

Everyone has the right to seek and to enjoy in other countries asylum from persecution

Universal Declaration of Human Rights, Article 14



refugee council
impact
01/02

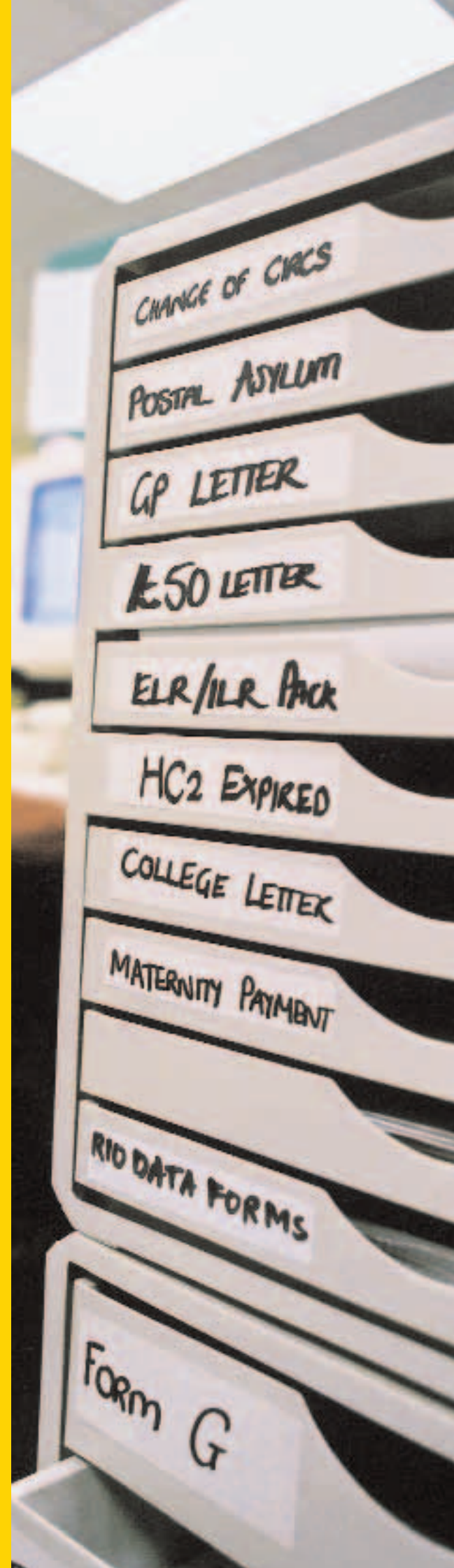


Providing practical help and protecting refugee rights
www.refugeecouncil.org.uk

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Front cover: one of the more than 56,000 advice sessions we provided to asylum seekers and refugees during the year



Naaz Coker Chair

The Refugee Council makes a huge difference to the lives of refugees and asylum seekers across the UK. In this document, the first Refugee Council Impact Report, we attempt to demonstrate and quantify this difference. It represents a first step towards greater transparency in our reporting practices, in line with new models of best practice emerging in the voluntary sector.

2001 was a roller-coaster ride, with great highs - such as the unprecedented success of the voucher campaign - counter-balanced by devastating lows - most notably the tragic events of September 11, the pursuant war in Afghanistan and its impact on the global refugee situation. Events on the domestic front ensured that the 12 months were a whirlwind of intense activity - the ongoing debate around Sangatte, the General Election, and the Government's announcement of major reforms to the system in October 2002 kept asylum firmly at the centre of the political stage throughout the year.

This report outlines the progress we have made against the five-year objectives we set in 2000. Overall, we can look back on 2001-02 as a year in which much was achieved, despite the turbulence surrounding us. This success should be attributed to the professionalism, commitment and enthusiasm of our staff and volunteers. It would not have been possible without the support we have received from so many supporters, partners and funders. My heartfelt thanks go out to them all.

However, even as we reflect with some satisfaction on our impact to date, greater challenges lie ahead. Last year, I expressed the hope that the lasting legacy of September 11 would be a new international commitment to human rights. Instead, we have seen the rise of the far right across Europe and the growing isolation of ethnic groups in the UK. As the 'war on terror' progresses, the schism between the Islamic and western worlds is broadening, making life increasingly uncomfortable for Muslim communities in Europe and the US. Refugees and asylum seekers are made the scapegoats for all kinds of social ills. However, the truth is that refugees have made a huge contribution to our society in the past, and there is every reason to believe that today's refugees will make a similar contribution in the future. But, as we go to press with this report, we are preparing to contend with the damaging fall-out from the fourth major revision of the asylum support system in the last decade.

In the years to come, the Refugee Council will be called upon to demonstrate great resolve and resourcefulness in pursuing its mission to protect the rights of refugees, and to foster a greater understanding of the need for a fair asylum system. Yet, despite the difficult times that we will undoubtedly face, I have every confidence that the Refugee Council will stand firm in its mission to ensure that refugees in the UK are treated with humanity and respect - whatever the future holds.



Naaz Coker, Chair

In the week that we finalised this report, Nick Hardwick announced his resignation as Chief Executive following his appointment as Chairman of the Independent Police Complaints Commission. I would like to congratulate Nick on obtaining his new post and thank him for his seven years of service and leadership at the Refugee Council, where he has been the driving force in the organisation's growth. He leaves the Refugee Council in good shape and I am confident about our ability to face the challenges of the future. I am sure that all the members, trustees, clients, partners, volunteers and staff of the Refugee Council would join me in wishing him well in his new role.

Nick Hardwick Chief Executive



Nick Hardwick, Chief Executive

Asylum 01/02 – the difference we make

This is the last time that I will report on the year's work of the Refugee Council as Chief Executive. In February 2003, I will leave the Refugee Council to take on a new role elsewhere.

In the days following the terrible events of 11 September, as in other organisations, many of our staff waited anxiously for news of friends and family in New York. But we also had staff and clients who were desperately worried about their friends and relatives in Kabul.

The Refugee Council works in a uniquely turbulent environment. Geo-politics and economics are not just things we read about in our daily paper. They directly affect our daily working lives.

In 2001/2, asylum applications in the UK reflected the successes and failures of international diplomacy. After the significant increase in applications from Afghanistan in

2000/1, the numbers now remain static. There have been fewer applications from Sri Lankans as tentative peace efforts got underway, but more from Zimbabwean and Iraqi nationals as tension in these regions rose. In total there were 72,430 asylum applications in the year – about a 10% reduction on the preceding 12 months.

In the UK, the issue was never far from the headlines – but the headlines were often a long way from the truth.

Women and children asylum seekers who had committed no crime were detained alongside convicted criminals awaiting deportation at Yarlswood Detention Centre. They were lucky to escape with their lives when it burnt down. But somehow it was the blameless asylum seekers who ended up being regarded as criminals.

As the year progressed, the Government's attitude to Saddam Hussein and the threat he posed to his own people became increasingly hostile. But the Iraqi Kurds at Sangatte, many well educated and with professional backgrounds, were denounced as feckless scroungers arriving in the UK on a whim.

In December, the Government re-affirmed its commitment to the 1951 Convention on Refugees at a ceremony to mark its fiftieth anniversary. Behind the scenes, ministers briefed it was out of date and planned to strengthen the walls of Fortress Europe.

In Australia, in a sordid attempt to obtain electoral advantage, the Government turned away the Tampa and later published pictures of asylum seekers on another boat apparently

throwing their children in the water. Only the wide-angle shot, which NGOs obtained later, showed the ship was sinking and the asylum seekers were, in fact, swimming for their lives. In Australia, Norway, Denmark, the Netherlands, Belgium and Germany, parties of the far right ruthlessly exploited the asylum issue and made significant electoral gains. Here in the UK, media coverage remained intense and for the most part hostile. In August alone, we fielded 700 media enquiries. The British National Party gloated that the asylum issue was helping their agenda. In Glasgow, Firsat Yildiz, a 22-year Turkish Kurd asylum seeker, was killed in a racist attack.

The Government responded by introducing the fourth White Paper on asylum in less than a decade. The White Paper, Secure Borders, Safe Haven, did contain a number of welcome elements some of which the Refugee Council had campaigned for long and hard.

The humiliating and stigmatising voucher system was abolished thanks to the Refugee Council's award-winning campaign with its partners the Transport and General Workers Union and Oxfam. New emphasis was placed on the integration of recognised refugees and tentative new economic migration routes were opened.

However, the real emphasis was on a rerun of stale, failed policies of trying to restrict access, separate asylum seekers from mainstream society and make their lives sufficiently miserable that fewer would want to come.

What difference can the Refugee Council make in this environment? What impact can it have?

Let me give you some small examples that illustrate the different aspects of our work.

If you turned up at one of our one stop service offices hungry, homeless and unable to speak English, you would know we made a difference. We served about 45,000 meals, made sure that 20,000 people had access to NASS support and housing, and delivered the service in 66 languages.

If you were one of the forty refugee women who began to learn English for the first time on our English for Women course at our training centre in London, or one of the women who attended our course in Birmingham while our volunteers organised child care, you would know we made a difference.

Thirty unaccompanied children under 10 (along with 4,550 older children) were referred to us in the year. Imagine what a difference it makes to those children when one of our advisers, often from their own community, speaking their language, can support and guide them through the system. Simply read Benjamin Zephaniah's warm and perceptive story about the work of our Panel of Advisers for Unaccompanied Refugee Children, 'Refugee Boy'.

