



Refugee Council
Impact Report 2006/07



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The Refugee Council works with remarkable people and there is no better way of showing the impact of our work than through their stories. These stories are also one of the most powerful and effective ways of reaching out to the wider community and creating greater understanding of refugees. That is why the Refugee Council has formed Talks Teams, made up of refugees and non-refugees, who visit schools and other groups in their local areas. We have asked four members of these teams to share their talks with readers of our Impact Report. We hope that these talks will give you an insight into what it is really like to be a refugee in the UK at this time and will also show why the work of the Refugee Council is so important.

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Douglas Board

Chair, Refugee Council, from January 2007



This report takes us directly to the reality of being a refugee in Britain today through the personal experiences of Mariam, Jan, Fungi and Frank. Each has something important to say. Could you give them, perhaps, eight minutes of your time?

I say eight minutes because in 2007 the British Government became proud of ‘deporting someone every eight minutes’¹. Deportation, including to war-zones, is a systematic British asylum policy. So is starvation, denial of essential healthcare, disbelief of the ages of unaccompanied children, and detaining people for unpredictable periods (alongside convicted criminals and in conditions considered unacceptable in prisons). These instruments are not *all* applied to *all* people claiming asylum. But each is affecting thousands of people on our doorsteps right now – people hungry to be positive contributors to our economy and society.

In this environment the Refugee Council needs to make the biggest possible impact, not just on policy, but through quality services which represent excellent value for money. This report tells you about our impact, with clear numbers and important achievements. Fundamental to those achievements is the tireless dedication of our staff and many volunteers. Equally important is partnership work with other organisations in our sector, especially the hundreds of local organisations through which refugees voluntarily help each other and the communities of which they are a part.

Refugee issues are global issues. We often think about powerful, turbulent flows of money, goods or information across our planet – but think also about the global production and spread of fear. Refugees

have first-hand knowledge of people who create and manipulate fear, both in their home countries and here in the UK.

To defeat this fear we need hope. This kind of hope is only spread by individuals telling their stories and standing up for human rights. Individuals like Mariam, Jan, Fungi and Frank; members of our Talks Teams who visit schools and community groups to talk about their experiences and counter the myths and scare stories. But just as importantly, individuals like you and me.

I thank here all my board colleagues, old and new, most especially Helena Ismail who has stepped down after three and a half years of outstanding service, including as Vice Chair and Acting Chair. And we welcome (with a sense of great excitement) our new Chief Executive, Donna Covey.

Fungi’s story is the story of a fighter. To my mind her story challenges all of us, ‘Are you a fighter too?’ The Refugee Council’s answer is ‘You bet!’

¹ Immigration minister, Liam Byrne, reported in The Guardian on 19 September 2007

Donna Covey

Chief Executive, Refugee Council, from May 2007

Donna Covey reflects on the Refugee Council's achievements in 2006/07 and how they shaped her view of the charity when she started as Chief Executive.

What were your first impressions of the Refugee Council when you arrived?

The energy in the organisation was the first thing that struck me. Our staff and volunteers are so passionate about what we do. I was also impressed by the way that, despite operating in a turbulent environment, the Refugee Council was so efficient and well run. That's a tribute to everyone who works or volunteers here, but especially to my predecessors as Chief Executive, Maeve Sherlock and Anna Reisenberger.

What do you think were the main developments in 2006/07?

For the refugee sector as a whole, the reduction in the number of new asylum seekers arriving in the UK has had a huge impact. This means that much of our work is no longer with new arrivals, but with people further along the asylum process. In particular, we are seeing a growing number of people whose claims are exhausted and have been driven into destitution. It is this direct experience of seeing how people are suffering that drove our campaigning push on destitution.

For people whose claims are successful, we have also seen an increase in our work on integration, an area where we work closely with other refugee organisations and the Border and Immigration Agency.

There have also been big changes in the asylum system itself, with the introduction of the New Asylum Model, and attempts to get movement on legacy case work.

Do you think there has been any change in public or political opinion on the asylum issue?

The fact that we have seen a sustained period of low asylum arrivals means that the issue is less in the public eye than at some points in the past. We hope that this will create space for a more rational and informed public debate to take place. Some sections of the media still continue to run ill-informed articles aimed at spreading fear of asylum seekers, and this unfortunately continues to shape public opinion.

The general migration debate has come under the spotlight with the entry of more countries into the EU – it is important that we continue to tease out the issue of asylum from this more general debate.

There are, however, some key issues on which we are seeing broader public support for our agenda, for example, a recent national poll showed that two-thirds of the public support the right to work for asylum seekers.

What have you seen as your immediate priorities, during the time you have been here as Chief Executive?

It's really important for me as Chief Executive to keep in touch with the people we are here to serve, so that I reflect their aspirations in my work. I have tremendous admiration and respect for the refugees and asylum seekers I have met since my arrival. They have shown so much determination and resilience even to get to the UK. Yet when they arrive here seeking a place of safety they are treated with hostility and suspicion. Despite this, many of them do not hesitate to make a contribution to their



new community – whether through volunteering, setting up new community groups or seeking work at the earliest opportunity. It's a real privilege for me to be associated with refugees and asylum seekers in the UK. I'm also inspired by the work of refugee community organisations, which are such an important lifeline in a strange land for asylum seekers and refugees. It's really exciting that the Refugee Council is able to support this work through projects, such as the *Building and sustaining infrastructure services* project (BASIS) for RCOs, which will really help strengthen and grow the sector.

asylum seekers and refugees, as well as refugee community organisations, in drawing up our new strategic plan. The real measure of its success will be the impact that it has on the lives of asylum seekers and refugees.

What do you see as some of the key challenges for the Refugee Council going forward?

We've just started the strategic planning process for 2008 to 2011. The world we operate in has changed so much in recent years, we are using this as a real opportunity to redefine our role to meet the challenges of the future. It is vital that we are able to respond to these challenges – whether it is changes in government policy or the resettlement of refugees from new conflicts.

We will continue to be a critical friend to the Government and the Border and Immigration Agency - working with them to improve the asylum system whilst remaining a passionate and vocal advocate for the rights of asylum seekers and refugees. There is a challenge here to come up with positive workable alternatives to the issues we are concerned about, like destitution and detention.

Above all, the challenge is to empower refugees and asylum seekers forced to make their home in a strange land. We will be engaging with

Mariam's talk

When Mariam stands up and tells people her story it is testimony to the inner journey she has made since fleeing from Guinea in West Africa. 'My life has changed a lot. Since I started volunteering with the Refugee Council I've been getting bolder and bolder every day. I thank God because it is another step forward for me and now I have confidence.'

My name is Mariam and I am from Guinea in West Africa. I come from a large family. My dad had three wives, my mum is the third. I have three sisters and my dad used to beat us a lot. If we didn't learn the Koran or if we spoke anything other than our mother language we were beaten. I still have problems with my back from when my dad used to beat me. He forced all my sisters to marry people they didn't want. My dad also arranged a marriage for me to an old man with three wives – one of them has recently died of HIV/AIDS. He was rich and I think because of the money my dad wanted me to marry that old man.

So, I ran away. A man helped me find my way here through an agent. When we boarded the plane it was my first time flying and it was terrible because when the plane was going I thought I was going to fall down from the sky and die. I couldn't eat, I was having stomach pains and I was very sick because I was afraid.

When we reached the UK the man just pointed me in the direction of the Refugee Council and he left. I had no choice, I just had to go there. It was 7am, I couldn't speak to anyone because at that time I couldn't speak good English. I had to wait outside until 9am and then a lady helped me. I was sick and having problems with my back so they took me to the hospital.

