

REFUGEE COUNCIL

IMPACT

REPORT
2010/11

PROTECTING
REFUGEES
FOR
60
YEARS

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As the leading charity working with asylum seekers and refugees in the UK, the Refugee Council is committed to working towards creating a fair, humane and effective asylum system that provides protection and enables refugees to rebuild their lives in safety.

www.refugeecouncil.org.uk



www.facebook.com/refugeecouncil

[twitter @refugeecouncil](https://twitter.com/refugeecouncil)

Chair's foreword



This year, thanks to our staff, volunteers and funders, we introduced a new own language telephone service for refugees. In its pilot stage we saw a 270% increase in contacts with new clients and a 400% increase in the number of women accessing our service.

This year we extended and deepened our key regional partnerships with the Northern Refugee Centre and the North of England Refugee Service. Working across the country as part of the Big Lottery funded Basis Project, we have worked even more intensively with Refugee Community Organisations (RCOs).

We continued to develop our advocacy and influencing work, funded independently of government, to allow our daily experience of working with refugees to promote policy and attitudinal change. In this work we particularly focused on destitution, adult detention, asylum housing and access to legal support. We urgently need change on all of these policy areas.

We offered strong support to refugees seeking employment through our projects such as Refugee Integration and Employment Service, Refugees into Teaching and Refugees into Jobs; this will remain a priority focus for us. We have also remained active partners in the UNHCR Gateway Protection Programme which offers refugees in international refugee camps a new start in the UK.

And we have seen the commitment of our supporters growing. In such a difficult environment, we are fortunate to have such supporters prepared to dig deep in giving both money and time.

What is not obvious from these achievements, but obvious to anyone involved with refugees in Britain, is that while this has been a very harsh year for public services in general, it has been a savage year for refugees. Two large organisations providing vital legal services folded, RCOs (in many ways exemplars of

'The Big Society') have been badly hit, and basic survival and securing justice both became harder for many vulnerable people.

The Refugee Council itself had to make 82 colleagues redundant. The Board of Trustees could not be more conscious of the contribution, knowledge and indeed fighting spirit of these individuals, as well as the needs of refugees who relied on them. These events leave us all the more determined.

Civilised societies protect the vulnerable and strangers in their midst. It is clear where the British public stand: as the Minister for Immigration, Damian Green, said on 27 May 2011 quoting from our poll, over 80 per cent of Britons believe that protecting the most vulnerable is a core British value and two thirds declare themselves sympathetic to refugees coming to Britain.

In this global recession, turning this sense of Britishness into practice becomes particularly urgent. What is needed in response are the capabilities, expertise, independence, evidence base, sound management and creativity of the whole of the refugee sector, working increasingly unselfishly together. The Refugee Council is playing its part in that, and the examples above highlight some of the ways in which this is happening.

Douglas Board



Chief Executive's introduction

I want to begin by saying a huge thank you to our supporters, staff and volunteers. Losing two thirds of our Border Agency funding in one fell swoop was a dreadful way to start our 60th anniversary year. But thanks to so many people, the Refugee Council, like the UN Refugee Convention we are proud to share a birth year with, is still going strong.

Our staff have showed amazing commitment and resilience, providing a first class service to refugees despite their personal distress at the uncertainty created by a significant redundancy exercise. Our volunteers have stuck with us, and made an amazing difference to the clients they support. Our supporters stood alongside us, lobbying MPs and the minister, helping us to get an additional year's funding. And the generosity of our funders, combined with the excellence of our fundraising staff, means that we have been able to raise more funds from other sources to help us plug the gap.

A highlight of our fundraising activities, which came just after the period covered by this impact report, was our anniversary event with Jemima Khan which helped us meet the target for our anniversary match fund – bringing almost a quarter of a million pounds into the charity at a time when we have never needed it more.