I have already mentioned the critical role we played in persuading the Government to abolish the voucher system. If you were an asylum seeker from Zimbabwe, we made an even more critical difference. We played a key role in persuading the Government not to send rejected asylum seekers back to Zimbabwe and accept the risks they ran there. At the time, we described it as a life and death issue. For some it would have been.

580 refugee doctors registered on our database – a critical, practical first step to using their skills in the UK.

We had a real impact on the development of the EU's asylum policy by strongly supporting the work of the European Council on Refugees and Exiles (ECRE) who harness the efforts of our sister refugee assisting NGOs across Europe.

We are the largest provider of support services to refugee community organisations (RCOs) in London. We provided training and support to more than 200 RCOs. The strength and breadth of the RCO network in London surpasses that in any other European city. Outside the capital, we support an emerging network of over 100 RCOs and local support groups.

If you need information about refugee issues, we are the first port of call. We launched a new website and by the end of the year, we were recording 30,000 visits per month and rising. 10,000 people are regular visitors. 15,000 copies of our briefing on the White Paper were downloaded. 250 people on our new urgent action e-mail list wrote to the Daily Star in protest when they mocked the death of Firsat Yildiz.

Refugees and asylum seekers and those who work with them face tremendous challenges in the years ahead. The White Paper we sought to influence during the year described in this report is now law. The number of asylum applications is now rising as the international situation deteriorates. The hostility against refugees and asylum seekers shows no sign of abating.

The Refugee Council has a crucial role to play in meeting those challenges. It is now the largest refugee assisting agency in the UK and by common consent, the most influential.

How it provides those services and uses its influence rightly is the subject of intense scrutiny and debate. We welcome this.

This is the first Impact Report the Refugee Council has produced. In it, we try to measure the impact we have achieved against the objectives we set ourselves. Our objectives are ambitious. We have not succeeded in everything we attempted. Nevertheless, I think what has been done represents an inspirational achievement by the trustees, staff, volunteers, donors and supporters of the Refugee Council. We aim to do better still, and to this end would welcome feedback on both this report and the work it describes. You can contact my successor or me by e-mail at the address below.

December 2002
chief.executive@refugeecouncil.org.uk

Providing quality advice and support

Ever increasing demand

In 01/02, Refugee Council One Stop Service offices helped clients complete just under 20,000 applications for support from NASS.

In addition, subcontracted RCOs and regional refugee agencies, managed by the Refugee Council, completed 4,000 more.

This is around 40% of the total number of application forms submitted to NASS across the country and equates to the completion of over 2,000 NASS forms per month.

Refugee Council aims 2001-02

- Gain the Quality Mark for all services
- Develop second tier services driven by the needs of our clients
- Develop complaints procedure
- Establish effective referral arrangements to ensure all clients have access to legal advice

Our impact

- Secured the Community Legal Services Quality Mark, and the Information, Advice and Guidance Accreditation www.legalservices.gov.uk/qmark/index.htm
- We responded to 5,273 requests for advice via the Advice Line in London
- 26,777 hot meals, 17,800 cold meals, 623 food parcels and 1,004 items of clothing were distributed at our One Stop Service in Brixton, London
- Advice was provided on over 180 different topics, including the current support system, dispersal, vouchers, onward referrals to specialist services, inappropriate accommodation, lack of community support, lack of travel money and finding interpreters

- One area where the Refugee Council can make a real difference for clients is around racial harassment issues. In August 2001 alone, staff helped 21 clients to report racial harassment to the police and advised many more who were dealing with hostility in dispersal areas
- New client database rolled out, which enables us to capture and retain detailed information about our clients and services, which will be used to monitor performance, and inform our policy and advocacy work
- Complaints procedure produced and made available in all our offices in 13 languages

On the agenda

- Major review of NASS role
- Continue to improve client services in all offices
- Extend range of services in regional One Stop Services in line with regional strategies
- Provide support over the telephone in all regional offices
- Conduct feasibility study into need for national helpline



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Helping refugees access training and employment

Refugee Council aims 2001-02

- Establish London student crèche
- Develop training and employment strategy
- Develop Basic Skills strategy

Our impact

- Quality mark awarded for training and employment services
- 1,246 students at our training and employment centre in Clapham, London received careers and employment counselling
- 490 clients completed training courses www.refugeecouncil.org.uk/refugeecouncil/training/tes.htm
- 174 students completed work based training during this period, 19 of whom secured full-time jobs on completion

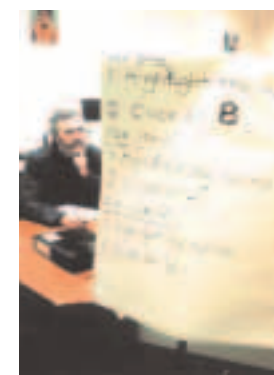
- 145 parents and their children attended the Family Workshop sessions and computer clubs during the evenings and school holidays
- 79 students completed English language courses, with 23 achieving their Pitmans Certificate
- 40 women participated in the English for Women programme and 28 completed the Child-minding for Refugee Women course

On the agenda

- Improve job outcomes
- Increase enrolment on courses
- Roll-out new Equal / ESF funded national training and employment initiative
- Develop appropriate regional services linked to regional strategies



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- 1, 2 Providing advice for asylum seekers who have been dispersed to Yorkshire from our office in Leeds
- 3, 4, 5 Training for asylum seekers and refugees at our specialist centre in Clapham, London

Running extra services for the extra-vulnerable

Refugee Council aims 2001-02

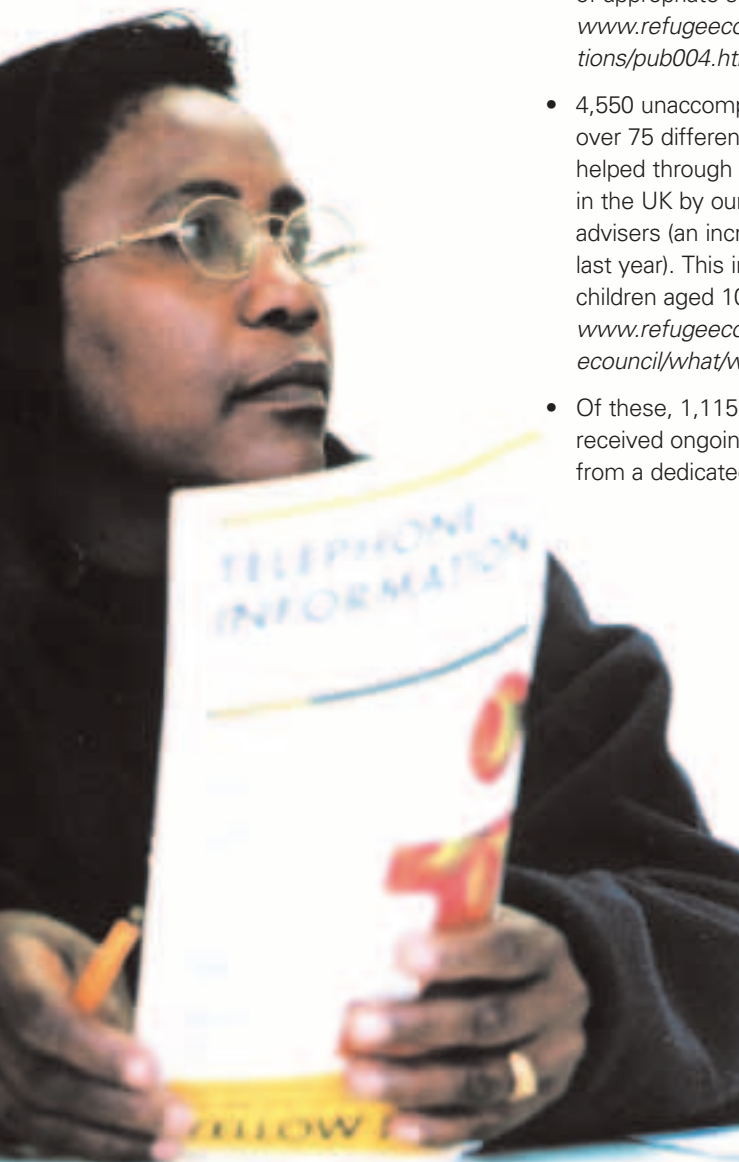
- Services are accessible to refugee women
- Uptake of services is monitored in relation to gender
- Develop regional services for unaccompanied children

Our impact

- *Separated Children in the UK*, a report about the experiences of unaccompanied refugee children, was published jointly with the Save the Children Fund. It concluded that access to services is a lottery for separated children and there is a lack of co-ordination in the provision of services
- *Where are the Children?*, a mapping exercise undertaken with the British Agencies for Adoption and Fostering, investigated the location of unaccompanied children in the UK, to enable development of appropriate services www.refugeecouncil.org.uk/publications/pub004.htm
- 4,550 unaccompanied children of over 75 different nationalities were helped through their first months in the UK by our specialist panel of advisers (an increase from 4,143 last year). This includes around 30 children aged 10 or under www.refugeecouncil.org.uk/refugeecouncil/what/what002.htm
- Of these, 1,115 children received ongoing support from a dedicated adviser
- We began monitoring our services according to gender in August. Since then the Refugee Council's One Stop Services have advised 11,244 women, 4,948 of whom were seeking asylum alone
- Volunteers in our Birmingham One Stop Service ran a seven-week English language course for women clients, and provided a child-minding service to enable mothers to study
- 518 women attended the women's support group at the One Stop Service in London
- Our residential home for young asylum seekers was fully occupied for most of the year, with 15 young people aged between 16 and 18 being cared for over the course of the 12 months www.refugeecouncil.org.uk/refugeecouncil/what/what009.htm

On the agenda

- Map needs of refugees with a disability and women refugees, and develop services to fill gaps
- Develop regional services for unaccompanied children
- Review Panel of Advisers and agree future role and funding with Government
- Develop specialist children's interpreting services



Ensuring we're accessible

Refugee Council aims 2001-02

- Clients able to access information and advice in their own language
- Update information booklets
- Review translated information needs and tailor production accordingly

Our impact

- Our advice booklets, *Information for Asylum Seekers* and *Information for Refugees and People with ELR*, were updated in autumn 2001. They are available in print and online in 13 languages www.refugeecouncil.org.uk/publications/pub002.htm
- The booklets were handed out to around 30,000 clients in our own offices, distributed to other agencies in the asylum support partnership, and made available for download from our website – during the year over 9,000 copies were accessed online
- New information leaflet for asylum seekers and refugees who feel they have been racially harassed was translated into twelve languages, and made available online and in print
- New information sheet for asylum seekers who have been refused asylum and who have no further appeal rights. It sums up what options asylum seekers have once they have reached the end of the process. Available in 12 languages, online and in print.