When I was better I went to Liverpool and claimed asylum. I was taken in a van to Hillside Induction Centre and I spent two weeks there. From there I was given a room in a house where I am living now. My life was very difficult because I didn't know where to start – how to go to the market, how to find a college, I didn't know anything. The Home Office set my asylum interview for three days after I moved into the house so I had to go to the Refugee Council for help.

Our work to support health and wellbeing in 2006/07

- *First do no harm*, a major report on the denial of healthcare to refused asylum seekers published in June 2006, with support from a wide range of health and refugee agencies
- Evidence on the provision of healthcare given to the Joint Committee on Human Rights
- More than 200 delegates attended two conferences examining problems refugees and asylum seekers face when trying to access healthcare
- In London, 763 asylum seekers and refugees supported by bi-cultural support workers, 811 supported by health workers and more than 300 attended the women's support group
- Sexual health clinic for under 25 year-olds introduced
- Nurse practitioner and community psychiatric nurse provided
- Partnership work with Institute of Family Therapy, the Women's Therapy Centre, the Tavistock Clinic and Essex University
- Worked with Royal College of Psychiatrists on position statement on government policy towards mental health needs of refugees
- Funding secured from Comic Relief for three-year project working with women who've been sexually abused or raped
- *Older refugees programme*, led by Age Concern England and Refugee Council, launched to research needs of and improve services for refugee elders. Listening events held in London, Birmingham and Yorkshire attracting 205 participants, 135 of whom were older refugees

www.refugeecouncil.org.uk/firstdonoharm



Our work on developing volunteering in 2006/07

- More than 300 volunteers working for the Refugee Council each week
- Trained 39 staff in supervisory skills for working with volunteers
- Developed volunteer adviser roles in Leeds and trained four volunteers to work at OISC Level-1 standard
- Introduced new *Volunteer awards programme*, funded by Marsh Christian Trust, to provide small scale funding for new volunteer led projects
- In Birmingham, more than 3,000 volunteer sessions took place, ranging from a legal information surgery, ESOL classes, introductory health classes (run by volunteer health professionals) to a women's project run in the office and at a community centre
- 1,048 volunteer sessions delivered in Ipswich

www.refugeecouncil.org.uk/volunteering

My asylum claim was refused and I got a letter which said there were no grounds for me to appeal against it. So I took it to the Refugee Council, crying, and they said, 'We'll find you a solicitor.' Two weeks later the Home Office said, 'You have to move out of the house, we've found out your case has finished, so your money has to stop.' As soon as I received the letter I came to the Refugee Council and called the solicitor who was helping me with my fresh asylum claim. I got her to send me a copy of the claim and I brought it to the Refugee Council's Section 4 Team. They called the housing provider and said it was a priority case. Thank God, everything worked out OK. I am very happy for that because some people have to leave their house. I have been waiting for the

Home Office to process my fresh claim – they said it was in a queue and that it might take until 2011 for them to give me a response, but they refused the claim again last week. Now I am looking for another solicitor to appeal the decision.

I wish that I had been volunteering at the Refugee Council before I went for my asylum interview, then I would have been more confident. When I went for the interview I was scared because where I am from you are told to be scared of people in positions of power. When I went for the appeal I was shaking and I couldn't answer a word because I was cold and shivering. It was my first time seeing everybody sitting there – the Home Office, solicitor, barrister. But now, since I started volunteering, I am more confident and better at dealing with problems.

With my new confidence I have even spoken at a public meeting at the Houses of Parliament. I spoke about the funding that the government wants to cut for English classes. So many people were in the House of Commons that day, lots of MPs. I was with James Lee who is a policy adviser at the Refugee Council and he said, 'Go up to the front to the microphone and say something' so I did it, I went and spoke. I couldn't believe it! I told them 'I am an asylum seeker. I'm receiving £31 a week. So, if the government is saying now I have to pay for the English classes myself, what can £31 do for me? It cannot even get me all the food stuff I need for the week.' I was bold! I was not shaking. I was thinking 'Mariam has changed a lot...'

Our direct services in 2006/07 for adults and families

	Screenings	Advice sessions	Advice sessions (clients in initial accommodation)	Advice line calls	Outreach sessions	One day induction process briefings	% clients feedback questionnaires responded satisfied with services
London	40,417	25,823		4,264		10,351	98.9
East of England	4,188	3,417		646	51	n/a	100
West Midlands	39,394	13,374	5,901	1,327	362		98
Yorkshire and Humberside	27,041	27,000	4,000	5,227	1,040		98

www.refugeecouncil.org.uk/mainservices

Our policy, lobbying and campaigning work in 2006/07

- 11 policy briefings and 10 policy responses published
- Led the refugee sector in lobbying on the *Immigration, asylum and nationality bill* and the *UK borders bill*
- Achieved significant concessions in government plans to cut free language class provision for asylum seekers as a partner in the UCU *Save ESOL* campaign
- Successfully piloted the *Parliamentary asylum and refugee network (PARN)*, a network for parliamentarians interested in refugee issues
- Organised meetings of the All Party Parliamentary Group on Refugees on the *Gateway resettlement programme*, access to secondary healthcare, European asylum legislation and children in detention
- Gave evidence before three Parliamentary Select Committees and one panel of international jurists
- *Prisoners of terrorism?* a research report into the impact of terrorism on refugees in the UK was launched in parliament with the chair of the Home Affairs Select Committee, John Denham MP, and the government's Independent Reviewer of Counter Terrorism Legislation, Lord Carlile
- Organised policy breakfasts and fringe meetings at the Labour, Conservative and Liberal Democrat Party Conferences
- Supported the Law Society's *What price justice?* campaign to protest against cuts in legal aid
- Supported actions by refugee groups to combat enforced returns of refused asylum seekers to dangerous areas

"Whilst our direct services assist asylum seekers and refugees to navigate the asylum process and help to meet their basic needs, to improve their lives significantly we need to change government policy", according to Parliamentary and External Relations Officer, Jonathan Cox, "The misery caused by our current asylum system is not always the unfortunate result of policy failures – in some cases, like destitution, it is a deliberate policy outcome. This means that things can change if we keep up the pressure. We've seen evidence that this can work in recently won concessions on the rights of refugee children, on the treatment of families and on access to free English lessons."

www.refugeecouncil.org.uk/lobbying



Jan's talk

Jan is a Talks Team member who is not a refugee. But for the past five years, she has worked in a school where seven per cent of the children have English as an additional language (EAL) and many of those children are refugees or asylum seekers – some separated from their families. She has seen first hand the courage it takes for people to come to the UK to rebuild shattered lives. It is this courage that she shares in her talks.

My name is Jan and I want to talk to you about some people that I know.

First, I'd like to tell you about my friend Endri. When I first met Endri he was eleven years old. Endri likes playing football – he supports Manchester United – and he's good at school although, to be honest, sometimes he doesn't like maths very much. He comes from Kosovo where he lived with his mum and dad and his younger sister. The village where the family lived was caught up in the ethnic tensions that swept through the former Yugoslavia. As a result Endri's dad was very worried about his family's safety and decided that they had to leave Kosovo. The family began a long journey that eventually led them to England.

Endri's family were told they could stay in the UK as refugees and they came to live in the town where I am a teacher. Endri started at my school and I remember he was so quiet on his first day. He couldn't speak much English and didn't say a word to anyone in the class. That is until it came to break time – as soon as Endri saw the other boys playing football it was a different story and he was right in the thick of it!

Endri's best friend is Justin, also a refugee, in his case from the Democratic Republic of Congo (DRC). Before coming to the UK as part of a resettlement programme Justin had spent his whole life in a refugee camp.

