keep up to date with our work, and understand in more detail our clients' stories. Communicating with our supporters will be a core aim for next year, ensuring that we can continue to build strong relationships between our clients and the wider community.

Partnership working

Partnership working is at the heart of our work. We use it in two ways: 1) to make sure that clients are accessing all the services they need to ensure wellbeing and progression, including housing, education, healthcare etc. - this also ensures that we are able to maximise resources within an under-resourced sector; 2) to develop innovative new services to support skills development and progression, unlock new opportunities, and develop intra-community working, with partners who would not necessarily come into contact with our client group, but who have important skills and opportunities to offer. Partnership working can mean co-working and cross-referral to support clients and services; one off events or workshops; regular scheduled events at ICRM; and the provision of services/opportunities outside ICRM.

In 2017/18 we have put in place new processes to improve our partnership working, including developing and implementing standard partnership agreements; tracking partnerships across shared databases, including assigning key contacts for each partner; and reaching out to new partners across all sectors - one of our English language teachers now has responsibility for supporting and developing partnership opportunities. We currently work with around 70 partners, ranging from arts institutions to providers of donations in kind, and will be aiming to further refine and develop our processes for effective partnership working.

Our partners and supporters

We would not be able to undertake our crucial work without our partners and supporters. This support both enables us to undertake our vital work supporting some of the most marginalised and vulnerable people in our community, and means that they, and we, know that we have the goodwill and kindness of the community behind us. We would like to take this opportunity to thank everyone who has supported our work in so many different ways this year:

Service delivery partners

Speak Street

The Wallace Collection

The Institute of Contemporary Art (ICA)

NHS CLASH Service

Mary's Community Partnership

Bloody Good Period

Queen Mary's University, London

Little Angels Puppet Theatre

Pret a Manger, Budgens, Tesco, Steve Hatt Fishmongers, Fareshare

Workshop facilitators on specialist subjects, including Queen Mary University, Lloyds TSB

Jane Ray Artist in Residence, Art and Writing Group

Sita Brahmachari Writer in Residence, Art and Writing Group

Romain Malan, Choir Leader

Monica Dobson and Elaine Marriott, Book Group

Helen White, Jo MacInnes, and Michelle, Knitting Group

Nicola Birch, Yoga Group

Fiona Whytehead, who supported our Ambassadorship Programme through public speaking training

Martin Latimer, ICT Class Coordinator

All of the local and city-wide charities in the asylum and refugees sector and beyond that we work with to ensure clients get the specialist help they need.

Community partners

Our community partners are at the heart of our organisation, and we could not do this work without them. The organisations that support us through providing donations, volunteers, activities and support:

Amnesty International

Amnesty International Islington and Hackney Group

Barcant Beardon

BASCA

Christchurch

Church on the Corner

Haberdashers' Aske's School for Girls

Hampstead School of Art



Hanley Art Group
Highgate has Heart
Islington Libraries
Kings Cross Church
Neal's Yard
Not Actual Size Ltd
Songworks Choir
St Augustine's Church
St Ethelburga's
St Mary's Islington Church
St Paul's Cathedral
The Company of Chartered Accountants
Westminster Abbey

The organisations that support us to broaden clients' horizons by hosting excursions and information sessions:

Arsenal Football Club
British Museum
Garden Museum
Migration Museum
Museum of London
Skip Garden
Victoria and Albert Museum
Wellcome Collection

Trusts and Foundations

29th May 1961 Charitable Trust
AB Charitable Trust
Anchor Foundation
Ashla Charitable Trust
Awareness Fund
Catalyst Fund
Charles S French Charitable Trust
City Bridge Trust
Comic Relief
Diana S Parker Charitable Trust
Fulmer Charitable Trust
Henry Smith Charity
Islington Council VCS
Joseph Rank Trust
Leathersellers' Company Charitable Fund
London Churches Refugee Fund
Mosse Charitable Settlement
People's Postcode Trust
Peter S Winfield Charitable Foundation
Richard Cloudesley
Stanley Thomas Johnson Foundation

Individual Donors

ICRM relies on the understanding, support, and generosity of our community in order to provide our vital services. We are delighted that you decided to so generously support our crucial work to enable some of the most vulnerable members of our community through times of transition in their lives. Your generous donations enable us to continue to provide crucial English classes, social activities, wellbeing services and crisis support to over 180 asylum seekers, refugees, and vulnerable migrants every year.