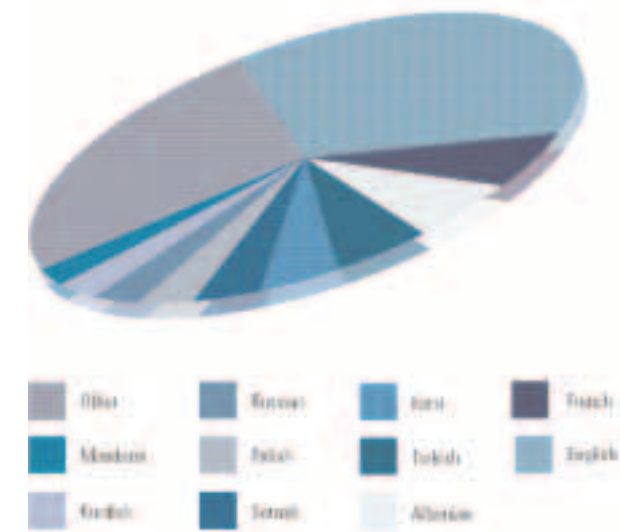
- Information about our services for clients now available in ten languages
- Following the restructuring of facilities at the London One Stop Service a unified, colour-coded, multi-lingual system of signage, direction cards, appointment cards and sign-posting notices was created to help orient clients around the new site and increase accessibility of our services.

On the agenda

- Develop translating and interpreting policies
- Review translated information needs in light of Asylum Act
- Update core translated information products
- Translate range of standard client letters

Getting around the language barrier

In an average month the Refugee Council provides advice and information to clients of over 90 different nationalities. In March 2001 alone, we saw clients from 98 countries, and delivered services in 66 languages.



Main languages spoken by clients, 01/02



1,2,3 Women asylum seekers attending language classes at our office in Birmingham

Improving the system

Making a difference

"We have listened to the Refugee Council's good arguments and drawn on the direct experience that it and other organisations have of the day-to-day plight of asylum seekers, and allowed that to inform, change and improve our approach. Long may that continue".

Roger Casale MP (Wimbledon; Lab) speaking in a debate on the voucher system at the House of Commons



1

Refugee Council aims 2001-02

- To raise the standards and credibility of the asylum system in the UK
- To develop protection policy objectives and strategy
- To develop returns policy
- To establish a protection policy advisory group
- Provide accurate information about asylum in the UK

Our impact

- Focused Refugee Council lobbying played a key part in persuading the Government to suspend removals to Zimbabwe
- Detailed responses to all proposed changes to the system were produced and made available online. Our analysis of the White Paper was accessed over 6,000 times within a fortnight of going live in February www.refugeecouncil.org.uk/infocentre/index.htm
- We produced detailed briefings for the debate on detention centre rules in the House of Lords. Our briefing was extensively quoted by the Liberal Democrat front bench

- As part of the children's consortium we attended we met with Lord Rooker following the White Paper to ensure that unaccompanied children are protected under the Asylum Act
- Secured a significant policy change in relation to unaccompanied children, when NASS and the DOH agreed that unaccompanied children, who on leaving care at the age of 18 are still asylum seekers, will not be dispersed
- Fringe meetings were held at all party conferences, with over 100 MPs attending the session at the Labour event
- Asylum by Numbers, a review of asylum statistics over the last 15 years, was published in February. Over 500 copies were sold prior to year-end, and a summary of the main points downloaded 9,000 times from our website
- Returns policy published online in February 2002. By year end the paper had been downloaded over 8,000 times. www.refugeecouncil.org.uk/publications

On the agenda

- Continue to lobby Government around the new Asylum Act
- Continue to promote integration strategies
- Further development of returns papers
- Maintain activity on detention issues



2

1, 2 The Home Secretary, David Blunkett, MP, at our AGM in November 2001
3, 4 Refugees and asylum seekers attending one of our IT courses at our specialist training facility in Clapham, London

Enabling effective integration for refugees

Refugee Council aims 2001-02

- Promote Refugee Council integration strategies
- Support initiatives to facilitate access to the UK labour market for refugee health professionals

Our impact

- 580 doctors registered with the Refugee Doctors Database (a voluntary database for refugee doctors established jointly by the Refugee Council and the British Medical Association). The database will help us provide services to medical professionals to assist them in getting into work in the UK www.refugeecouncil.org.uk/infocentre/entit/sentit006.htm
- The Department of Health has agreed to fund further projects for refugee doctors



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- Published the research report Refugees and Progression Routes into Employment – the online version had been downloaded over 8,000 times by year-end www.refugeecouncil.org.uk/publications/index.htm
- Teacher training was provided in Leeds, Bolton, Milton Keynes, Roehampton and Newport, and a handbook called Supporting Refugee Children in 21st Century Britain was published to help schools integrate refugee children
- A themed issue of *inexile* focused on employment issues, and was circulated to 2,000 subscribers

On the agenda

- To promote Refugee Council integration strategies
- To ensure the effective contribution of the refugee sector, especially RCOs
- Enable RCOs to contribute their views and experience to policy development



4

Employment research

The Refugee Council and Personnel Today carried out a joint survey on attitudes of UK employers towards refugee job seekers. 170 asylum seekers and refugees participated, alongside 255 large UK employers. The results of the survey were published by Personnel Today in late November 2001. Findings included that 92% of employers would consider employing refugees and asylum seekers. Employers surveyed said that red tape and confusing paperwork was preventing them employing refugees, despite the fact that most are well qualified and 27.5% have a university degree.



Playing a part in the European debate

Refugee Council aims 2001-02

- To enable NGOs to have significant influence on the shape of European refugee protection and integration policy
- To support and influence the European Council on Refugees and Exiles (ECRE)
- To maintain an active role in the ECRE integration network, and develop our work on employment and refugee participation

Our impact

- Over 70 European organisations attended a joint training event run by the Refugee Council and the European Legal Network on Asylum (ELENA) in Sarajevo. Participants included representatives from NGOs in the region
- Refugee Council Chief Executive Nick Hardwick remained Chair of ECRE's throughout the year, reinforcing our position as one of the foremost refugee assisting agencies in Europe, and a leading authority on asylum issues
- The Refugee Council and British Agencies Afghanistan Group (BAAG) made a substantial contribution to the Guidelines for the Treatment of Afghan Asylum Seekers and Refugees in Europe, published by ECRE www.ecre.org/positions/afghan.shtml
- Worked with other ECRE member organisations to issue a joint statement on Sangatte www.refugeecouncil.org.uk/news/september2001/relea029.htm

- The Refugee Council and RETAS successfully held a joint conference in Stockholm on Refugee Employment and Education / Training Advice. Delegates came from NGOs and central and local authorities involved in the integration of refugees from all over Europe
- The Good Practice Guide on refugee employment developed by the Refugee Council remains widely available, and was distributed to all participants at the UNHCR resettlement conference in Sweden www.refugeenet.org/employment/index.html

On the agenda

- To maintain and develop our role in ECRE
- To develop a briefing service on EU issues
- Roll out transnational partnership as part of Equal / ESF funded programme



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2

Raising awareness of the international context

Refugee Council aims 2001-02

- Raise awareness of the links between refugee producing situations and asylum in the UK
- Establish International Section and appoint International Manager
- Maintain support for and develop Refugee Council's international projects – BAAG and SLPS (the Sri Lanka Project)

Our impact

- International section established, and manager appointed in September
- A report examining the human rights abuses in Sri Lanka which contribute to internal displacement and refugee flight abroad was launched in February. Sri Lanka: Human Rights and Refugee Returns was made available in print and electronically, and over 3,000 copies (the vast majority online) were requested during the final 2 months of the year. Copies have also been provided to the Sri Lankan government www.refugeecouncil.org.uk/publications/pub004.htm

- Following the petition to the UN Committee on Torture, the Refugee Council submitted expert evidence on continuing torture in Sri Lanka to the Home Office
- A special issue of in exile which focused on the international context was produced, and distributed to 2,000 subscribers
- BAAG played a key role in the aftermath of September 11, supporting the programmes of British NGOs through the remainder of the year with advocacy, information and expert analysis, as well as providing a forum for networking

On the agenda

- Continue to make the link between refugee producing situations around the world, and asylum seekers in the UK
- Review, revise and implement International Strategy