A large part of the challenge for children like Endri and Justin is improving their language skills. Arriving in a new country with a new language, the kids really get thrown in at the deep end, but the courage and the perseverance they show is amazing. Some pupils,

Our work with resettled refugees in 2006/07

In Norwich

- 63 refugees from DRC who had been living in refugee camps in Zambia arrived in December 2006
- 2,405 advice sessions, 52 drop in sessions and 22 briefings were given by the joint Refugee Council/Red Cross team

"We have housing providers, education teams, health visitors, social workers, Time Together mentors and Refugee Council/ Red Cross staff and volunteers all working together to help refugees rebuild their lives in safety and dignity," says project manager Ismeta Selimanjin-Kay, "A focus of our work has been supporting community development, including the women's group, children's choir, football team and cultural events. The project runs for a year and so far two members of the group have secured employment and six are volunteering.

In Hull and Sheffield

- 61 Congolese and 77 Burmese resettled in Hull and Sheffield
- Nearly 1,900 advice sessions delivered plus 671 drop-ins; more than 400 home visits and 554 outreach sessions
- Support continues for the initial group of resettled refugees, Liberians who have settled in Sheffield. In 2006, Zeela, the choir formed by women from the group, appeared at the national launch of Refugee Week, at the National Refugee Integration Forum conference and at the annual Labour Party conference in Manchester. One of the Liberians is now employed in Refugee Council's Sheffield resettlement team

www.refugeecouncil.org.uk/eastofengland
www.refugeecouncil.org.uk/yorkshireandhumberside



like Endri, start speaking English very quickly because they want to communicate with their classmates. Other pupils, like Justin, are very quiet for the first few months, but when they do begin to speak their English is almost perfect because they have spent time listening to native speakers. In any case it doesn't take long for them to pick up the regional dialect and they soon sound like locals! It is much more difficult for those who arrive when they are older, say 15 or 16, or those who are not literate in their first language.

Our work with children in 2006/07

- 4,600 drop-in sessions supporting young people in crisis situations
- 242 advice surgeries held in 11 areas of the UK
- 642 young people with complex care or asylum needs allocated an individual adviser
- 100 telephone calls taken each week on the advice and referral line
- 120 separated children attended weekly social evenings in London
- Six training courses on age assessment awareness externally marketed and eight child protection courses delivered to Refugee Council staff and volunteers
- Secured funding from the Big Lottery Fund to expand services in the West Midlands and Yorkshire and Humberside regions
- Responded to the Government's report *Care Matters: Transforming the lives of children and young people in care* with recommendations for how unaccompanied children seeking asylum should be protected

"I work specifically with some of the most vulnerable young women – many of whom have experienced rape and are pregnant as a result, or they may have been trafficked for the purpose of sexual, domestic or labour exploitation." says Jodie Bourke, Young Women's Adviser. "Through activities like our Girls Talk! project, I provide one to one support, drop-in advice and regular group work activities. We focus on issues such as personal safety, sexual health and self-esteem, helping them to adapt to their new lives in the UK."

www.refugeecouncil.org.uk/children

One of the girls in Endri's English class is Ayesha. Ayesha comes from Afghanistan and she had never been to school before she came to the UK because the Taliban wouldn't allow it – she didn't know any English but she also couldn't read or write in her own language. With children like Ayesha it is very challenging. So I start by teaching them some basic words in English like 'table' and 'book'. I do the alphabet, make them a scrap book and start

matching words with them. Ayesha's parents are still in Afghanistan and she arrived in the UK on her own. So she gets upset on parents' evening because she sees the others with their mums and dads. She has had to grow up very quickly. It's been hard for her, but she is so keen on getting a good education that she just buckles down and gets on with it because she wants to be a midwife when she is older.

A lot of the kids I teach got involved in Refugee Week. Some of them were interviewed as part of a radio series, broadcast each morning, busting myths and talking about real experiences. This year Refugee Week was launched in the middle of town; you could see all these people with Refugee Council balloons – it was great! We were giving out the *Tell it like it is* leaflet about the facts of asylum, to people who were doing their shopping. A quiz was organised with questions taken from the citizenship test that people have to answer correctly if they want to become British citizens. There was a prize for the person who got the most right. I asked some of my British friends and they couldn't get all the answers.

I like to remind the kids I teach about the enormous contribution made by people who have arrived in the UK in search of sanctuary. Not many people know but refugees have been responsible for some of the things we now think are very British. Fish and chips, the Mini, Marks and Spencer, even soft toilet paper – all of these were invented or started by refugees. I want to make sure the children I work with are given the skills and opportunities to continue this tradition.

Our work with Refugee Week in 2006/07

The Refugee Council hosts and manages the UK Co-ordinating Team on behalf of the Refugee Week partnership:

- 450 events held, attracting 233,000 people
- First ever national launch event held at ICA in London, with Minister, Joan Ryan MP, attending – another first
- The first ever Refugee Week event held at the Croydon headquarters of the Border and Immigration Agency
- First ever Refugee Week conference attended by nearly 100 event organisers, including RCOs
- Home Office and Time Together joined the partnership and its steering groups

www.refugeeweek.org.uk

Our work on entrepreneurship and employment training for refugees in 2006/07

Entrepreneurship

- Developed the *Refugees into business* website
- Two new toolkits produced, and 12 training sessions delivered, for business advisers in community organisations and mainstream services in the West Midlands and the North West
- Produced a self-help guide, translated into 12 languages, for would-be refugee entrepreneurs

www.refugeesintobusiness.org.uk

Employment

- Two-year employment programme, funded by London councils, results in half of the 64 refugees who took part finding full-time, part-time or voluntary work
- 37 refugees received British Computer Society training, 24 achieved the full *European computer driving licence* qualification
- Two RCOs and one staff-member accredited to deliver IT training
- 48 refugees participated in five employment support workshops
- 70 refugees took part in practice interviews with trained volunteers from corporate partners
- 28 refugees received support from KPMG staff to seek employment – 13 have since gained work – and 100 KPMG staff have learnt about the facts of asylum
- 15 refugees seeking employment in IT or finance participated in two pilot mentoring programmes, with Goldman Sachs and Lehman Brothers – after six months 75% of mentees were in paid employment
- 10 mentoring partnerships delivered through the Leeds Metropolitan University scheme for highly qualified refugees
- Time Together refugee mentoring services in Ipswich and Norwich exceeded targets by recruiting 48 mentees and 59 mentors. 19 training sessions held and 2 group social evenings had 100% positive feedback

Volunteer Development Manager, Chris Badman, explains our work with corporate partner KPMG to support refugees re-entering employment: *“Each refugee participant has a session to practice interview skills, review their CV or gain advice on completing an application form. Sessions are tailored to individual needs and are run by a KPMG employee trained by us. They’re an excellent complement to our employment mentoring work and provide a concise introduction to how UK employers select new recruits.”* The partnership has received a prestigious Business in the Community “Big Tick” and was short listed for the 2007 Employability Award.



Fungi's talk

Talks Team member, Mafungasei, known as Fungi, is a fighter. She has had to be. Not only has she fought against the Mugabe regime in Zimbabwe, but since claiming asylum in the UK she has had to fight for justice every step of the way. Five years after arriving in Britain her fight continues.

My name is Fungi and I am a Zimbabwean and proud to be one. If things in my country were better then I wouldn't be here today, but circumstances in my own country forced me to come here. I am sure you have heard about my President, Robert Mugabe, and know how he treats members of the opposition party – the Movement for Democratic Change. That is the party I support. I wanted change in my country because of what he is doing. I began going to rallies and really enjoying it. Little did I know I was putting myself in danger.

We used to go to the city-centre and hold rallies; sometimes the police came and attacked us with tear gas and baton sticks. One time they picked me up and asked me about members of my family who fled after they had been targeted. I denied it and said 'No, I'm not related to them'. I kept being beaten and had to stop going to hospitals because the staff would contact the police. I just had to heal myself in my room – I would get lots of boiling water and pour salt in it, take a ball of cotton wool or a clean cloth just to nurse the wounds so they would heal without anyone knowing what had happened. I used to ignore it because I wanted change for my country; but there was a time that a group with a machete knife held it against my neck and said that the next time they would come back for me and if I didn't give them the information I would die. Then I knew I was in trouble.