Trustees

The trustees have shown great commitment to their work and have responsibly and capably led ICRM on its path to supporting some of the most vulnerable people on our society. They have developed systems to safeguard the future of ICRM and to ensure that the work is carried out the best it can be.

Volunteers

We simply could not carry out the work we do without the expertise, commitment and hard work of our volunteers. We offer volunteer roles that cover a wide range of skills including English language teaching, donations sorting and distribution, space management, reception duties, leading small group activities, enrichment activities including trips, assisting at fundraising events and so much more.

TRUSTEES' ANNUAL REPORT

The Trustees, who are also directors of the charitable company for the purposes of the Companies Act, submit their report and the financial statements for the year ending 31 August 2018.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the governing document, the Charities Act 2011, the Companies Act 2006 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.

STATUS: The company was incorporated on 13 November 2009 and is limited by guarantee. The company is a registered charity (no: 1135205) and was registered on 25 March 2010. The Memorandum and Articles of Association form the governing documents of the charitable company. The limit of the members' guarantee is £1. No provision for taxation has been made on the basis that the charitable company is exempt from Corporation Tax on its charitable activities.

PRINCIPAL ACTIVITY: The principal activity of the charitable company in the year under review was Education - Adult and other education

OBJECTIVES: The Objectives as described in the Memorandum and Articles of Association reads as follows:

1. To advance education and relieve financial hardship amongst those seeking asylum and those granted refugee status by the provision of advice, training and support.
2. To advance the education of the public in general about the issues relating to refugees and those seeking asylum.
3. To advance the Christian religion by living out our love for neighbour and bringing the stranger of any or no faith into our community.

All work of the charitable company has been dedicated to the furtherance of these objectives.

PUBLIC BENEFIT

Islington Centre for Refugees and Migrants is committed to its objectives in all its activities. The principal activity, in line with Charity Commissions public benefit description, the advancement of education, is the delivery of a range of services including: English to refugees (including asylum seekers) and migrants, art and creative writing, dance, choir and exercise based activities in order to build confidence within and up-skill all those who access our services. In addition to this, all clients have access to a range of other services that help to relieve both short and long term hardship.

On completing activities at the Centre many of our clients progress onto additional higher level further education courses in their chosen subject area, volunteer roles in the community or to paid employment positions. Asylum seekers who are prohibited from working are welcomed to continue attending the Centre while they await the outcome of their asylum application.

Volunteering is a critical element in the development of a strong community and it is this which mutually benefits the wider community and the Centre. At any given time there are around 40 volunteers working at the Centre undertaking as varied as preparing food parcels to supporting clients with their everyday (or more complex) problems to facilitating craft groups to furthering their experiences of British life through our enrichment programme.

TRUSTEES

The trustees (who also act as directors for Companies Act purposes) who served during the year 2017-18 are as follows:

	Appointment Start	Appointment End
Rev Victor de Waal (Chair)	01/09/10	Continuing
Teresa Dodgson	21/06/12	Continuing
Gladys Jusu Sheriff	21/06/12	Continuing
Beverley van der Sluis	21/06/12	Continuing
James Fletcher	04/10/12	Continuing
Edward Vargas Caceres	04/10/12	Continuing
Dean Anderson	18/04/16	Continuing
Jo Cobley	05/12/16	21/05/18

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are required to prepare financial statements for each financial year, which give a true and fair view of the state of the charitable company's affairs and of the surplus or deficit for the year.

In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and whether the financial statements have been prepared in accordance with the Charities SORP; and
- 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
- safeguarding the assets of the charity and hence for taking reasonable steps for prevention and detection of fraud and other irregularities.

The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. They include:

- agreement on strategy and an annual budget approved by the trustees;
- regular consideration by the trustees of financial results, variance from budgets, and non-financial performance indicators;
- delegation of authority and segregation of duties; and
- identification and management of risks.

RISK MANAGEMENT

The Centre has in place a Health and Safety policy which includes a Risk Assessment.

The Centre has Employers' Liability insurance with Ecclesiastical Insurance Office plc.

The Centre has Public Liability insurance with Ecclesiastical Insurance Office plc.