It has been particularly frustrating that the cuts to our government grant have come at a time when we are needed as much as ever. Despite some welcoming policy commitments in the coalition agreement – on child detention,



Last year our London Day Centre provided

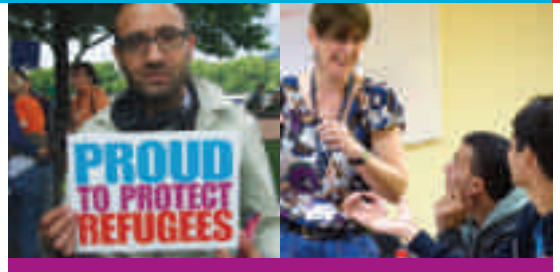
over **40,000** lunches

“
“
The Refugee Council is there as the point of contact, their port of call to ensure that their rights are respected and that they have a fair chance to make an appropriate settlement in this nation.

**Male refugee
from Kenya**

faster decision making and lesbian and gay asylum seekers – seeking protection in the UK remains a soul destroying experience. A culture of disbelief continues amongst many of those making asylum decisions, and the levels of detention and destitution remain unacceptably high amongst refugees.

For the small number of people who get refugee status, settling in the UK brings its own challenges. Learning English, getting a job, and finding a home are harder than ever in the current economic and political climate. And the Border Agency's decision not to continue with the Refugee Integration and Employment Service (RIES), which we are proud to have delivered in many parts of the country, could



not have come at a worse time. We are committed to providing employment and integration support to refugees in spite of this, and have been particularly pleased to welcome into the Refugee Council the expertise in this area provided by Refugees into Jobs.

Refugees who come to the UK are some of the most inspiring, resilient people I have ever met. They have seen terrible things in their own countries, and are forced to flee, making perilous and dangerous journeys half way across the world. They face disbelief and resentment in the UK. And they respond with energy and passion when given the chance to build a new life for themselves here, and to contribute to their new community.

In the past year, I have been inspired and humbled by the response of our staff, volunteers and supporters to these difficult circumstances. Together, we have shown that the passion that resides in our hearts for the work of the Refugee Council cannot be dimmed, and that some of the resilience shown by refugees seeking to build new lives in the UK has rubbed off on us all.

Donna Covey

Providing high quality advice and support

The Refugee Council offers advice and support services to asylum seekers and refugees in four regions in England. We help people to navigate the asylum system and assist refugees to build new lives in the UK. We also support unaccompanied children who are seeking asylum. In London, we provide a day centre service for destitute clients, many of whom have been refused asylum but are unable to return to their home country.

In 2010, we carried out a strategic review of our adult advice services, consulting extensively with clients and Refugee Community Organisations. The findings showed that clients wanted easier access to advice. Many clients expressed their frustration at having to travel to our offices and spend lengthy periods waiting to meet with an adviser when the drop-in service was busy. In response, we started to look at how we could deliver a cost-effective Own Language Telephone Advice Service (OLTAS), building on plans that were already in place to make greater use of telephone advice.

Following the Comprehensive Spending Review after the General Election, we anticipated reduced funding from the Home Office for our advice services in 2011/12. In January 2011, we were told that the budget

for our One-Stop advice service (OSS) would reduce by 60% and funding for our Wraparound service for newly-arrived asylum seekers would be reduced by 40%. We also learnt that funding for our Refugee Integration and Employment Service (RIES) would cease completely from October 2011. More positively, funding for our work with unaccompanied children remained at the same level as 2009/10 and is secure until 2013.

The scale of the cuts was a major blow and we lost many experienced staff members as a direct result. Despite the challenges, we continued to provide high quality services to our clients and we remain determined to do so in the future. Thanks to the 2010 strategic review we are well-placed to begin the transition to a new service model, replacing drop-in sessions with telephone support. Our staff have responded with great commitment and creativity and we are continuing to explore innovative ways of supporting asylum seekers and refugees.

Our key achievements in 2010/11

- We successfully applied to join the Helplines' Association, then piloted the Own Language Telephone Advice Line (OLTAS) in the West Midlands. Calls came in to a single freephone number, with callers then given an option to select from six languages, plus English. 3,500 calls were received in the pilot period, with a 270% increase in contacts with new clients and a 400% increase in the number of women accessing our advice service. Advisers were able to book face-to-face appointments with clients to deal with



Despite a **60%** cut in OSS budget, rolling



more complex problems. A University of Birmingham evaluation of the pilot showed that clients were very positive about the service, with most preferring it to drop-in advice. Nationwide roll-out of OLTAS began in April 2011.