I came to England in 2002 and I thought now I am safe. When I came over I knew I wasn't allowed to work but I got myself a place in college to do my *Access to nursing* course.

I couldn't finish the course because in 2004 I was taken and detained in Yarl's Wood detention centre.

Our work on the detention of asylum seekers in 2006/07

At Oakington Detention Centre in Cambridgeshire

- 4,643 welfare advice sessions delivered
- 1,105 support applications completed for clients due to be released
- Verbal evidence given to the Independent Asylum Commission on detention in March 2007
- In January 2007 work by the Oakington Team contributed to a successful High Court challenge against the Home Office's policy of detaining child asylum seekers who immigration officers thought looked like adults

Judith Dennis, the Refugee Council's policy adviser for unaccompanied children, says, "*Because Refugee Council has staff working in the detention centre at Oakington, we were able to collect information on the children's cases and link them with our specialist children's advice workers and a solicitors firm who challenged the Government's policy in court. Our Policy Team also uses the experiences of colleagues working directly with detainees in Oakington to push for an end to the detention of any child for the purpose of immigration control.*"

Campaigning and lobbying

- *No place for a child*, our joint campaign with Save the Children and Bail for Immigration Detainees (BID), climaxed in September 2006 with the delivery to the Home Secretary of 14,000 protest postcards
- The campaign gained the support of a quarter of backbench MPs and prompted the All Party Parliamentary Groups on Refugees and Children to write a report on alternatives to detention
- The issue was raised directly with the Immigration Minister, Liam Byrne MP, at a meeting during the 2006 Labour Party Conference in Manchester



Our work supporting asylum seekers and refugees in education and training in 2006/07

- 56 individuals received grants to support educational goals
- 46 of those asylum seeking students receiving support were registered for language training and volunteering
- 31 asylum seekers participated in an innovative programme of English language learning and community volunteering at Hackney City Farm
- 3,388 drop-in English language classes held in the Brixton day-centre
- 52 asylum seekers and refugees resident in Southwark accessed Refugee Council ESOL (*English for speakers of other languages*) classes

Our research work on integration in 2006/07

Since November 2005, the Refugee Council has been involved in a two-year research project to analyse and compare refugees' experiences of integration in North London and in the West Midlands. The research, supported by the Big Lottery Fund, seeks to understand how location and length of settlement, gender, ethnic/cultural identity, age and family situation all affect refugees' experiences of integration into British society.

Kavita Brahmabhatt is the project's co-ordinator:
"We believe sound research is essential to strengthen and improve policies affecting refugees and asylum seekers. What's more, working in partnership on this project with researchers at the University of Birmingham helps ensure our research is academically rigorous and has the widest possible impact. We are also committed to building the research capacity of refugees and through the project we have recruited and supported community researchers to take a university level training course in research methods."

www.refugeecouncil.org.uk/research

When I say a detention centre, it is not like the detention you get after school if you don't do your homework. In the detention centre you are not even called by your name but by a number – imagine being degraded to the point you are not known by your name. We were told that we didn't have any rights. They said my claim had been refused - I didn't know anything about it, they said maybe the papers got lost. I was detained there for seven months and it was really horrible. They even tried to force me on a plane to Zimbabwe. I was assaulted by the people escorting me and when I started to resist the air hostess said I had to get off the plane.

We are branded as asylum seekers but we were not born asylum seekers. It is because of the situation in our own country that we are here. We didn't choose it, circumstances forced us to flee. But when you come here sometimes you are not treated like a human being, you are just treated like a piece of baggage – which is not fair because we are all human. All we ask from the Government is to accept us as human beings. If only my country was a better place then I wouldn't be here today, and if things change in Zimbabwe I would love to go back home.

In the meantime, I am keeping myself busy and trying to stay positive. I have met many different people. When I go and tell my story I might find someone says to me 'OK, I've just heard your story, can I give you my number so we can be in touch?' There was a time when I thought, 'Is this for real?' But at the end of the day every British person is not horrible, most of them are kind and good. There are times when I'm really stressed and I turn my phone off because I don't want to speak to anyone. But then I find someone knocking on my door, messages coming through saying, 'Why is your phone off? Are you OK?' So then I think there are people who care as well. When I am with them I don't feel like an asylum seeker because I am just treated like any other person would be treated. It is like when you are with your family – you really feel at home.

Our work to end asylum destitution 2006/07

- 26,909 hot lunches, 446 food parcels and 865 clothing parcels distributed through the Brixton day-centre
- *Just.Fair.* campaign launched, to combat asylum destitution in the UK
- First viral campaign created, receiving over 10,000 visits in the first month alone:
<http://www.justfair.org.uk/>
- National sleepout held in Parliament Square in Feb 2007 – the first in a series around the country
- Supported the establishment of the sector-wide *Still human still here* campaign against destitution: www.stillhuman.org.uk
- Participated in the steering group for the Joseph Rowntree Charitable Trust inquiry into destitution among refused asylum seekers in Leeds
- Joined a coalition which organised the National Poverty Hearing in Westminster in December 2006

www.refugeecouncil.org.uk/justfair

Right now I have a roof over my head but I know many people who aren't so lucky. So even though I am not destitute myself I went on a sleepout as part of the *Just.Fair.* campaign in solidarity with all those sleeping rough who don't know where their next meal is coming from. The sleepout was on the news and I met people in the street afterwards who said, 'We saw you on TV!' I had people pointing at me on my way home because they had seen me on the sleepout and they wanted to know about why I had taken part.

I also volunteer at the Refugee Council as part of the SUNRISE project (Strategic Upgrade of Refugee Integration Services), for people recognised as refugees. I shadow a caseworker listening to what is happening. I have learnt how to fill out the travel document forms so now when all the other caseworkers are busy, I can take out the form, fill it in and go with the person to get it signed. You get to know that it isn't easy even when you are granted your refugee status. People are stressed because it can be really hard to find help with how to get accommodation and how to apply for benefits.

What makes me happy is that I am someone helping someone. I mean, maybe I'm supposed to be sitting in the house crying my eyes out, but I'm not that kind of person. I'm sitting behind a desk helping someone who has been in the same situation as me. I encourage them to move on with life, never to think of stress or about giving up. I tell them this is not the time to give up, this is the time to keep on fighting and moving on because you never know what will happen tomorrow.

Our work on the SUNRISE integration pilot in 2006/07

SUNRISE is a pilot project funded by the Home Office to assist refugees in their integration. The Refugee Council has been a partner in the projects in Leeds and Sheffield since November 2005:

- **253 clients given advice, 70% of whom took up offer of SUNRISE assistance**
- **Networks built to ensure clients can access social housing and training, and that their employment and legal needs are met**
- **Comprehensive response to Home Office consultation on refugee integration services submitted in December 2006**
- **Led on the co-ordination of volunteering for SUNRISE**

"I do believe that through SUNRISE, many refugees have the assistance that they need to start settling," says Claris Spence, who is a project worker, "We provide a guiding hand to individuals, but such is the impact on refugee communities, that those we have helped, feel empowered enough to help others."

www.refugeecouncil.org.uk/integrationservices

Our work on voluntary return in 2006/07

- **Chaired 10 implementation group meetings on assisted voluntary returns to Iraq and Afghanistan, attended by the Home Office, Foreign Office, UN High Commission for Refugees and others**
- **Co-ordinated meetings for Iraqi and Afghan refugee communities to engage directly with the Home Office and other government departments on voluntary return**
- **Wrote two policy papers and three reviews of community needs for the Home Office Voluntary Returns Steering Group, addressing the sustainability of returns and working with community organisations**
- **Distributed nine community mailings**
- **Launched new web section on voluntary returns**

Frank's talk

For Frank, being a member of the Talks Team is not just an opportunity to tell his story. Talking to classes of children brings back precious memories of when he was a school teacher in Iran. 'When I visit schools I remember my students in Iran. I want to tell my story to young people because I want to show them we are the same as each other, we are all people.'