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- 1 Nick Hardwick, Chief Executive, attending a meeting in our office in Birmingham
- 2 Beverley Hughes, MP, meeting asylum seekers at our One Stop Service in Brixton
- 3 Delegates at our AGM in November 2001
- 4 Nick Hardwick, Chief Executive, and Margaret Lally, Deputy Chief Executive
- 5 Musicians at the launch of Refugee Week 2001



3



Supporting refugee community organisations

Refugee Council aims 2001-02

- Provide relevant and quality support to assist RCOs
- Develop and roll out regional and national strategies for meeting community development needs outside London
- Provide advice and support to RCOs on financial management and control

Our impact

- A new bulletin for community groups, RCO News was launched following consultation. The number of subscribers quickly reached 1,000 www.refugeecouncil.org.uk/publications/pub008.htm
- Around 200 RCOs received ongoing support and advice on a range of issues, including the legal and administrative requirements for setting up an organisation, the Immigration & Asylum Act and its implications for RCOs and establishing a management committee
- 132 participants representing 39 London RCOs attended a 14 course training programme, which ran from April to August 01. All courses were rated 'excellent' by attendees

- In addition, 25 specially tailored in-house training sessions were provided
- One-to-one practical support was given to 15 RCOs on a range of financial topics, including budgeting, setting up book-keeping systems, preparing finance reports, costing, PAYE and VAT registration
- Developed and launched QASRO – a quality assurance system for RCOs
- 30 RCOs received training on developing and implementing quality systems
- 14 RCOs attended a media skills training day

On the agenda

- Continue to develop and deliver information and training services
- Develop and roll out regional and national strategies for meeting community development needs outside London
- Establish support programme for RCO partnerships and large established RCOs



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2

Supporting other service providers

Refugee Council aims 2001-02

- Develop a diverse, secure, effective refugee voluntary sector throughout the UK
- Establish systems for sharing information effectively with the sector
- Develop and maintain national training programme

Our impact

- We continue to keep the sector informed about important changes in policy and procedure. For example, all One Stop Services received details of the new system for voucher inquiries within hours of our learning of the changes from NASS
- Updates on the NASS system were mailed fortnightly to over 1,000 individuals and organisations in the Inter Agency Partnership newsletter
- The Information Service was updated bi-monthly, and briefings mailed to all subscribers in response to major policy changes
- The Information Desk responded to an average of 250 inquiries per month from advisers or advocates around the UK

- Refugee Council policy specialists addressed an average of 65 conferences, seminars or specialist meetings each month
- 79 mental health practitioners and voluntary sector workers attended the Breathing Space training sessions in Glasgow, Bradford, Hull, Sunderland, Liverpool and Coventry, to learn about the special needs of refugees
- 37% of users of our website (2,775 people) stated that they work in the asylum sector, and that the Refugee Council site is one of their key sources of up-to-date information

On the agenda

- Develop and establish training strategy and associated facilities
- Continue to develop training programmes on children, protection, social care, employment, education and other major policy areas
- Plan, market and deliver national conferences for advisers
- Review and relaunch Information Service

Training service providers

Over 541 delegates from a range of services dealing with asylum seekers attended our training seminars around the UK. Training was provided on a range of themes, including unaccompanied children, education, employment, the asylum system and health.

In addition, over the course of the year we delivered bespoke in-house training to over 40 organisations, including local authority asylum teams, housing associations and the police.

"Really useful. Would definitely recommend to other lawyers and local social service departments. Good, focused and interesting".

Jacqueline Stephenson, Chesterfield Law Centre, October 2001

1 Giving advice at our One Stop Service in Brixton, London

2 The IT training room at our specialist training facility in Clapham, London

3 An English language class at our specialist training facility in Clapham, London



3



Building up networks and services in the regions

Refugee Council aims 2001-02

- Create new Regional Directorate and recruit Director
- Develop regional and national strategies for meeting community development needs outside London
- Stage national conference of refugee support groups

Our impact

- Regional Director successfully recruited
- Over 100 voluntary and statutory agencies attended a two-day seminar on integration in the Eastern Region (organised jointly by the Refugee Council, the local Voluntary Refugee Support Network, the consortium and the regional development agency). A similar seminar was also delivered in Yorkshire and Humberside

- In July we launched new guidelines for regional housing providers on dealing with racial harassment. We also supported the West Midlands police in the development of strategies for dealing with racial harassment
- The Refugee Council was instrumental in setting up the innovative Refugee Access Project in Yorkshire and Humberside, which involves a range of agencies working with the consortia to improve access to services for clients in the region www.refugeeaccess.info
- Delivered a national conference for RCOs and voluntary groups in February, with representatives from groups across the UK
- There has been significant growth in the number of RCOs and other support networks for RCOs outside London

On the agenda

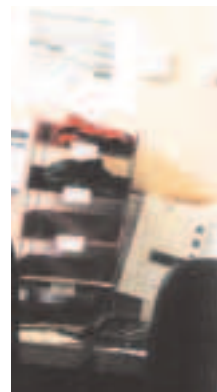
- Establish regional refugee councils outside London
- Research and publish directory of refugee resources across the UK



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- 1,2 Giving advice, and offering a space to reflect, at our One Stop Service in Brixton, London
- 3 The reception at our specialist training facility in Clapham, London

Increasing the amount of funding available

Refugee Council aims 2001-02

- Review existing partnerships / sub-contracting arrangements and develop new initiatives
- Identify and develop regional funding opportunities
- Provide fundraising advice, support and information to refugee community organisations
- Maintain relationships with key charitable funders

Our impact

- The Home Office has launched a new Refugee Community Development Fund, totalling £1 million to support refugees and refugee community groups at grass roots level
- Secured development funding from the Home Office for 2 Regional Refugee Councils
- Consultation meetings were held with the New Opportunities Fund and Home Office Family Support Unit. Both of these organisations are keen to make their funding more accessible to the refugee sector

- The Immigration Services Commissioner agreed to allocate funding to the development of training organisations (particularly RCOs) seeking to comply with requirements of OISC regulation
- A significant achievement for the Refugee Council and its partners was securing commitment from the Home Office and DfEE that asylum seekers pre-decision will be eligible to access funds for education and basic skills through the Equal project www.equal.ecotec.co.uk
- 70 RCOs received one-to-one funding advice and support. 14 training courses and 2 seminars specifically related to fundraising were also delivered. During the last two months of the financial year alone, an additional £55,000 was raised by RCOs as a direct result of Refugee Council support www.refugeecouncil.org.uk/refugeecouncil/what/what007.htm

On the agenda

- Review existing partnerships / sub-contracting arrangements and develop new initiatives
- Identify and develop regional funding opportunities
- Develop the role of RCOs with NASS



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- 4, 5 Providing advice to asylum seekers at our One Stop Service in Brixton, London
- 6 Training for asylum seekers and refugees at our specialist training facility in Clapham, London

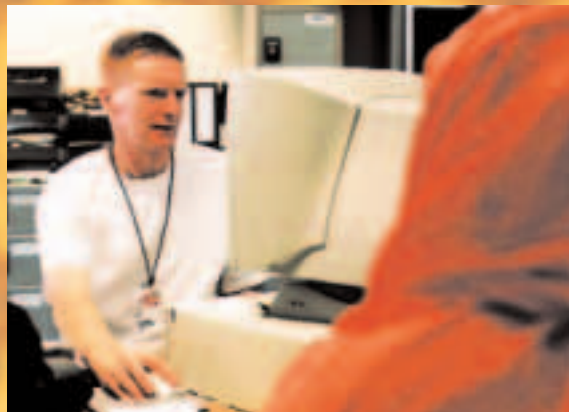


1 Working with the new asylum support database

2 The Home Secretary, David Blunket, MP, with Nick Hardwick, Chief Executive, at our AGM in November 2001

3 Reporting on current affairs for the refugee sector

4 Celebrating sanctuary at Refugee Week 2001



How our beliefs drive our work

We believe that asylum seekers should be treated with consideration and respect, so:

- we provide services to newly arrived asylum seekers, making sure they fully understand their rights and responsibilities within the system;
- we help asylum seekers access the specialist services they need – like legal advice, counselling and healthcare;
- we lobby for fairness in the asylum system, vociferously opposing discriminatory measures like the voucher scheme.

We believe that asylum is a necessary and fundamental human right, so:

- we work with government and policy-makers to ensure that the rights of refugees remain enshrined in national and international law;
- we challenge negative and misleading press coverage, and strive to give a voice to asylum seekers and refugees;
- we monitor the situation in key refugee producing countries, and work to raise awareness of the causes of refugee flight;
- we help our supporters campaign for the protection of refugee rights.

We believe that asylum seekers and refugees should be well supported as they rebuild their lives, so:

- we work with refugee community organisations to help them provide the best possible assistance to their fellow refugees;
- we work with public sector and statutory bodies around the country, sharing our experiences, providing training, distributing information and promoting best practice;
- we make information in a wide range of languages freely available on- and off-line.

We believe that asylum seekers and refugees have valuable skills, knowledge and experience that they should be allowed to contribute in the UK, so:

- we run training courses for refugees and asylum seekers to help them develop their skills and find work in the UK, and for employers to help them work with refugee staff;
- we run a mentoring programme, to help refugees overcome the barriers to employment they face;
- we push for changes that would allow UK businesses to use asylum seekers skills.