- Our Brixton Day Centre continued to provide hot meals, showers, laundry facilities and physical and mental health services to destitute asylum seekers. We introduced a Day Centre Welcome Desk staffed by volunteers and developed a more structured programme of activities.
- Our most vulnerable clients were given emotional support by our Therapeutic Casework Team and through our gardening project, Sowing Seeds.
- As well as working with young people at our Brixton office, the Children's Section delivered outreach sessions in partnership with organisations including the Nottinghamshire Refugee Forum, the Children's Society and Paiwand Afghan Association.



out OLTAS has meant that our number of telephone and face-to-face advice sessions has only been reduced by **6%**

Providing high quality advice and support...

- We secured £566,000 from the Health & Social Care Volunteering Fund to deliver a new Health Befriending Project in four regions in England. Volunteers will assist asylum seekers and refugees to access mainstream health services, particularly services which address mental health problems.
- Over the last three years, the Refugee Integration and Employment Service has helped over 760 clients into employment.
- We strengthened strategic relationships with many of our partners. Charlotte Cooke, one of our senior managers in Yorkshire was seconded to the Northern Refugee Centre as Director of Operations in July 2010.
- We will launch our Joint Client Database, an online system shared with the Scottish and Welsh Refugee Councils that will enable telephone advisers to book client appointments at any of our offices.
- In the East of England we will work towards meeting the huge demand from our clients for legal advice, employing a qualified adviser and collaborating with a local legal firm to bid for legal aid contracts. If successful, we will look at using this as a template for the other parts of the country where we work.
- We will work with regional networks to share information and to do more outreach work. To inform the delivery of future outreach sessions, we'll analyse data from OLTAS to identify locations where significant numbers of clients are based.

Our future work in 2011/12

- The Immigration Minister, Damian Green, will visit our Sheffield office to meet refugees who've built new lives with the Refugee Council's support, following their resettlement in the UK by UNHCR's Gateway Protection Programme.
- The Scottish and Welsh Refugee Councils will be part of OLTAS and we will continue to monitor and develop the service to ensure it meets clients' needs. As well as introducing two additional languages and a separate freephone number for young people, we plan to use text messaging to confirm appointment times with clients. Specialist training from the Samaritans will assist telephone advisers to identify the most vulnerable clients and refer them to our Therapeutic Casework Team.
- Our Gateway Team will work in partnership with Sheffield and Hull City Councils to welcome and resettle Iraqi and Oromo Ethiopian refugees from camps in Syria and Kenya.
- We are in active discussion with potential partners across London with a view to continuing a day centre service after we leave our current premises in June 2012.

50% of our OSS clients sought advice

on destitution in 2010 – 11

Supporting the refugee sector and integration

The Refugee Council is made up of over 60 member organisations from across the UK, many of which are Refugee Community Organisations (RCOs). Despite very limited resources, RCOs carry out an incredible range of work at grassroots level to support refugees in their communities. The Refugee Council runs a range of projects to provide support to RCOs, offering specialist advice and training programmes.

Our Basis team provides ongoing organisational support to RCOs in the areas of governance, financial management, project development and fundraising. The process begins with a one-to-one assessment of the RCO to identify if we can help them and the next stage is a needs assessment and tailored development plan.

The Fundraising & Sustainability Project acts as a link between RCOs and policy makers, funders and other service providers, providing one-off training sessions and assistance with funding applications.

Our Refugee Empowerment Project (REP) is a unique training and capacity building programme, designed to give RCO representatives the skills to start campaigning. Members of 18 RCOs from across London are currently taking part. The seven-week training programme includes workshops on campaigning strategy, media work and the parliamentary process. Sessions such as public speaking with the English Speaking Union and a visit to the Houses of Parliament give practical skills and insights into reaching decision makers. Throughout the programme, mentors provide individual

support to participants, helping them to develop and implement their own campaign.

Mentoring is also an integral part of our Refugees into Teaching (RiT) project which offers specialist advice and support to refugee teachers across England, helping them to rebuild their careers and make the most of their skills. To date, over 1300 refugee teachers have registered with RiT.