Hello, my name is Frank. I am from Iran. About six years ago I became a member of a political party which is against the Iranian Government. I was arrested by the secret police - they hit me and beat me for three days. They took me to court and the judge gave me a three-year prison sentence. I was locked up with 12 murderers. Every time I went to bed I was scared they would kill me. When the government finally let me see my family I was behind a glass screen. My son said to me, 'Daddy, why are you in an aquarium? When are you coming back?' I was crying and I couldn't continue to speak with him.

After 19 months I signed some papers to say I would never do anything else against the government and they released me. But I couldn't stop my activities. When I was in the exam room at the school where I taught, I had a phone call telling me a colleague had been arrested by the secret police. We were involved in activities together and I knew I had to leave Iran. I left the school and went to the Turkish border. There is a mountain between Iran and Turkey. I was on top of that mountain and I looked one way and I saw Iran, the other way and I saw Turkey. That was the last time I saw my country.

When I first came to the UK I couldn't speak any English so I needed an interpreter. That was more than two years ago, now I can speak English I am volunteering at the Refugee Council and interpreting for other people.

I live in a house with seven other people. I have my own room but it is in the loft. I am very tall and I can't walk very easily as it is close to the roof. I have to stoop a bit. I have a bed that fills my room. It is a very small room.

Our work supporting language needs in 2006/07

- **2,000 visits a month to the multilingual website offering information on the asylum process, support and entitlements in 18 languages plus English**
- **40,087 interpreting sessions delivered in 84 languages**
- **Four *Working with interpreters* training courses delivered**
- ***Living in Peterborough* course delivered directly to 64 clients in five languages. Materials used in local ESOL courses – approximately 1, 000 recipients.**
- **Online *Welcome pack* produced in 10 languages**
- **10 weekly English conversation classes, for asylum seekers, delivered by volunteers in Leeds**

<http://languages.refugeecouncil.org.uk>

In Iran I was table tennis champion for two years and I was part of the national team. When I came here I started to play again for the YMCA team. I meet so many British people through table tennis. Three months ago I had an offer to be a table tennis coach. They said, 'Frank – now we have somebody you can teach table tennis to and they will pay you £15 an hour.' I said, 'OK, I'll do it!' but they wanted me to bring my National Insurance number and my permission to work which I don't have. I had to tell them I am not able to work - I was upset and very angry.

I don't like charity because it is only temporary; what people need is permanent help - they need refugee status and permission to work. I don't like it when people call and say 'Frank come to this meeting, there will be free food.' Sometimes I hang up the



Refugees into Teaching Project (RiT) in 2006/07

- More than 190 teachers registered on the database – more than 50% for priority subjects such as maths and science
- 150 refugee teachers, advisors, researchers, and employers attended RiT events
- More than 80 people received advice on communication skills and school preparation programmes
- Seven refugee teachers supported onto initial teacher training programmes or into jobs

“I’ve met several refugee teachers over the past year – experienced and suitably qualified, who are unable to find teaching jobs,” says Fiona Prendergast, who runs the Refugees into Teaching Project, which is funded by the Training and Development Agency for Schools. “It is a waste of skills and experience which could be so useful - inspiring pupils, enriching a school’s learning environment and linking them with the wider community. The project is so important because once schools understand about refugee teachers, they are keen to take them on and are enthusiastic about the positive contribution they make.”

Inclusive Schools Project in 2006/07 (Funded by the KPMG Foundation)

- In partnership with Middlesex University, the Refugee Council supported the training of four community researchers who conducted research interviews for the project
- Secondary schools, refugee community organisations and local authorities were surveyed to find out the types of work they engage in with refugee parents/ carers during their children’s schooling
- In-depth interviews conducted with the same groups to identify good practice as well as barriers to the full involvement of refugee communities in schooling issues

www.refugeesintoteaching.org.uk
www.refugeecouncil.org.uk/research

phone and say I am coming from somewhere that has a lot of food - that is not why I am here, no, I am here for my life and I had to come. I had a good salary in my country. I lost my job as a teacher and I miss my students. I want to become a teacher again in this country, if I get the opportunity.

Around one year ago I started an organisation for asylum seekers and refugees. We are called the International Organisation of Refugees and we are not just for Iranians, we are for everybody. On our

management committee I am from Iran, one of the women is from Uganda and one of the others is from the UK – we are going to have a multicultural management committee. We have English classes every Wednesday with two retired teachers. Once a month we organise events with food, dancing and entertainment. If people have legal problems we are not qualified to give them immigration advice, but for some little matters we can help.

It is important to look at asylum seekers as humans and not as different. Maybe one day in the future you will come to our countries for asylum. Then you will see we are all the same. That is why I enjoy telling my story to people. Because when you speak face to face people can ask questions and I get to tell the truth about the situation for asylum seekers in the UK.

Our work with Refugee Community Organisations (RCOs) and other frontline organisations in 2006/07

- 884 RCOs received six issues each of *RCO news* and *RCO women’s news*
- More than 900 RCOs benefited from information on funding, training, policy development and events
- 211 one-to-one advice sessions provided to RCOs
- 81 RCOs, including 17 women’s groups, were given tailored consultancy advice and support
- Four *Meet the funder* seminars organised for 229 RCO delegates
- *Doing it for ourselves* guide to running an RCO distributed free of charge to 76 RCOs, with 105 more copies distributed by the UNHCR
- Second edition of *QASRO (Quality assurance system for refugee organisations)* launched in Newcastle, Birmingham and Manchester and 500 copies printed for distribution via 42 training sessions
- Specialist workers organised nine regional events for regional networks involving 250 refugee organisations in the West Midlands and East of England
- More than £5 million secured from the Big Lottery Fund for the BASIS project, a joint infrastructure project with Refugee Action, to deliver capacity building support to RCOs nationally for the next five years
- National Conference brought together 75 RCOs to share experiences, good practice and strategies for future co-operation
- *Commitment to change report* set out a strategy for improving development support to RCOs in the West Midlands

www.refugeecouncil.org.uk/rcos

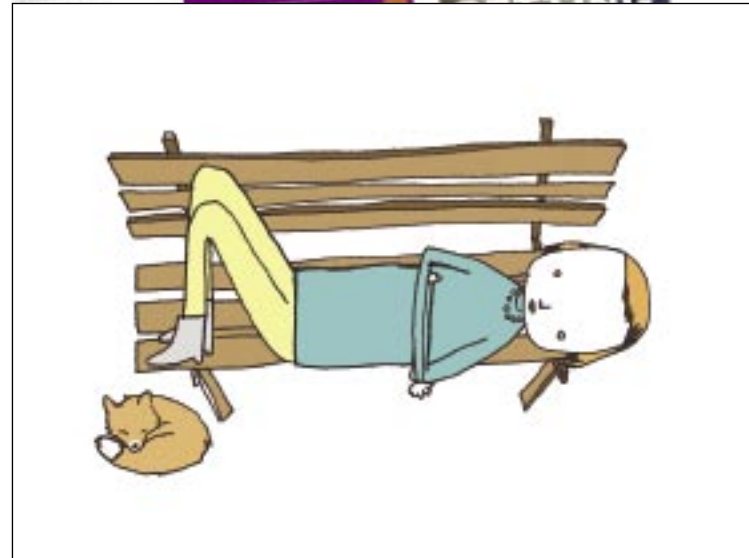
Our work to improve public understanding of refugee and asylum issues in 2006/07

- 30,000 myth busting *Tell it like it is* leaflets updated and distributed
- 500 people subscribed to the *Information service* – the information survival kit for anyone working with asylum seekers and refugees
- A play written and performed by refugees was performed in a large number of schools in the Birmingham area. Work of Talks Teams in Leeds and Ipswich expanded. Both funded by Home Office's *Purposeful activity fund*
- Visits to the Refugee Council website have risen by 7,000 to 39,000 a month since its re-launch in September 2006. The newsletter has 2,100 more subscribers and more than 22,000 PDF documents have been downloaded

“The new website is a great improvement,” says Barbara Keating, the New Media Manager, “Our enhanced design allows us to profile our campaigns more prominently and users can locate resources with greater ease using the upgraded navigation and search functions. We now give a comprehensive insight into how we help refugees and asylum seekers through the How we help section. We are also delighted to have all our advice leaflets online on our multilingual microsite in 18 languages plus English.”