The Centre has in place a Safeguarding Policy for vulnerable adults and children that it works with.

The trustees recognise that the main incoming funds have previously come through a contract with Waltham Forest College but with funding changes in the Adult Skills Budget this funding was no longer be available after 2014-15. Consequently the trustees have put in place a strategy to include fundraising that will spread the income over a number of different funding streams in addition to the individual and organisation donations that the Centre receives.

The trustees have compiled an active risk register in order to manage any issues and to minimise disruption in the event of a realised risk.

The trustees have prepared a Code of Conduct for the trustees to adhere to.

BANK ACCOUNTS

The Centre's main bank account remained with the Cooperative Bank and no further bank accounts were opened throughout the year. The Centre has an account with PayPal in order to receive online donations. Donations are also received via the BT MyDonate website.

RESERVES

The net current assets of £129,432.66 comprise a restricted fund of £68,650.05 and a free reserves fund of £60,782.61. The free reserves element of the current assets represents approximately 3 months' running costs.

This report was approved by the Board on:

29.03.19 (Date)

and signed on its behalf by:

V. A de Waal (Signature)

Victor de Waal
Chair of Trustees

Islington Centre for Refugees and Migrants

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
ISLINGTON CENTRE FOR REFUGEES AND MIGRANTS**

I report on the financial statements of the charity for the year ended 31 August 2018 which comprise a Statement of Financial Activities, Balance Sheet and related notes.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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



Mr J P Foxwell FCCA FCIE
independent-examiner.net

39 Enfield Road
Poole
BH15 3LJ

Date: 29 March 2019

**Statement of Financial Activities for the year ended 31 August 2018
(including an Income and Expenditure Account)**

	Notes	Unrestricted £	Restricted £	2018 £	2017 £
INCOME					
Donations and legacies		87,202	4,676	91,878	141,661
Activities for generating funds		1,876	-	1,876	5,010
Charitable activities	2	-	168,587	168,587	74,340
Other income		550	-	550	5
Total income		<u>89,628</u>	<u>173,263</u>	<u>262,891</u>	<u>221,016</u>
EXPENDITURE					
Costs of generating income		890	-	890	11,096
Charitable activities	3	88,013	125,120	213,133	163,983
Total expenditure		<u>88,903</u>	<u>125,120</u>	<u>214,023</u>	<u>175,079</u>
Net income/(expenditure) and net movement in funds		725	48,143	48,868	45,937
Funds brought forward		60,058	20,507	80,565	34,628
Funds carried forward		<u>£60,783</u>	<u>£68,650</u>	<u>£129,433</u>	<u>£80,565</u>

The Statement of Financial Activities reflects the results of continuing activities for the year.

There are no recognised gains and losses other than those shown in the Statement of Financial Activities.

Balance Sheet at 31 August 2018

	Note	£	2018	£	2017	£
	s					
CURRENT ASSETS						
Cash at bank and in hand		130,543		80,869		
		<u>130,543</u>		<u>80,869</u>		
CREDITORS – amounts falling due in less than one year	5	<u>(1,110)</u>		<u>(304)</u>		
NET CURRENT ASSETS			<u>£129,433</u>			<u>£80,565</u>
FUNDS						
General fund			60,783			60,058
Designated funds			-			-
Total unrestricted funds			<u>60,783</u>			<u>60,058</u>
Restricted funds	6		<u>68,650</u>			<u>20,507</u>
Total funds			<u>£129,433</u>			<u>£80,565</u>

The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

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

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

Approved by the trustees on:

29.03.19 (Date)

and signed on its behalf by:

V. A. de Waal (Signature)

Victor de Waal
Chair of Trustees

**Notes to the Financial Statements
For the Year Ended 31 August 2018****1 ACCOUNTING POLICIES**

The financial statements have been prepared in accordance with 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 (FRS102) (effective 1 January 2015) – Charities SORP (FRS102) and the Companies Act 2006.

Islington Centre for Refugees and Migrants meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

(a) Company status

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

(b) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charitable company 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.

(c) Income

All income is included in the Statement of Financial Activities when the charitable company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

(d) Pensions

During the financial year ending 31 August 2018 pension provision continued with the employer's contribution being 3% for all staff until 1 April 2018 when it was raised to 5%. The Centre adheres to the Auto Enrolment Scheme and is compliant with the requirements as set out by the Pensions Regulator. The Centre's pensions service provider is The Pensions Trust.