Our key achievements in 2010/11

- Launched SCORES, a programme funded by the Football Foundation that aims to support RCOs to develop sports projects. The objectives are two-fold: to raise awareness among RCOs of the benefits of sport and the role of sports in the community, and to encourage funders to support RCOs to run sports projects.
- SCORES supported Crossworld, a South London football club originally set up for unaccompanied young people by the Refugee Council day centre, to affiliate to a local league. SCORES also helped four other London football teams to train coaches.



Supporting the refugee sector and integration...

- In November, funders including Comic Relief and Sport England attended a SCORES conference on providing grants for sports and sport-related activities. A Liverpool football project that has brought together refugees and local people came to the conference to showcase their activities.
 - RCOs benefited from a training and information session on the Localism Bill. The content of the session was later used to draw up a written briefing on the bill.
 - As well as learning about campaigning, REP participants have developed their 'soft' skills, such as listening, speaking in public in English, time keeping and greater confidence in dealing with people in authority. They are better equipped to navigate local bureaucracy and engage with decision-makers to access support for their organisations. Participants have also learnt about strategic planning, financial management and budgeting.
 - REP campaigners have accessed a great wealth of expertise from their volunteer mentors. The mentors are all campaigning professionals from organisations including Amnesty International, Big Lottery Fund, British Heart Foundation and Global Witness.
- External mentors have also used their contacts to link up RCOs with film-makers and journalists. For the mentors, the project has been an opportunity to see the challenges that small organisations face and to gain valuable experience of working at grassroots level.
- 115 RiT clients volunteered in schools, helping them to gain invaluable experience of the English education system.
 - As part of employment preparation, 111 RiT clients attended a familiarisation course, 62 mentoring relationships are up and running and 60 clients have been helped to access a placement or an observation place in schools. Since the project started in 2008 a total of 143 clients have secured paid employment within school and 214 are employed in non-school related roles.
 - To date, our Basis Project has supported over 260 Refugee Community Organisations. Thanks to this work, these organisations are more successful, confident, joined up and are now beginning to mutually support each other.

“When we go to the Refugee Council we explained our situation and she said, no you can't go back home, because for my husband, and my son, Kosovo is very dangerous, maybe he can go in prison. **Female refugee from Kosovo**”

During the lifetime of RIES,

3,687 refugees were supported by Refugee Council



- We held two sector meetings, giving an opportunity for members and partners to come together and discuss post-election challenges and engaging with the Big Society.

Our future work in 2011/12

- REP participants will implement the campaign strategies that they've worked on throughout the project. Plans include organising events with MPs and making films. Two of the campaigners will speak at Refugee Council events at the Labour, Conservative and Liberal Democrat party conferences.
- The Refugee Council's unique approach to empowering refugees to campaign has attracted international interest. The REP Co-ordinator has been asked to speak at the ECRE (European Council on Refugees & Exiles) Conference in Malta to share learning from the project with organisations from across Europe.
- RiT will continue to hold discussions with the Department for Education about future project funding. At the same time, work will be done to develop legacy activities, allowing for some continuation if funding does come to an end in late 2011. Training providers, mentors, local authorities and RCOs are all keen to provide ongoing support, for instance by setting up a Facebook group, disseminating information, doing outreach work with universities, and maintaining the project's website and information resources.
 - The Basis Project is working with an external consultant to assess the implications of recent policy developments for RCOs, with a view to identifying the most effective ways to support RCOs in future.

Our advocacy and influencing work

To achieve lasting change for asylum seekers and refugees, we have to challenge the policies and practices that have a such a devastating impact on their day to day lives. We draw on our experience of providing frontline services to carry out research and develop an evidence base. We transform case studies into hard-hitting media stories showing the realities for asylum seekers in the UK, and we make sure that positive stories find an audience as well. We engage directly with the UK Border Agency to improve the asylum system. We provide information to MPs and Peers to raise the profile of refugee issues in parliament. We empower supporters to campaign for change and we involve clients in our work as spokespeople and advocates.

2010/11 has been a fundamentally important year for advocacy and influencing at the Refugee Council. The ten-year period in which much of our policy work was funded by the Home Office came to an end, leading to a significant reduction in the number of staff posts. In the restructure that followed, we took the opportunity to create a new interdisciplinary team in which all staff work on media, policy and research. We've identified four policy priorities – detention, destitution, housing and legal advice – and each staff member will lead the work on one of these areas. In the coming year, we'll be looking at how we can make the most of this new way of working.