- More than 800 people working in second-tier organisations attended 41 public and 50 in-house training courses to help them work more effectively with asylum seekers and refugees
- More than 200 delegates came to policy update conferences in London and York in March 2007
- The Press Office handled nearly 900 enquiries from the media, resulting in more than 200 Refugee Council mentions in the press or appearances by spokespeople on radio and TV

www.refugeecouncil.org.uk
www.refugeecouncil.org.uk/tell



Onward journeys

Refugee Council volunteer, Sinead Layzelle, caught up with the refugee volunteers featured in last year's *Impact report*, to hear how their journeys have continued. Elvis, Guinah, Urgania and Sharoh, shared their experiences of exile and hopes for the future. Here we learn about their lives today; how they have grown since first coming to the Refugee Council. Last year's cover star, Jade, also shares news from her amazing year.

Jade

Since joining the Refugee Council two years ago, Jade's journey continues to be one of inspiration and courage. Her short story has been published by Penguin Books. Jade has been taking acting lessons and made her stage debut in a performance of *Hedda Gabler*. Jade is a full-time volunteer in the Refugee Council's Campaigns and Public Affairs Team, a role which resulted in a nomination for a *Volunteer of the year* award. 'It's a great, sweet shock to have been nominated by people who have seen that I am a human being,' Jade says, 'I never thought any body would even look at me in public... I think I am a winner!'

Elvis

After five years of struggle and having been refused asylum, Elvis has finally gained refugee status. For Elvis this is a real personal achievement, 'I now feel more of a human than a reject. I feel like I am part of a society and that I am also able to contribute to that society.' He continues his work on the Government's *Gateway protection programme* and more recently has enrolled on a family therapy course at university. Elvis is hoping to provide therapy to refugees, using his own experiences to help them overcome the emotional difficulties of seeking asylum.

Guinah

Having enrolled at university to study *International relations*, Guinah is now making quite a name for himself. He has set up Student Action for Refugees (STAR) within his college, acting as regional representative for Wales, and was recently nominated by fellow students to speak at the final year speeches. Looking back to his lowest period, Guinah says, 'If the Refugee Council were not here

what would have happened? This is a constant question I ask myself.' His goal is to use his studies as a platform to help those suffering in his country, arguing, 'to ignore injustice because I have gone away would be criminal.'

Urgania

Urgania is now one step closer to achieving her dreams. Using her skills in photography and journalism she freelances, documenting Zimbabweans in diaspora who like herself have been forced to flee, leaving their loved ones behind. Urgania also spends her free time working for a specialist photographic shop in London as a sales adviser. Her outlook remains positive as she reflects on the last year, 'I have had a lot to deal with...' but ultimately what has been most important is, 'keeping my head up and not giving up, facing up to my ongoing challenges no matter how tough they are.'

Shahro

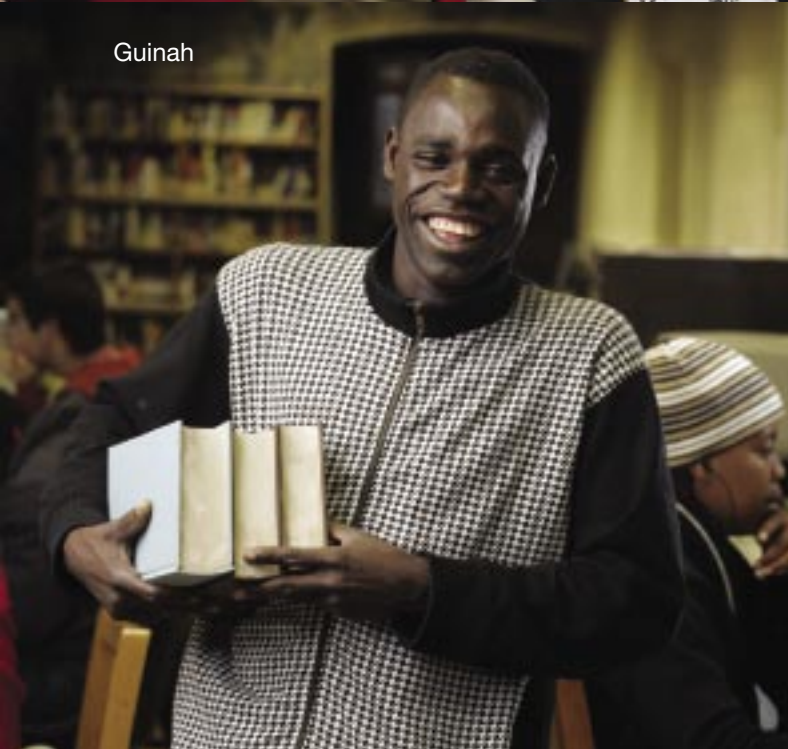
Despite still missing home, Shahro has established herself as a much loved volunteer within both the Refugee Council and the Iranian Community Organisation. She works with children offering them advice and support in their own language and has fast become known as 'auntie' to many of the youngsters. Compared to how she felt just a year ago, Shahro comments on how much more comfortable and relaxed she feels in the work she is doing, 'At first I wanted to volunteer because I thought they needed me, but as time has gone on I realise that I need them as well.' Shahro has requested not to be identified in this report.



Jade (on left)



Elvis



Guinah



Urgania

Third Sector Excellence Awards 2007

The Refugee Council Impact Report 2005/06 was a finalist in the *Best annual report* category, which featured the five refugee volunteers shown. In addition, Jade was a finalist in the *Volunteer of the year* category.



ThirdSector
Excellence Awards

Statement of financial activities

For the year ended 31 March 2007

Incorporating the income and expenditure statement

	Unrestricted funds £000	Restricted funds £000	2007 total £000	2006 total £000
Incoming resources from generated funds				
Voluntary income				
Donations, legacies and other voluntary income	1,227	1,138	2,365	1,781
Investment income	232	6	238	114
Incoming resources from charitable activities				
Direct services to refugees and asylum seekers	2,085	11,017	13,102	13,008
Campaigning and policy	201	166	367	545
Education and training	386	794	1,180	1,210
Capacity building	279	941	1,220	1,609
Other incoming resources	38	–	38	32
Total incoming resources	4,448	14,062	18,510	18,299
Less: Cost of generating funds				
Voluntary income				
Fundraising costs	551	–	551	557
Total cost of generating funds	551	–	551	557
Net incoming resources available for charitable activities	3,897	14,062	17,959	17,742
Resources expended				
Charitable activities				
Direct services to refugees and asylum seekers	1,938	11,386	13,324	13,262
Campaigning and policy	571	541	1,112	1,069
Education and training	507	840	1,347	1,285
Capacity building	274	1,206	1,480	1,768
Total charitable activity costs	3,290	13,973	17,263	17,384
Governance costs	69	–	69	44
Total resources expended	3,910	13,973	17,883	17,985
Net incoming before other recognised gains and losses	538	89	627	314
Other recognised gains				
Gains on investment assets	1	–	1	5
Net movement in funds in year	539	89	628	319
Reconciliation of funds				
Total funds brought forward 1 April	1,795	1,852	3,647	3,328
Total funds carried forward 31 March	2,334	1,941	4,275	3,647