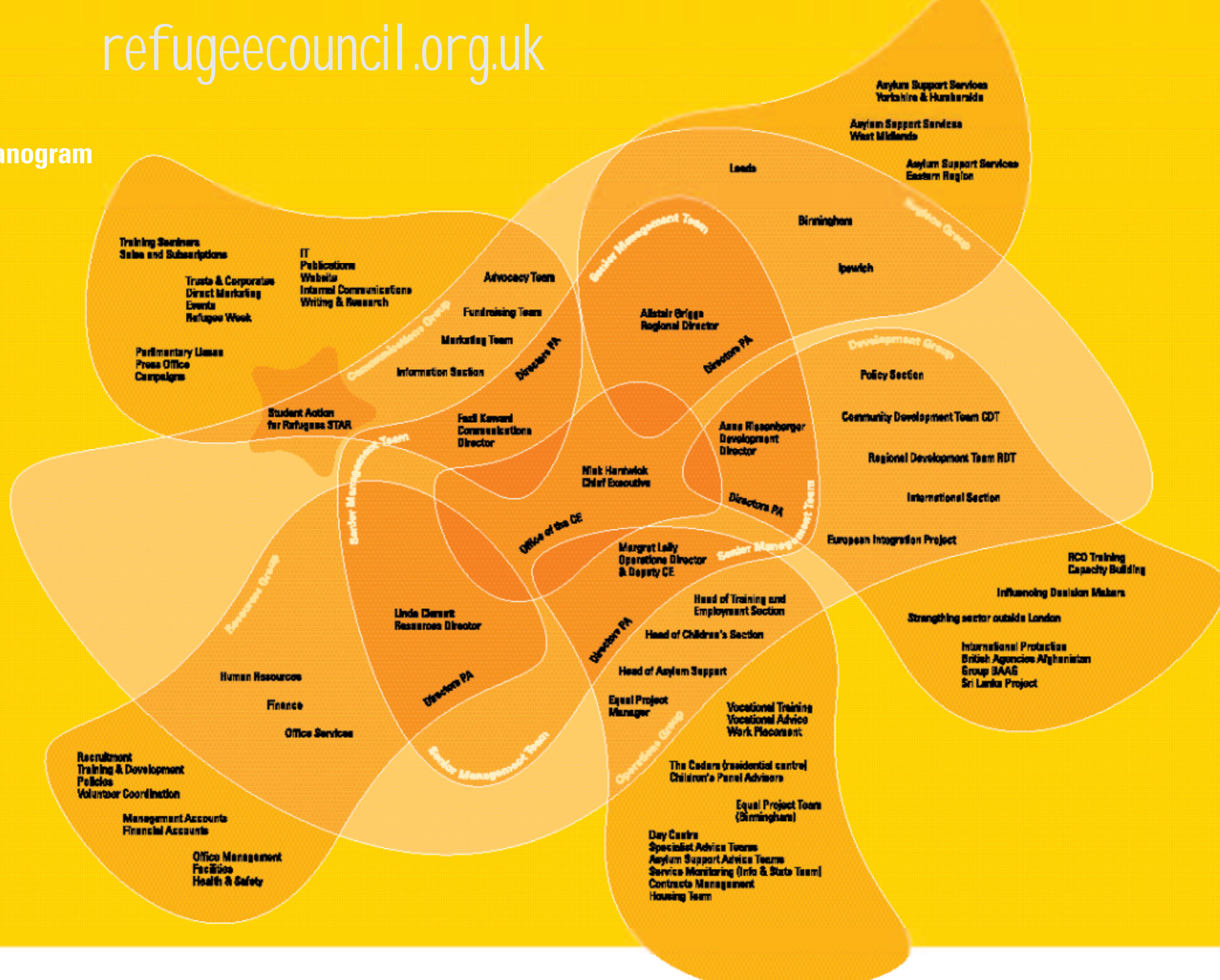
We believe in making sure support is available for the most vulnerable, so:

- our specialist advisers support children who are seeking asylum in the UK alone, and we operate a residential centre, where young refugees and asylum seekers can stay;
- we work with other agencies to make sure that asylum seekers with disabilities or mental health problems get the specialist support they need;
- we provide special services for asylum-seeking women – such as language classes – to help them adapt to life in the UK.

We believe in transparency, value for money and accountability, so:

- we adhere to strict quality standards, and closely monitor all our services;
- we communicate regularly with all of our stakeholders;
- we're open and honest about the sources of our funding.

Organogram



Our offices

Refugee Council Offices

Head Office

3 Bondway
London SW8 1SJ
T 020 7820 3000

One Stop Service

240-250 Ferndale Road
London SW9 8BB
T 020 7346 6700

Training and Employment Section

164 Clapham Park Road
London SW4 7DE
T 020 7501 0990

Yorkshire & Humberside region office

First Floor
Wade House
The Merrion Centre
Leeds LS2 8NG
T 0113 244 9404

Eastern region office

First floor
4-8 Museum Street
Ipswich IP1 1HT
T 01473 297900

West Midlands region office

First Floor
Smithfield House
Digbeth
Birmingham B5 6BS
T 0121 622 1515

Oakington Detention Centre

Building 25 Reception
Oakington Barracks
Longstanton
Cambridge CB4 4EJ
T 01954 789444

Other useful telephone numbers

Advice line

Open Mondays, Tuesdays,
Thursdays and Fridays
10.00 - 13.00, 14.00 -17.00
T 020 7346 6777

Advice on employment, training and career opportunities

T 020 7346 6700

Campaigns line

T 020 7820 3046

Children's section

020 7582 4947

Credit card donations hotline

T 020 7582 3660

Information line

Open Mondays, Tuesdays,
Wednesdays and Fridays
10.00 to 13.00
T 020 7820 3085

Media enquiries

T 020 7820 3044

Membership

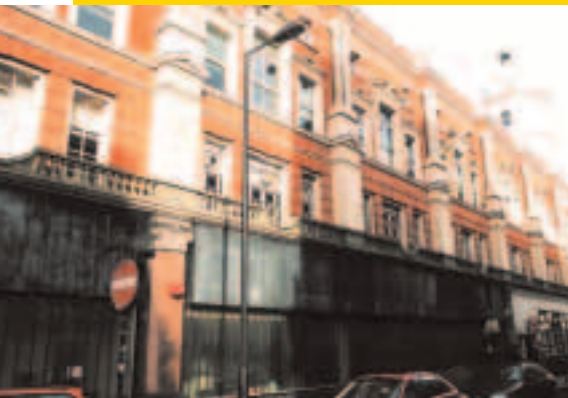
T 020 7820 3007

Supporter services

T 020 7820 3034

Volunteering

T 020 7820 3112



1, 2, 3 Our One Stop Service in Brixton

Getting the message across

Promoting positive images of refugees

Refugee Council aims 2001-02

- To increase positive attitudes towards refugees and asylum seekers in the UK
- Celebrate the positive contributions made by refugees in the UK
- Promote and participate in Refugee Week 2001

Our impact

- The largest Refugee Week yet was launched on International Refugee Day, June 20 with an event on the Albert Embankment to highlight the difficulties asylum seekers face in seeking to exercise their right to seek protection
- The week-long programme of cultural and community events kicked off on June 23 with the Celebrating Sanctuary festival in Birmingham, followed by a sun-drenched carnival on London's South Bank the next day

- Refugee Week 2001 featured 270 major public events and activities in over 1,000 schools. Events took place in around 70 towns and cities around the UK

- We successfully placed a highly positive two-page feature on Afghan refugees in The Birmingham Post to mark International Human Rights Day

- Launched The Nations' Football Festival - a tournament with free training for refugee teams (developed in partnership with London Playing Fields Society, the London Football Association, the Peabody Trust and London Boroughs Grants)
www.lpfs.org.uk/nations.htm

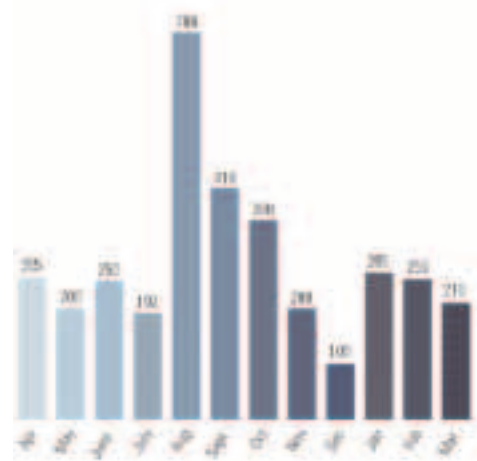
On the agenda

- Conduct public opinion survey to gauge national mood
- Revise and relaunch the Credit to the Nation report
- Increase number of national events in Refugee Week



1, 2, 3, 4 A few of the thousands of people throughout the UK who celebrated sanctuary during Refugee Week 2001

Influence public perceptions through the media



Media inquiries 01/02

Media inquiries

During the course of 2001-02 the Press Office dealt with 3,403 inquiries from the media - an average of 65 per week. August found us at our busiest, with activity around detention in prisons, the Afghan refugees stranded at sea off the Australian coast, unaccompanied children, and the stabbing of a young asylum seeker in Glasgow.