Our key achievements in 2010/11

- The Coalition Agreement outlining the new government's priorities included a commitment to ending the detention of children for immigration purposes. This is a significant move that we and our partners in the Refugee Children's Consortium have long campaigned for.
- We re-established the All Party Parliamentary Group (APPG) on Refugees with a new Chair, Dr. Julian Huppert MP. The APPG ran events with UNHCR and the Holocaust Educational Trust, and a session with UKBA's new Director of Asylum, Emma Churchill.
- Our Media Officer worked with the Children's Section to highlight the ordeal of Mohibullah, a 16 year old asylum seeker from Afghanistan who suffered mental health problems after being detained four times by the Home Office. The story was featured in a Channel 4 documentary, *Dispatches: The Kids Britain Doesn't Want* and prompted a huge response. The Fundraising Team organised a special screening for major donors resulting in a £100,000 donation.
- We significantly increased and developed our social media presence, launching a Twitter account and holding an online discussion with supporters following the screening of the *Dispatches* programme.
- The Asylum Support Partnership published *Your Inflexible Friend: The Cost of Living Without Cash*, exploring the dangers and

72% of the clients in detention who were supported

by Refugee Council's Children Section were released



indignities faced by refused asylum seekers who are forced to rely on the Azure payment card. The issue was subsequently raised in parliament.

- We worked with Community Links, a charity supporting disadvantaged people in East London on a research project looking at barriers to refugees' participation in the formal economy. The report was launched by London's Deputy Mayor and the Greater London Authority is now taking forward the recommendations as part of the London Integration Strategy.
- We worked with the National Institute of Adult Continuing Education (NIACE) and the University & College Union on the successful campaign to protect ESOL (English for Speakers of Other Languages) from government cuts.
- We submitted a response to the government's consultation on legal aid proposals, and joined with Rights of Women and other organisations to lobby the government to ensure access to legal aid for all migrant women who have experienced domestic violence.



d after they were shown to be children

Our advocacy and influencing work...

- Refugee Council staff and supporters joined with over 250,000 others to take part in the TUC's March for the Alternative through central London. Our Chief Executive was among the group leading the march and gave a speech at the rally in Hyde Park.
- We launched a pledge for our 60th Anniversary year asking people to pledge that they are proud the UK protects refugees. We organised constituency lobbying on permission to work for asylum seekers.
- Refugee Week partners held a World Refugee Day Umbrella Parade, where hundreds of people marched through London carrying white umbrellas as a symbol of peace and shelter. The parade also took place in capital cities across Europe to demonstrate a commitment to the protection of refugees. The Refugee Council also held a Human Library, in partnership with the Holocaust Educational Trust, where members of the public could hear a refugee's personal story.
- To build more support and reach out to new audiences through social media. We also plan to involve more staff and clients in social media.
- Continuing 60th Anniversary events, including a seminar series on the theme of integration with high-profile academics at the University of London.
- Work with other members of the Refugee Children's Consortium to ensure that the commitment on the detention of children is implemented.
- Deliver our Influencing Women's Project, supporting women asylum seekers to advocate for a system that better meets their needs. The Refugee Council is an active member of the Charter of Rights of Women Seeking Asylum coordinated by Asylum Aid that calls on the UK Border Agency to commit to treating women seeking asylum with fairness, dignity and respect.
- We are the UK partner in an EU Commission funded project led by ECRE (European Council on Refugees and Exiles), looking at practices around the return of children in both EU Member States and countries of return.
- Undertake a Nuffield Foundation funded research project designed to identify the barriers refugees and asylum seekers face in accessing post-16 education. The final report will be used to give education providers and individuals information about entitlements. In the longer term, we hope this will lead to more of our clients gaining higher-level qualifications, helping them to enter employment.

Our future work in 2011/12

- Deputy Prime Minister Nick Clegg MP will give a speech in the Refugee Council Day Centre, to launch a year-long series of activities to mark the 60th anniversary year of the Refugee Council and of the UN Refugee Convention.
- To create strategies and develop partnerships to deliver campaigns on our four policy priorities. This will include supporting smaller organisations that work on these issues to disseminate their messages.