Balance sheet

As at 31 March 2007

	2007 total £000	2006 total £000
<i>Assets</i>		
Fixed assets		
Tangible assets	337	360
Investments	25	24
	362	384
Current assets		
Debtors	2,215	2,372
Cash at bank and in hand	7,009	3,975
	9,224	6,347
Creditors: amounts falling due within one year	(4,536)	(2,574)
Net current assets	4,688	3,773
Total assets less current liabilities	5,050	4,157
Provisions for liabilities	(775)	(510)
Net assets	4,275	3,647
<i>Funds</i>		
Unrestricted funds		
General	1,512	1,095
Designated	822	700
	2,334	1,795
Restricted funds	1,941	1,852
Total funds	4,275	3,647

The summarised financial statements set out on pages 24 to 25 have been extracted from the full annual accounts prepared in accordance with the Companies Act 1985, which were approved by the Board of Trustees on 27 September 2007.

The full annual accounts:

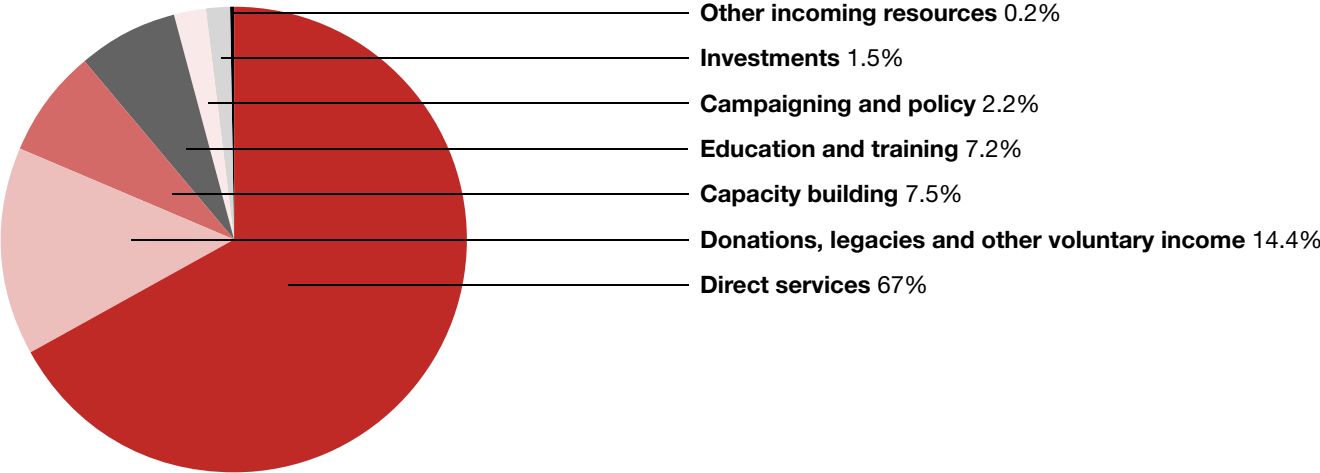
- have been audited and the auditors' opinion was unqualified; and
- will be delivered to the Registrar of Companies and the Charity Commission.

Douglas Board, Chair

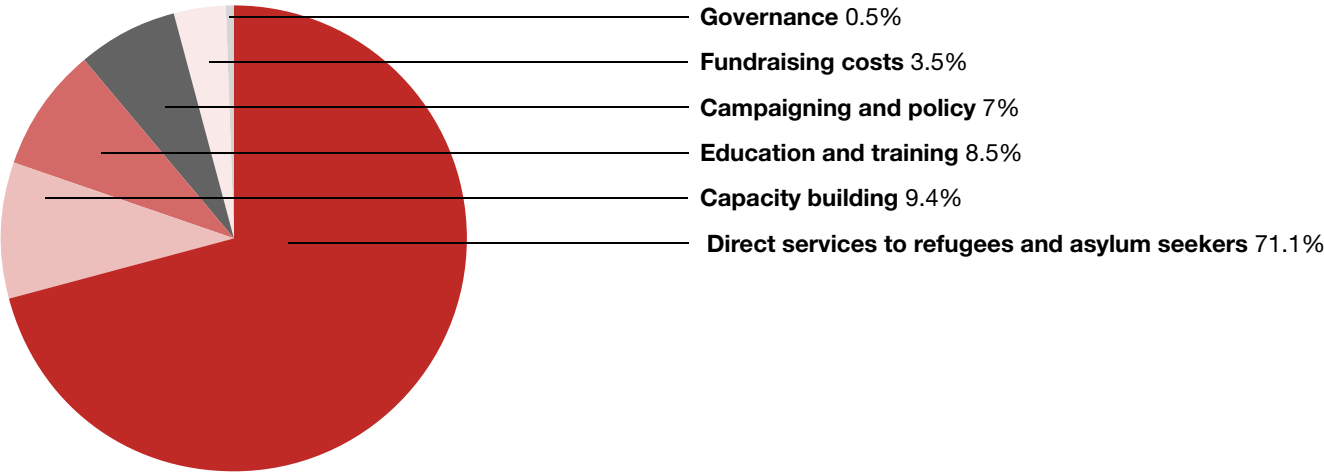
Income and expenditure

For the year ended 31 March 2007

Income excluding asylum support accommodation



Expenditure excluding asylum support accommodation



Independent auditor's statement

And administrative information

We have examined the summarised financial statements of The British Refugee Council (commonly called the 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 trustees as a body, for our work, for this statement, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

The trustees are responsible for preparing the summarised financial statements in accordance with the recommendations of the Charities SORP.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full financial statements and trustees' report. We also read the other information contained in the summarised annual 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 1999/6 'The auditors' statement on the summary financial statement' issued by the Auditing Practices Board for use in the United Kingdom.

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 2007.

PKF (UK) LLP

Registered Auditors
London
27 September 2007

Auditors

PKF (UK) LLP
Farringdon Place
20 Farringdon Road
London EC1M 3AP

Bankers

National Westminster Bank plc
1-4 Berkeley Square
London W1J 6BR

Solicitors

Gregory, Rowcliffe & Milners
1 Bedford Row
London WC1R 4BZ

Strategic plan 2005/08

This summary of our strategic plan for 2005/08 demonstrates just how far we have travelled towards achieving the aims outlined within it, and in setting solid organisational foundations from which we can build as we plan for 2008/11.

The Refugee Council vision

For all refugees to get the support they need to rebuild their lives and know they are safe wherever they come from.

The Refugee Council's mission

- We give advice, support and information to asylum seekers and refugees
- We campaign and lobby for the rights of asylum seekers and refugees in the UK and abroad
- We work with refugee community organisations and other bodies to ensure that the voices of asylum seekers and refugees are heard and their needs are met

The Refugee Council's core guiding principles

- We are driven by a commitment to human rights and a belief that asylum is a fundamental right
- We aim to make a positive impact in all we do
- We value and will make the most of the diversity of our staff, volunteers, clients, and refugee communities in informing and improving our work
- We are impartial and non-partisan in all we do

Our clients

Our core client group is asylum seekers and refugees, including people granted humanitarian protection or discretionary leave. We will also identify how lessons learned from working with asylum seekers and refugees can be applied to groups such as migrants who have been trafficked, are in bonded labour or have suffered human rights abuses. We will strive to ensure our campaigning, capacity building and direct services are sensitive to the needs of particular groups, including women, children and unaccompanied children.