Refugee Council aims 2001-02

- Challenge negative media coverage and proactively place positive stories
- Develop activity around 2001 general election
- Empower refugees and asylum seekers to speak through the media

Our impact

- Over the course of the year Refugee Council spokespeople were quoted in national media, or appeared on television on over 640 occasions – an average of just under twice a day
- In the run up to the General Election we gave interviews to Channel 4, BBC 10 o'clock News, and Radio 4, World at One, and our views were quoted in most of the national newspapers including the Guardian, Daily Telegraph, The Times, The Mirror, Daily Star and the Independent

- 14 RCOs attended training on dealing with the media in London in February
- Refugee Council's rebuttal of Conservative proposals to detail all asylum seekers received particularly high-profile coverage www.refugeecouncil.org.uk/news/may2001/relea010.htm

On the agenda

- Continue media activity around Immigration and Asylum Bill
- Increase media training provision for RCOs

Campaigning

Refugee Council aims 2001-02

- Establish an individual supporter base in all English regions and key sectors
- Test the viability of campaigning with individual supporters to influence policy
- Develop rapid response e-mail briefing service to call supporters to action

Our impact

- Two main national campaigns during the year – "Protect Refugee Rights", which asked the Government to uphold the 1951 Refugee Convention in principle as well as practice, and the Voucher campaign
- A total of 99,000 "Protect Refugee Rights" cards were distributed, and over 4,000 people signed the pledge of support which was delivered to Downing Street
- Newsletter for supporters developed, giving updates on key policy issues and telling people how they can take action – mailed to over 5,000 people quarterly www.refugeecouncil.org.uk/supportus

- 1,300 supporters signed up to receive "urgent actions" by e-mail. They are notified whenever particularly damaging media coverage appears and asked to take action
- One e-mail urgent action issued in protest at an article in the Daily Star which made light of the murder of Firsat Yildiz, an asylum seeker dispersed to Glasgow, resulted in the Press Complaints Commission receiving over 250 e-mail complaints

On the agenda

- Broaden supporter base
- Campaign vigorously to safeguard the Convention, which is coming increasingly under fire from politicians
- Develop, resource and implement national and regional campaigns strategy

The voucher campaign

It's not often that a media campaign is able to bring about a U-turn in government policy, but 2001's campaign against vouchers managed to do just that. This success was recognised with the award for Best Campaign at the 2002 One World Media Awards. At the awards ceremony, the judges praised the campaign for its imagination, and stated that it "made a dramatic impact reversing government policy despite all the obstacles".

The force of the campaign against vouchers came from a coalition between the Refugee Council, Oxfam and the Transport and General Workers Union, plus other organisations who lent their support, and thousands of individuals who wrote letters to their MP or supermarket. In a victory for common sense and decency, vouchers will now be replaced with cash.

www.refugeecouncil.org.uk/supportus/campaigns/camp006.htm



1 Keeping the media in the picture
2 Asylum is rarely out of the media
3 Asylum seekers awaiting dispersal
4 Clients at our office in Ipswich



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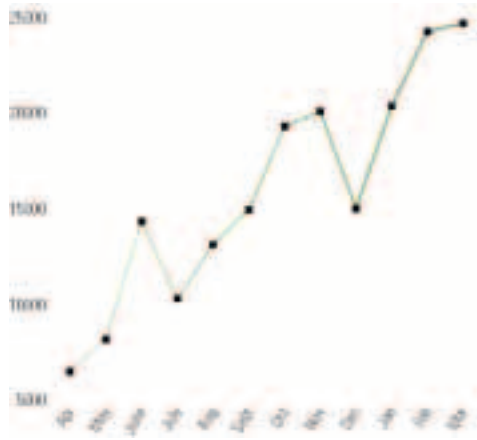


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Getting the message across

Multiple stakeholders, multiple channels



Visits to the Refugee Council website 01/02

Online communications

The Refugee Council's new website was launched in April 2001. Just under 7,500 people were visiting the site on a regular basis by the end of the year.



1



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Refugee Council aims 2001-02

- Develop additional mechanisms for assessing public and stakeholder views
- Consult regularly with our members and stakeholders
- Develop and launch new website
- Use a range of channels to keep stakeholders informed

Our impact

- Research to establish needs and satisfaction levels conducted with donors, subscribers to Inexile and the Information Service, website users and RCOs
- Over 70 members of the Refugee Council attended a conference held to look at the implications of September 11, and the Home Secretary's recently published proposals. A seminar on similar themes was also held for RCOs

- Over 4,000 stakeholders were mailed (either electronically or by post) our detailed briefing in response to the White Paper in February. A further 15,000 people subsequently downloaded the paper from our website
- We launched an e-bulletin service in January, through which we communicate news and policy information fortnightly. By the end of the year over 2,800 people had signed up

On the agenda

- Achieve 25,000 visits per month to the website, and an online constituency of 9,000 users
- Reach 5,000 subscribers to the e-bulletin
- Hold members conference to review implications of Asylum Act
- Produce five year communications strategy

Operating practices

Our people

Refugee Council aims 2001-02

- Review and improve staff diversity levels
- Support career development of black and ethnic minority staff
- Review equal opportunities policy and procedures
- Introduce greater consistency in management across the organisation

Our impact

- Developed and rolled out new recruitment policies and procedures, with accompanying documentation aimed at making the recruitment process fair and accessible to applicants who are unfamiliar with a formal UK-based recruitment system
- Promoted Moving into Management, an in-house training programme aimed at giving under-represented BME staff management training to try and equalise diversity across all management grades

- Conducted full staff survey. Key findings were:

An increase of asylum seeker / refugee staff from 25.5% in 1998 to 29%
Increase in black staff from 19% to 29%
Generally mature age group, with 40-50 year olds the second largest group

- All managers attended a two day training session to set common framework for management
- Staff newsletter e-mailed fortnightly to keep all staff informed of key organisational developments
- Incorporated recommendations arising from the MacPherson report into our policies and procedures

On the agenda

- Implement staff supervision and appraisal policies
- Define and maintain an appropriate organisational "culture"
- Agree and implement human resources policy
- Diversity targets set and met
- Agree volunteer strategy and implement
- Implement management development programme



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- 1 Providing specialist training on working with unaccompanied children
- 2 Refugee Council members at the AGM in November 2001
- 3 Providing specialist training on working with unaccompanied children
- 4 Teams meet regularly to review and monitor our services
- 5 Our telephone advice line receives 440 calls every month
- 6 Staff in our Ipswich office

Our premises and systems

Improved premises in the Eastern Region

There were a range of problems with our office in Ipswich, the most important being that space restrictions limited the number of clients we could help each day. So, in December 2001 we moved into new premises – and services to clients are much improved as a consequence. There is now a large waiting area (with refreshments available, and magazines in various languages). Interviews take place in semi-private booths and are much more confidential. Crucially, we can see a dramatically increased number of people each day. For example, in March 2002 over 1,000 clients called in for a service - 730 of these were drop in clients, 185 requiring NASS briefings and 98 needed dispersal briefings. We simply could not have helped this number of people in our former space.

Refugee Council aims 2001-02

- Review office requirements and develop accordingly
- Develop new client database and roll-out across all offices
- Introduce greater consistency in management across the organisation

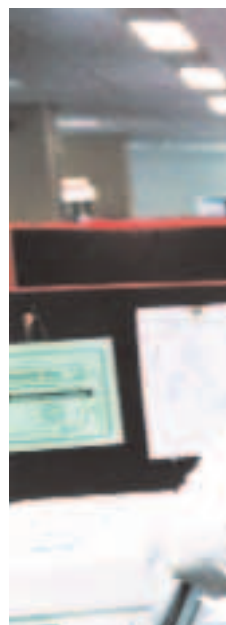
Our impact

- Facilities at our London One Stop Service were reviewed and comprehensively restructured, to enable us to cope with increasing numbers of clients, accommodate confidential interviews, ease confusion, enhance efficiency and improve security
- New premises located in Leeds and Ipswich, and moves implemented

- Development and roll-out of the new client database RIO. From implementation in August to year-end, 250 staff were trained, over 35,000 client records created and over 70,000 services logged
- Agnew House closed, and all remaining residents successfully re-housed

On the agenda

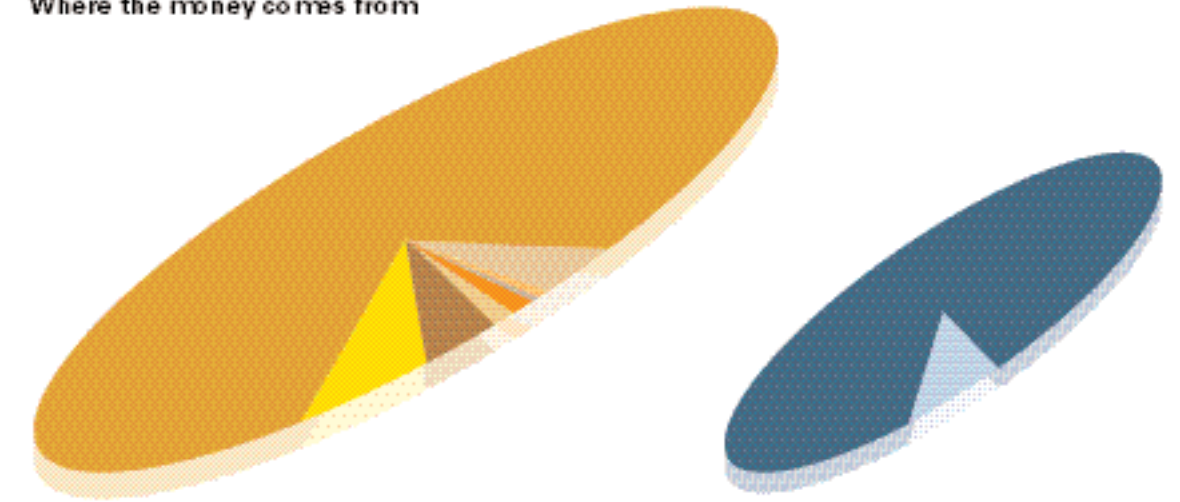
- Implement staff supervision and appraisal policies
- Define and maintain an appropriate organisational "culture"
- Health and safety policy reviewed and revised
- Disaster recovery strategy developed
- Develop IT strategy and begin implementation
- Review client IT services