96% of women supported by our Powerful Women Project said they felt empowered and had gained confidence

How your support helps us



2010/11 was a difficult year with charities facing a challenging fundraising environment. So we are both delighted and incredibly grateful for the continuing support we have received that has enabled us to deliver vital services to refugees.

In tough economic times our voluntary income is more crucial than ever in ensuring that we can provide essential support to refugees.

We simply would not be able to make the difference we do to the lives of those fleeing persecution without the support of the many individuals and organisations who help to fund our work.



Our supporters have proved both generous and loyal and our thanks go to everyone who has helped us in our efforts to ensure that refugees are respected and that they can get the help that they need.

The future is uncertain, but with your continued support we know that we can continue to help those seeking safety. Your support will help us to:

- **Raise both public and political awareness** of the circumstances of refugees so that we can work towards a fair and humane system.
- **Provide food**, clothing and basic provisions to destitute asylum seekers.
- **Work with children** whose age is being disputed by immigration services to make sure they get the support they need as children.
- **Respond to the needs of refugees** who have suffered particularly traumatic experiences and need extra support to overcome their problems.
- **Support refugees granted status** to help them find employment and integrate more fully into UK society.
- **Work with RCOs** to help build a vibrant refugee sector.

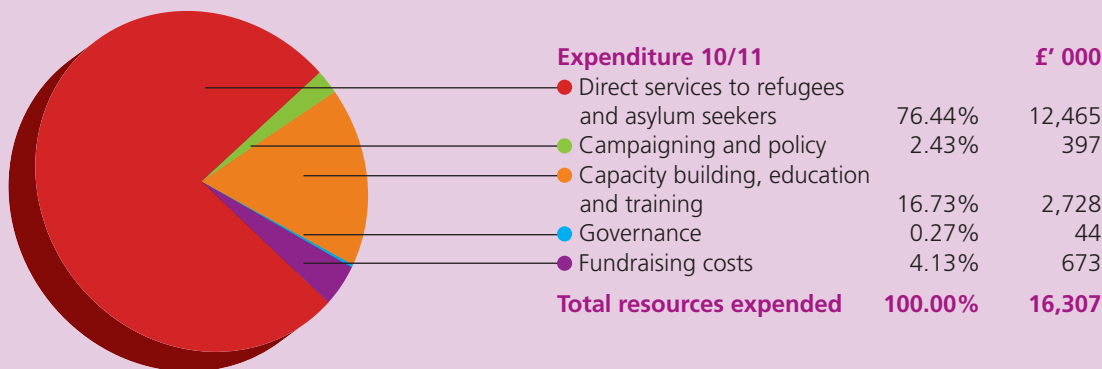
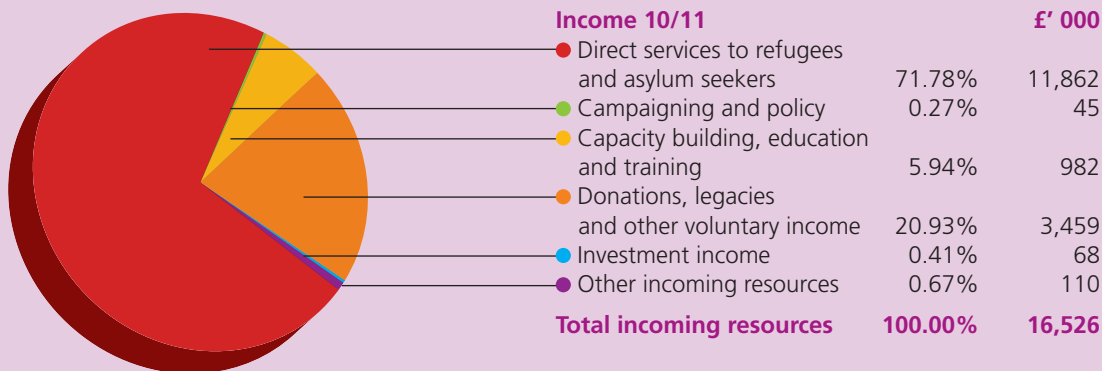
The Refugee Council has provided a lot of support, it has also provided support for the Refugee Community Organisations. It is also the first line of contact when refugees come to this country **Male refugee from Ghana**

To donate to the Refugee Council call 020 7346 1205 or donate online at: www.refugeecouncil.org.uk/donate

Financial information

Income and expenditure

as at 31 March 2011



Independent Auditor's Statement to the Trustees of The British Refugee Council

We have examined the summary financial statement of The British Refugee Council.