Strategic directions

The Refugee Council will lead the sector in championing the rights of asylum seekers and refugees, and in developing innovative approaches that respond to their emerging needs and the needs of service providers.

The Refugee Council will provide high quality information, advice and support to refugees and asylum seekers where it is the best provider or where it can demonstrably make a positive impact.

The Refugee Council will work, in partnership where appropriate, to assist and enable other organisations, including Refugee Community Organisations (RCOs), the voluntary sector and providers of mainstream services, to develop good practice in supporting and integrating refugees and asylum seekers.

The Refugee Council will challenge hostility and ignorance, and campaign to influence UK, EU and international policy, public opinion and the media on all issues to do with refugees and asylum seekers.

The Refugee Council will improve efficiency, performance and delivery, with a positive culture which encourages, inspires and helps staff and volunteers to deliver excellence.

The Refugee Council will diversify its funding, including an appropriate level of public funding, through an income generating strategy, which enables it to deliver its priorities and achieve organisational sustainability.

For copies of the full strategic plan, contact:
Chief Executive's Office, Refugee Council, 240-250 Ferndale Road, London SW9 8BB. Tel: 020 7346 6709

Board of Trustees

Trustees of the company

The Refugee Council trustees serve as the directors of the company and members of the Board of Trustees. The following were members of the Board of Trustees during the year 2006/07:

John Akker

Council for Assisting Refugee Academics

Valey Cyrus Arya

(formerly Mohaimen Arya)

Afghan Association of London

Resigned June 2006

Michael Bartlet

Religious Society of Friends, Quakers

Douglas Board

Chair

Co-opted

Appointed October 2006

Alex da Costa

Angolan Civic Communities Alliance

David Farnsworth

Welsh Refugee Council

Resigned January 2007

Andy Gregg

Co-opted

Resigned August 2006

Julie Hollyman

Co-opted

Resigned January 2007

Helen Ireland

Association of Visitors to Immigration Detainees (AVID)

Helena Ismail

Vice Chair

Horn of Africa Community Group

Resigned September 2007

Keefa Kiwanuka

One World Foundation

Afzal Mirza

Refugee Advice Centre

Hooshang Paigis

Afghan Association of London

Elected January 2007

Sunetra Puri

Co-opted

Appointed September 2007

Barry Stoye

Refugee Legal Centre

Retired January 2006

John Wenger

Honorary Treasurer

Co-opted

Maurice Wren

Asylum Aid

Elected January 2007

Members

Action for Social Integration
Afghan Association of London
Africa Educational Trust
Africa Foundation Stone
African Support and Project Centre
African Women's Group
Amnesty International UK
Angolan Civic Communities Alliance
Association of Visitors to Immigration Detainees
(AVID)
Asylum Seeker and Refugees of Kingston Upon Hull
(ARKH)
Asylum Welcome
Barnardo's
British Association of Social Workers
Catholic Bishop's Conference
Churches Together in Britain and Ireland
Congolese Voluntary Organisation
Council for Assisting Refugee Academics
Coventry Refugee Centre
Ethiopian Community in Britain
French African Welfare Association
Gateway Training Services
Gatwick Detainees Welfare Group
Generation Roots
Horn of Africa Community Group
International Care Network
International Tamil Refugee Network
Iranian Association
Iraqi Association
Jesuit Refugee Service UK
Jewish Council for Racial Equality
Joint Council for the Welfare of Immigrants
Kings Lynn Area Resettlement Support
Kurdish Cultural Centre
Kurdish Housing Association
Latin American Association
Latin American Women's Rights Service
Lewisham Indo Chinese Community Chinese School
Lewisham Refugee Network
Lord Stanley Clinton-Davis
Medical Aid for Palestinians
Medical Foundation
Michael Adeyeye
Migrant and Refugee Communities Forum
Migrants Resource Centre
Minority Rights Group
Nancy Rice-Jones
Nomad Cultural Forum
NORFRESA
North of England Refugee Service
Northern Refugee Centre
One World Foundation
OneWorld UK
OXFAM
Pan African People's Welfare Advisory Service
Polish Ex-Combatants Association
PRAXIS
Quaker Peace and Social Witness
Reconnect
Red Sea Community Programme
Redbridge Refugee Forum
Refugee Action
Refugee Advice Centre
Refugee Education and Employment Programme
Refugee Legal Centre
Refugee Studies Centre
Russian Immigrants Association
Russian Refugee's Aid Society
Scottish Refugee Council
Sierra Leone Women's Forum UK
Sion Centre for Dialogue
Somali Advisory Bureau
Somali Carers Project
Somali Centre for Information and Advocacy
(SOCFIA)
Somali Development Organisation
Somali Refugee Action Group
South Sudanese Community Association UK
Southwark Refugee Communities Forum
St Mary Magdalene Centre for Refugees and
Asylum Seekers
St Mary's Justice & Peace
Tamil Relief Centre
The Airey Neave Trust
The Children's Society
The Community of Congolese Refugees in GB
The Harrow Refugee Forum
The Methodist Church
UKCISA
United Nations Association of the UK
Vietnamese Mental Health Services
Waaberi Community Development Association
Welsh Refugee Council
Western Kurdistan Association
World Jewish Relief
York Racial Equality Network

Thank you

Trusts

29th May 1961 Charitable Trust
Ajahma Charitable Trust
Basil Bellhouse Charitable Trust
BBC Children In Need
Big Lottery Fund
Bodyshop Foundation
Barrow Cadbury Trust
CAFOD
Camelot Foundation
City Bridge Trust
City Parochial Foundation
Colyer-Fergusson Charitable Trust
Comic Relief
Community Fund
Diana, Princess of Wales Memorial Fund
Robert Gavron Charitable Trust
Goldman Sachs
Goldsmiths' Company Charity
HBOS Foundation
John Frank Trust
KPMG
KPMG Foundation
Beatrice Laing Trust
LankellyChase Foundation
Lehman Brothers
Lloyds TSB Foundation for England and Wales
Northern Rock Foundation
Northmoor Trust
Persula Foundation
Jack Petchey Foundation
R E Chadwick Charitable Trust
Rowan Charitable Trust
Joseph Rowntree Charitable Trust
Samuel Sebba Charitable Trust
Henry Smith Charity
Scurrah Wainwright Charity
Wakefield Trust
Wates Foundation
Worshipful Company of Carmen Benevolent Trust

Refugee Council Patrons

Emma Thompson
Hari Kunzru
Lord Bill Morris of Handsworth

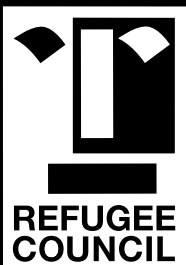
Individuals

Barbara Cairns
Chris and Gilda Haskins
Mark Haddon
Jenny Sheridan
Thena Kendall and Felice Morgenstern Fund
Helen and Keith Bolderson

We would also like to thank

- All the other individual donors, trusts, companies and statutory funders who support us so generously – we cannot list them all
- All the local faith and community groups across the country who raise funds and awareness of refugee issues for us
- All the people who give up their time for free as Refugee Council volunteers, including Antonia Benfield and Sinead Layzelle who helped us put this report together

The Refugee Council is the largest charity working with asylum seekers and refugees across the UK. We campaign for their rights and help them to rebuild their lives in safety.



240–250 Ferndale Road London SW9 8BB

T 020 7346 6700 F 020 7346 6701

www.refugeecouncil.org.uk

This communication is from British Refugee Council, (commonly called the Refugee Council), which is a company limited by guarantee registered in England and Wales, [No 2727514], with its registered office at 240-250 Ferndale Road, London SW9 8BB, United Kingdom. British Refugee Council is also a registered charity, [No 1014576].