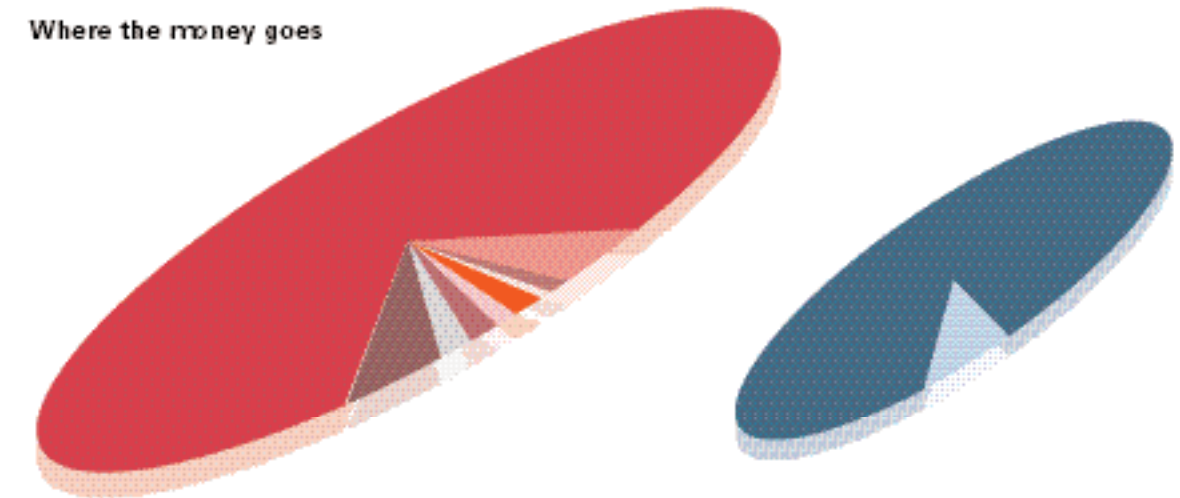
1 A refugee worker takes notes at one of our specialist training courses on unaccompanied refugee children
2 New semi-private booths are available in our reconfigured One Stop Service in Brixton, for the provision of advice in a confidential environment

Financial information

Where the money comes from



Where the money goes



£819,000 Other incoming resources	£598,000 Management and administration	Restricted funds
£592,000 Profit on disposal of fixed assets	£798,000 Advocacy and information	Unrestricted funds
£199,000 Investment income	£292,000 International work	
£284,000 Income from homes and reception centres	£552,000 Homes and reception centres	
£2,078,000 Income for training programmes	£891,000 Grants payable	
£80,800,000 Asylum support	£2,462,000 Training programmes	
£3,807,000 Government and local government income	£59,985,000 Asylum support	
£2,062,000 Donations, legacies and other voluntary income	£62,000 Kosovan programme	
	£2,002,000 Settlement services to refugees	
	£778,000 Fundraising and publicity	

Statement of financial activities

For the Year Ended 31 March 2002

Incorporating the income and expenditure statement

	Unrestricted Funds £000	Restricted Funds £000	Total 2002 £000	Total 2001 £000
Incoming Resources				
Donations, legacies and other voluntary income	976	1,076	2,052	1,594
Activities in furtherance of the charity's object:				
Government and local government income	1,324	2,483	3,807	4,735
Asylum support:				
Accommodation		50,625	50,625	18,984
Grant	1,158	8,843	10,001	7,778
Other		174	174	-
Income for training programmes	-	2,078	2,078	3,363
Income from homes and reception centres	84	200	284	578
Activities for generating funds:				
Investment income	186	13	199	127
Profit on disposal of fixed assets	592	-	592	-
Other incoming resources	236	383	619	368
Total Incoming Resources	4,556	65,875	70,431	37,527
Resources Expended				
Cost of generating funds:				
Fundraising and publicity	703	73	776	800
Charitable expenditure:				
Grants payable	61	830	891	665
Cost of activities in furtherance of objects:				
Settlement services to refugees	921	1,881	2,802	2,796
Kosovan programme	-	62	62	1,399
Asylum support programme	576	8,763	9,339	7,013
Asylum support accommodation	21	50,625	50,646	18,984
Training programmes	327	2,135	2,462	3,778
Homes and reception centres	352	200	552	681
International work	9	283	292	463
Advocacy and information	702	94	796	666
Management and administration	585	13	598	356
(Release of provision)	-	-	-	(124)
Total Charitable expenditure	3,554	64,886	68,440	36,677
Total Resources Expended	4,257	64,959	69,216	37,477
Net Incoming Resources	299	916	1,215	50
Net investment gains	-	-	-	3
Net Movements in Funds	299	916	1,215	53
Opening Fund Balances at 1 April	1,308	615	1,923	1,870
Closing Fund Balances at 31 March	1,607	1,531	3,138	1,923

Balance sheet

31 March 2002

	2002 £000	2001 £000
Fixed assets		
Tangible assets	952	915
Investments	14	14
	966	929
Current assets		
Debtors	5,476	5,365
Cash at bank and in hand	8,558	2,037
Total current assets	14,034	7,402
Creditors: amounts falling due within one year	(11,814)	(6,312)
Net current assets	2,220	1,090
Total assets less current liabilities	3,186	2,019
Provisions for liabilities and charges	(48)	(96)
Net assets	3,138	1,923
Funds		
Unrestricted funds		
General	366	64
Designated	1,241	1,244
Restricted funds	1,531	615
Total funds	3,138	1,923

Auditors
Deloitte & Touche
London
WC2R 1BL

Bankers
National Westminster Bank plc
PO Box 2354
65 Piccadilly
London W1A 2PP

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

Trustees' report

Financial review of the year

A large increase in activity for the year resulted in a small unrestricted surplus from operations of £299K. This surplus included the profits from the sale of Agnew House in the year, which was part of a management strategy to refocus the work of the Refugee Council and enable a surplus to be made in accordance with the Refugee Council reserves policy. Day-to-day activities ran at break-even. The increase in activity was a direct result of the implementation of the Asylum Support Programme that started on 1st April 2000. However other activities such as settlement, training, reception centres, international work and advocacy continued to play an important role in achieving the organisation's objectives.

The Statement of Financial Activities shows that expenditure on direct charitable services totalled £68M (including expenditure of £51M on Emergency Accommodation). As part of the Asylum Support Programme, Emergency Accommodation is provided for asylum seekers who apply for support and are awaiting dispersal. The Home Office directly refunds the Refugee Council for all payments made for Emergency Accommodation in accordance with the Grant Agreement with them. Excluding Emergency Accommodation, expenditure on charitable services increased from £17M in 2000/2001 to £18M in 2001/02 - an increase of nearly 6%.

Expenditure on fundraising and publicity included a further investment made in fundraising to increase unrestricted income. Initial results confirm that this investment is starting to show returns in the amount of unrestricted income donated by our supporters.

Expenditure on grants payable has increased in the year because the Refugee Council has continued to have contracts with a number of Refugee Community Organisations and Regional Refugee bodies, for the provision of services under the Asylum Support Programme. These enabled direct services for asylum seekers to be delivered by those organisations that are working most closely with clients in a particular area or community. The community groups to which sub-contracts were awarded included the South London Tamil Welfare Group, one of whose trustees is also a trustee of the Refugee Council. In addition the Refugee Council is the lead partner in the EQUAL Great Britain Development Partnership for Asylum Seekers which was set up in the year. Action 1 payments were made to all partners involved in this work. This project is funded for three years with a budget of £6.5M.

End of year financial position

Total funds increased in the year by 63% to £3.1M, mainly due to the balances on restricted funds. The Unrestricted Funds balance includes £1M designated by the trustees to protect the sums invested in Fixed Assets. The amount in the General Fund increased by £302K to £366K, in line with the Refugee Council Reserves policy that aims to increase free reserves to cover identified risks.

The Refugee Council continued to invest in the IT infrastructure of the organisation. The amount of the investment was matched by the depreciation on equipment in the year and the sale of Agnew House (our residential home for elderly refugees) so that the value of fixed assets did not change. The increase in both creditors and cash in the year reflects the activity on Emergency Accommodation where payments for accommodation used are paid in arrears and this is fully refundable from the Home Office. Provisions have been made against dilapidation claims on leased property.

Financial outlook

The financial outlook for the Refugee Council continues to be difficult because of the uncertainties around the Refugee Council's role in the Asylum Support project. The Refugee Council intends to withdraw from the provision of Emergency Accommodation in a planned way, so that services to asylum seekers are not disrupted. However, in line with the Strategic Plan, the Refugee Council will prepare a sound Business Plan in the year that addresses the changing role of the Refugee Council and secures its financial stability.

The Refugee Council is also intending to restructure the Training and Employment Section to meet the changes in demands and funding available. It is anticipated that the Section will be redeveloped in line with the Refugee Council Training and Employment Strategy and concentrate on providing basic skills to asylum seekers and refugees, and fewer vocational training services. This means that the Section will run at a deficit until the restructuring is completed.