(e) Expenditure

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Governance costs, now included within charitable activity costs, are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

**Notes to the Financial Statements
For the Year Ended 31 August 2018**

2 INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Lloyds Foundation (Enable Fund)	-	-	-	15,000
Henry Smith Charity	-	26,700	26,700	24,400
Comic Relief	-	17,946	17,946	19,940
Islington Council	-	15,000	15,000	15,000
Anchor Foundation	-	6,000	6,000	-
Leathersellers	-	3,000	3,000	-
City Bridge	-	16,800	16,800	-
Stanley Thomas Johnson	-	19,994	19,994	-
Joseph Rank	-	7,500	7,500	-
AB Charitable Trust	-	15,000	15,000	-
People's Postcode Lottery	-	18,000	18,000	-
Other income from charitable activities	-	22,647	22,647	-
	<u>£-</u>	<u>£168,587</u>	<u>£168,587</u>	<u>£74,340</u>

3 COSTS OF ACTIVITIES IN FURTHERANCE OF THE CHARITABLE OBJECTS

	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Client Activities	41	965	1,006	1,184
Client Hardship Payments	89	17,447	17,536	20,468
Client Travel and Subsistence	18,392	13,692	32,084	25,275
Governance Costs	698	-	698	793
Running Costs	5,363	14,168	19,531	14,317
Salaries and associated on-costs	60,213	72,023	132,236	91,959
Sessional Workers	-	3,939	3,939	3,997
Staff and Volunteer Development	56	683	739	2,895
Volunteer Costs	3,161	2,203	5,364	3,095
	<u>£88,013</u>	<u>£125,120</u>	<u>£213,133</u>	<u>£163,983</u>

NOTES TO THE FINANCIAL STATEMENTS
For the Year Ended 31 August 2018

4 STAFF COSTS

	Total 2018	Total 2017
	£	£
Salaries and wages	119,129	85,753
Social security costs	7,799	2,786
Pension costs	4,572	2,737
	<u>£131,500</u>	<u>£91,276</u>

No employees had employee benefits in excess of £60,000 (2017 – nil).

The average monthly head count was 7 staff (2017 – 5 staff).

5 RESTRICTED FUNDS

	Balance b/f	Income	Expenditure	Balance c/f
	£	£	£	£
Islington VCS fund	-	15,000	(15,000)	-
Speak Street fund	-	3,785	(3,785)	-
LCRF fund	-	1,850	(1,850)	-
Henry Smith fund	12,200	26,700	(25,500)	13,400
Comic Relief fund	6,640	17,946	(19,940)	4,646
Comic Relief training fund	-	308	(308)	-
Richard Cloudesley – Catalyst fund	1,667	4,797	(4,797)	1,667
Richard Cloudseley – Welfare fund	-	16,000	(12,000)	4,000
City Bridge	-	16,800	(16,800)	-
Stanley Thomas Johnson	-	19,994	(13,336)	6,658
People's Postcode Trust	-	18,000	(1,249)	16,751
AB Charitable Trust	-	15,000	(1,250)	13,750
Leathersellers	-	3,000	(3,000)	-
Anchor Foundation	-	6,000	(6,000)	-
Anonymous donor	-	345	(67)	278
Joseph Rank	-	7,500	-	7,500
Community and voluntary organisations	-	238	(238)	-
	<u>£20,507</u>	<u>£173,263</u>	<u>£(125,120)</u>	<u>£68,650</u>

NOTES TO THE FINANCIAL STATEMENTS
For the Year Ended 31 August 2018

6 TRUSTEES

No trustee received any remuneration during the year. No expenses were reimbursed to any trustee during the year ending 31 August 2018.

7 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	Total 2018	Total 2017
	£	£	£	£
Current assets	61,893	68,650	130,543	80,869
Creditors	(1,110)	-	(1,110)	(304)
	<u>£60,783</u>	<u>£68,650</u>	<u>£129,433</u>	<u>£80,565</u>
	<u><u>£60,783</u></u>	<u><u>£68,650</u></u>	<u><u>£129,433</u></u>	<u><u>£80,565</u></u>