This statement is made solely to the trustees, as a body in accordance with the terms of our engagement. Our work has been undertaken so that we might state to the trustees those matters we have agreed to state to them in this statement and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity's trustees as a body, for our work, for this statement, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

The trustees are responsible for preparing the summary financial statements in accordance with applicable United Kingdom law and the recommendations of the Charities SORP.

Our responsibility is to report to you our opinion on the consistency of the summary financial statement within the impact report with the full financial statements and trustees' report and its compliance with the applicable requirements of section 427 of the Companies Act 2006 and regulations made thereunder. We also read the other information contained in the impact report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

Basis of opinion

We conducted our work in accordance with Bulletin 2008/3 'The auditors' statement on the summary financial statement' issued by the Auditing Practices Board for use in the United Kingdom. Our report on the full annual financial statements describes the basis of our opinion on those financial statements and the trustees' report.

Statement of Financial Activities for the year ended 31 March 2011

	£' 000
Incoming Resources	
Incoming resources from generated funds:	
Donations, legacies and other voluntary income	3,459
Investment income	68
Incoming resources from charitable activities:	
Direct services to refugees and asylum seekers	11,862
Campaigning and policy	45
Capacity building, education and training	982
Other incoming resources	110
Total incoming resources	16,526
Resources expended	
Cost of generating funds	673
Charitable activities:	
Direct services to refugees and asylum seekers	12,465
Campaigning and policy	397
Capacity building, education and training	2,728
Governance costs	44
Total resources expended	16,307
Net incoming resources	219

Balance Sheet as at 31 March 2011

	£' 000
Fixed assets:	
Tangible fixed assets	24
Investments	4
Current assets:	
Debtors	3,166
Cash at bank and in hand	6,854
Creditors: amounts falling due within one year	(2,099)
Net current assets	7,921
Total assets less current liabilities	7,949
Provisions for liabilities	(1,039)
Net assets	6,910
Funds	
Unrestricted funds:	
General	3,447
Designated	1,902
Restricted funds	1,561
Total funds	6,910

Opinion

In our opinion the summarised financial statements are consistent with the full financial statements and the trustees' report of The British Refugee Council for the year ended 31 March 2011 and complies with the applicable requirements of section 427 of the Companies Act 2006 and regulations made thereunder.

PKF (UK) LLP

PKF (UK) LLP
Statutory auditor
London, UK

27 October 2011

These summarised financial statements are not statutory accounts, but a summary of information relating to both the Statement of Financial Activities and the Balance Sheet. The information is extracted from the full audited financial statements, which contain an unqualified report by the auditors, PKF (UK) LLP. The full financial statements were approved by the Council on 24 October 2011, and copies submitted to the Registrar of Companies and the Charity Commission. These are available from the charity's offices at 240-250 Ferndale Road, London SW9 8BB.

For and on behalf of the Council:
Douglas Board, Chair
Heather Foster, Treasurer

Board of Trustees

Our current trustees are:

Douglas Board

Chair, Co-opted

Yvonne Cass

Vice-Chair,
Northern Refugee Centre

Heather Foster

Honorary Treasurer,
Co-opted

Ellen Amoah-Khatem

Refugee Advice Centre

Michael Bartlet

Religious Society of Friends

Richard Foster

Co-opted

Tina Gharavi

Bridge & Tunnel Voices
Resigned 26 May 2010

Keefa Kiwanuka

One World Foundation

Mohammed Maigag

Haringey Community
and Cultural
Association

Yen Nyeya

Ghana Refugee
Welfare Group

Rita Paulino (Abdullah)

South Sudan Women
Skills Development
Elected 1st Dec 2010

Sunetra Puri

Co-opted

John Wilkes

Scottish Refugee
Council

Maurice Wren

Asylum Aid

Alison Young

Co-opted
*Resigned 28th
February 2011*

Louise Zanré

Jesuit Refugee
Service

We are human, we are not just things, we are not just asylum seekers, refugees. We are people, we are human, we've got capability, we've got values, we're determined to contribute as well to society.