Reserves

The Trustees set a Reserves Policy for the Refugee Council in 2000. This agrees that the Refugee Council will:

- establish a fixed asset fund designated with funds equal in value to the value of unrestricted funds held in the form of fixed assets;
- set a target level of unrestricted reserves, as part of the strategic plan, and to increase reserves year-on-year to achieve that target.

The target level of reserves is reviewed annually as part of the budget process and is set in consideration of what exposure the Refugee Council has for expenditure in the event of income falling. The target is currently £1.3M and, in line with the policy, free reserves increased by nearly 500% to £366K.

This report was approved by the Board and signed on its behalf by: Ian Powney, Treasurer
3 December 2002

Auditors report

Auditors' statement to the trustees of the Refugee Council
We have examined the summarised financial statements set out in pages 28 to 30.

Respective responsibilities of trustees and auditors

You are responsible as trustees for the preparation of the summary financial statements. We have agreed to report to you our opinion on the summarised statements' consistency with the full financial statements, on which we reported to you on 3 December 2002.

Basis of opinion

We have carried out the procedures we consider necessary to ascertain whether the summarised financial statements are consistent with the full financial statements from which they have been prepared.

Opinion

In our opinion the summarised financial statements are consistent with the full financial statements for the year ended 31 March 2002.

Deloitte & Touche
Chartered Accountants and Registered Auditors
London

Health warning

These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information the full accounts, the auditors' report on these accounts and the trustees annual report should be consulted. Copies of these reports can be obtained from the Refugee Council, 3 Bondway, London SW8 1SJ.

Trustees' statement

The summarised accounts set out above have been extracted from the full annual accounts prepared in accordance with the Companies Act 1985, which were approved by the Trustees on 3 December 2002. The full annual accounts have been audited and the auditors opinion was unqualified. The accounts have been delivered to the Registrar of Companies and the Charity Commission.

Naaz Coker, Chair
3 December 2002

Trustees

The Trustees of the Council 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:

Naaz Coker	Chair
Adrian Poffley	Honorary Treasurer <i>Retired November 2001</i>
Ian Powney	Honorary Treasurer <i>Co-opted July 2001 and appointed Honorary Treasurer November 2001</i>
Audrey Bronstein	Oxfam <i>Retired November 2001</i>
Edie Friedman	Jewish Council for Racial Equality
Andy Gregg	World University Service
Patrick Opendi	Uganda Welfare Association
Alem Gebrehiwot	Ethiopian Refugee in Haringey
Sally Daghljan	Scottish Refugee Council
Saverimuthu Stanislaus	South London Tamil Welfare Group
Reza Khiaban	Iranian Association
John Akker	Council for Assisting Refugee Academics
Sami Aziz	Afghan Association of London
Suzanne Long	United Nations Association <i>Retired November 2001</i>
Professor David Walsh	Chair, National Refugee Forum <i>Retired November 2001</i>
Barry Stoyle	Refugee Legal Centre <i>Elected November 2001</i>
Joe N'Danga-Koroma	Association for Sierra Leonean Refugees <i>Elected November 2001</i>
Paul Sabapathy (OBE)	<i>Co-opted November 2001</i>

Members

ACORD
Action Aid
Afghan Association of London (Harrow)
Afghan Aid
Africa Advocacy Foundation
Africa Educational Trust
African Community Welfare Association
Airey Neave Trust
Akina Mama Wa Africa
Amnesty International (UK section)
Anglo-Czechoslovak Welfare Association
Angolan Civic Communities Alliance
Association for Sierra Leonean Refugees
Association of Visitors to Immigration Detainees
Asylum Welcome
Babylon Association
Barnardos
Black Ethnic Cultural and Welfare Organisation
Bristol & District Vietnamese Community
British Association of Social Workers
British Red Cross Society
Bromley Refugee Network
CAFOD
CARECHI
CASUNIK
Catholic Bishops' Conference – Office for Refugee Policy
Catholic Women's League
Centre for Refugees from Vietnam, Laos & Cambodia
Chile Democratico
Chile: Sports, Culture and Development Association
Chinese & Vietnamese Association of Milton Keynes
Chinese Information & Advice Centre
Christian Aid
Churches Commission for Racial Justice
Churches Together in East and New Barnet
Community Centre for Refugees
Congolese Voluntary Organisations
Co-operation for Development
Council for Assisting Refugee Academics (formerly YSPSL)
Devon & Cornwall Refugee Support Council
Ealing Somali Welfare & Cultural Association
East Europe Advice Centre
East London Community of Refugees from Vietnam
Eritrean Community in the UK
Ethiopian Advice & Support Centre
Ethiopian Community in Britain
Ethiopian Refugee Association in Haringey
Evelyn Oldfield Unit
Family Welfare Association
Gatwick Detainees Welfare Group
Ghana Welfare Association
Gordon Barclay Vietnam Fund
Greater Manchester Immigration Aid Unit
Greenwich Refugee Association
Group to Relieve & Absolve Suffering & Poverty
Haringey Refugee Consortium
Harlow Vietnamese Community Association
Hawkarani Kurdistan Health Unlimited
Help the Aged
HMD International
Homeless Action in Barnet
Horn Of Africa Advice Centre
Housing Association Charitable Trust
Housing Association Ltd of Stonham
Immigration Advisory Service
International Alert
International Rescue Committee UK
International Social Services UK
International Tamil Refugee Network
Iranian Association
Iranian Community Centre
Iraqi Community Association
Iraqi Welfare Association
Irish Refugee Council
Isis Refugee Project
Islington Somali Community
Jesuit Refugee Service UK
Jewish Council for Racial Equality
Joint Council for the Welfare of Immigrants
Kongolese Centre for Information & Advice
Kurdish Cultural Centre
Lambeth Community of Refugees from Vietnam
Latin American Association
Latin American Golden Years Club
Latin American Women's Rights Service
Latvian National Council
Leeds Vietnamese Community Association
Lewisham Indo Chinese Community Chinese School
Lewisham Refugee Network
Liberian Immigrants & Refugees Welfare Organisation
Lithuanian Association in Great Britain
London Congo-Brazza Association
London Detainee Support Group
London Indo-Chinese Association
Medical Aid for Palestinians Medical Foundation
Merton Voluntary Service Council
Methodist Church
Midlands Refugee Council
Midlands Vietnamese Community
Migrant & Refugee Communities Forum
Migrant Organisations Development Agency
Migrants Resource Centre
Minority Rights Group
National Children's Bureau
National Council of YMCA's
National Housing Federation
National Spiritual Assembly of Baha'is of the UK
National Union of Students
North of England Refugee Service
Northern Refugee Centre
Ockenden International
OMID Housing Association
Organisation of the Angolan Community in the UK
Oxfam
Oxfordshire Immigration/Nationality Project
Pan African People's Welfare Advisory Service
Peacock Trust
Pentecostal Church Of Good Shepherd in UK
Polish Ex-Combatants Association
Praxis
Puntland Society
Quaker Peace & Service
Rafidain Relief Association
Red Sea Community Organisation
Refugee Action
Refugee Action Kingston
Refugee Advice Centre
Refugee Arrivals Project
Refugee Education & Employment Programme
Refugee Housing Association Ltd
Refugee Legal Centre
Refugee Lifeline
Refugee Studies Centre
Refugee Support Centre
Relief Society for Poles
Renewal Refugee & Migrant Project
Royal Borough of Kingston Equality Support Service
RRN - Overseas Development Institute
Russian Refugee's Aid Society
Save the Children
Scottish Refugee Council

Sierra Leone Women's Forum
Somali Advisory Bureau
Somali Carers Project
Somali Development Organisation
Somali Refugee Action Group
Somali Women's Support Group
Sorooptimist International
South London Iraqi Community
South London Tamil Welfare Group
South Sudanese Community Association (UK)
South Thames African Welfare Association
Southern Ethiopia People's Action Group
Southwall Diocesan Social Responsibility Group
Southwark Refugee Project
St Mary Magdalene Centre for Asylum Seekers
St Mary's Justice & Peace Study Centre for Christian Jewish Relations
Sudan Relief & Rehabilitation Association: SRRRA
Tamil Relief Centre
The Children's Society
The Community of Congolese Refugees in GB
The Glory of the Lord Choir
The Harrow Refugee Forum
The Kimia Clinic Trust
The Salvation Army
The Serbian Society
The Three Faiths Forum
Third World Refugee Bureau
Twickenham Refugee Welcome Centre
Uganda Refugee Welfare Association
UKCOSA: The Council for International Education
UNIPAL
United Kingdom Jewish Aid & International Development (UKJAID)
United Nations Association of Great Britain & Northern Ireland
Vietnam Refugee National Council
Vietnamese Mental Health Services
Vietnamese Refugee Community Lewisham
Waaberi Cultural Association
War On Want
Welsh Refugee Council
Western Kurdistan Association
Westminster Diocese Refugee Service
Wimborne Refugee Trust
World Jewish Relief
World University Service (UK)
Zimbabwe Refugee Asylum Association

Thank you

Trusts and Companies

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Our thanks also for those legacy gifts that we received this year

Miss Elsie Emily Cooper
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Mrs I H Treuherz
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Mrs Irene Bloomfield
The Hon Mrs M J Mussell



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Registered Address
3 Bondway
London SW8 1SJ



- 1 Beverley Hughes, MP, meets refugee women at our One Stop Service in Brixton
- 2 Volunteers sorting out clothing donated by supporters for asylum seekers
- 3 Refugee Council Trustees Andy Gregg (World University Service), and Sami Aziz (Afghan Association of London) at our AGM in November 2001