Female refugee from Liberia



Following the Arab Spring, The Refugee Council supported **435** clients from the countries involved – **58%**

Member organisations

The Refugee Council is proud to be a membership organisation and is committed to working closely with its members to champion the rights of refugees and asylum seekers and to provide support to enable refugees to receive protection and to rebuild their lives in safety. To apply to become a member of the Refugee Council email: members@refugeecouncil.org.uk

- Action for Social Integration
- Africa Educational Trust
- Africa Foundation Stone
- African Women's Group
- African Support and Project Centre
- Amnesty International UK
- Association of Visitors to Immigration Detainees (AVID)
- Asylum Aid
- Asylum Seekers and Refugees of Kingston Upon Hull (ARKH)
- Barnardo's
- Bridge & Tunnel Voices
- Children's Society
- Council for Assisting Refugee Academics
- Dadihiye Somali Development Organisation
- East London Community Law Service
- Enfield Somali Community Association
- Freedom from Torture
- Gatwick Detainees Welfare Group
- GHARWEG
- Haringey Somali Community & Cultural Association
- Harrow Refugee Forum
- Hazara Charitable Trust
- Helping Hands for Refugees and Disabled
- Immigration Law Practitioner's Association (ILPA)
- Lord Stanley Clinton-Davis (Individual member)
- International Tamil Refugee Network
- Investing in People and Culture
- Iranian Association
- Islington Somali Community
- Jesuit Refugee Service
- Joint Council for the Welfare of Immigrants
- Kurdish Housing Association
- Latin American House
- Lewisham Indo Chinese Community Chinese School
- Lewisham Refugee Network
- Methodist Church
- Mr Michael Adeyeye (Individual member)
- Norfolk French Speakers Association (NORFRESA)
- North of England Refugee Service (NERS)
- Northern Refugee Centre
- One World Foundation
- One World UK
- OXFAM
- Pan African People's Welfare Advisory Service
- Polish Ex-Combatants Association
- PRAXIS
- Quakers in Britain
- Reading Refugee Support Group
- Reconnect
- Refugee Action
- Refugee and Migrant Centre (formerly Wolverhampton WARS)
- Refugee Studies Centre
- Russian Refugees' Aid Society
- Scottish Refugee Council
- Sion Centre for Dialogue
- Somali Refugee Action Group
- Somali Carers Project
- St Mary's Justice & Peace
- Sudanese Women's Association
- Tamil Relief Centre
- TRUST
- UKCISA (UK Council for International Student Affairs)
- Vietnamese Mental Health Services
- Vision Inspired People Zimbabwe
- Watford and Three Rivers Refugee Project
- Welsh Refugee Council
- Western Kurdistan Association
- Women's Association for African Networking and Development (WAND UK)
- York Racial Equality Network

of these came from Libya



PROTECTING
REFUGEES
FOR
60
YEARS

REFUGEE COUNCIL

IMPACT REPORT
2010/11

When I learned about the life enhancing work of the Therapeutic Casework Unit I knew that I wanted to donate to the Refugee Council. Trained caseworkers work with asylum seekers who have experienced so many losses: loss of home, family, familiar surroundings, identity and citizenship, sense of self and sense of worth. It's hard to imagine the accumulated trauma. In addition to facilitating internal processes of adjustment and acceptance, the caseworkers also enable refugees to meet the external challenges of life in the UK – giving informed advice on how to access systems and services. Yes – this is why I want to continue to support the work of the Refugee Council. **Hilmary Quarmby, Supporter**



British Refugee Council (commonly called the Refugee Council) is a company registered in England and Wales, [No.2727514] and a registered charity, [No.1014576]

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www.refugeecouncil.org.uk



Sustainability commitment

The Refugee Council acknowledges the global effects of climate change and we recognise that only by getting involved now can we hope for a sustainable future. We joined the Guardian newspaper's 10:10 campaign demonstrating our commitment to reducing carbon emissions by 10% in 2010 to 2011. Paper Round and Carbon Smart have awarded us a certificate of excellence for environmental performance and have donated to the Trees for Cities charity on our behalf. Printed on FSC certified 100% recycled paper, Cocoon Preprint.