



Refugee
Council

Impact
Report
2003 - 2004

Providing practical help
and protecting refugee rights

www.refugeecouncil.org.uk

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Mission

The Refugee Council is the largest organisation in the UK working with asylum seekers and refugees. We believe asylum seekers and refugees should be treated with understanding and respect. Our services aim to reflect this.

We give advice and support to asylum seekers and refugees to help them rebuild their lives. The Refugee Council also works to promote refugee rights by influencing decision-makers, opinion formers and the wider public on a national and local level.

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Charity details

The Refugee Council is registered as the British Refugee Council under the Charities Act 1960, No. 1014576. The Refugee Council's registered address is at 3 Bondway, London SW8 1SJ.

How to feed back on the impact report

This impact report covers the period from April 2003 to March 2004. An electronic version of this report is available at:

www.refugeecouncil.org.uk/publications

To obtain further print copies, contact the Refugee Council's Publications Officer on 020 7820 3042 or 020 7820 3060.

For any queries or comments about the content of this report, please contact the Chief Executive's Office on 020 7820 3000.

All photos featured in this report were taken by Howard Davies at the Refugee Council Day Centre, © Exile Images.



Naaz Coker

Chair

2003/2004 was, once again, a challenging year for the Refugee Council. I know all organisations say it, but at the Refugee Council, we can say it with feeling. I have been Chair for six years now, and every one of those years has seen great changes.

The biggest change was another fundamental shift in the ground on which the Refugee Council works. After years of increasing asylum numbers, the numbers suddenly started coming down. We had to adapt quickly to respond to this change - a process that is still continuing. Growing is difficult enough, but shrinking is even more difficult.

However, these challenges have made the Refugee Council stronger. We have always been blessed with passionate and committed staff and volunteers. They are our greatest asset. Under the leadership of our Chief Executive, Maeve Sherlock, the organisation has strengthened its position by reducing costs and becoming more efficient. But we couldn't continue without the support of funders - big and small. And ours is not a popular cause. It takes some courage to back the work of the Refugee Council. Yet it is worth doing and we hope to secure additional income through innovative and ambitious fundraising activities.

Granting sanctuary to people fleeing persecution is one of the noblest powers that a state holds. Over the centuries, the UK has offered a place of safety to untold numbers of men, women and children - giving them a chance to rebuild their lives. But paranoia about outsiders still exists in many sections of our society. For some people, a foreigner in Britain is either a hapless victim or a greedy freeloader. In the 1970s and 1980s, the fear was that incomers would take our jobs. Now the fear is they will overwhelm our public services or soak up our taxes by demanding benefits. The truth is that refugees are like the rest of us -

people who work hard and contribute to our communities and our country financially, culturally and socially.

The Refugee Council has to stand up and speak the truth that the UK must bear its share of responsibility for the world's refugees; that the number of people claiming asylum in the UK is perfectly manageable for a country of our size, population and wealth: that the inflow of people from other countries and cultures makes us stronger not weaker.

It is going to take a lot of work to get this message across. But we are determined to play a leading role by ensuring that the experiences and voices of refugees and asylum seekers are heard, counteracting the myths and prejudices about asylum, defending the concept of asylum and the Refugee Convention which enshrines it, challenging bad government policies, promoting positive alternatives, continuing to deliver services to clients, as far as resources allow, and working with other stakeholders, recognising that we are stronger when we work together.

People from around the world will continue to flee from their homes because they are facing persecution and human rights abuses. Some will come to the UK - however difficult it is to get here. After all they've gone through, they should be able to find a friendly face and safe place. That is where the Refugee Council comes in. We will continue to help asylum seekers and refugees, treating them with respect and humanity.

Maeve Sherlock

Chief Executive



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One of the first things that happened after I started as Chief Executive in 2003, was that asylum seekers were sleeping rough outside our Brixton office. These people had fallen foul of a government policy, known as Section 55, which meant they were denied all state support because they had not applied for asylum early enough. Our first response was to provide help - a meal, a shower, assistance and advice. We also collected evidence. We couldn't do a lot - but we did what we could. Meanwhile the policy and campaigning side of the organisation got to work. We lobbied civil servants and ministers, briefed MPs and journalists, gave evidence to select committees and the High Court, and published a high profile report showing the extent of the destitution caused by Section 55. Within a year, the High Court had ruled that Section 55 breached human rights and the Government had effectively scrapped the policy.

The story of Section 55 illustrates the twin tracks of the Refugee Council's work. We give practical help and we campaign for refugee rights. The work we do in one area informs and strengthens the work we do in another.

More generally, this third impact report shows the extraordinary breadth and depth of the Refugee Council's work. It ranges from providing simple advice to asylum seekers in their own language to high level policy work at international conferences, from running a social evening for teenage refugees to staging a literary evening for award winning writers, from supporting refugee community organisations to maintaining contacts with the key government departments. Diverse work requires diverse sources of funding. Funding from government has decreased, but is still substantial. We do not always see eye to eye (it would be odd if we did), but relationships are

maintained and it is important to stress that we are free to speak up. It constantly amazes me, given the level of press hostility and public suspicion, that so many other funders are also prepared to support our work. It would be so much easier for the boards of corporations and the trustees of trust funds to play safe. But a significant number still have the courage to back us. The same is true for private individuals. There are still a lot of good people who understand the need to protect the fundamental human right to claim asylum and who care for people fleeing persecution and seeking a safe place.

The big story of 2003/2004 was that the number of people getting to Britain and claiming asylum dropped substantially. Yet throughout the year, the asylum issue was never far away from the front pages or the top of the TV and radio bulletins. Another major asylum bill, further eroding the rights of asylum seekers and refugees, kept the issue high on the public agenda. We had some success in fighting against some of the worst aspects of the bill - notably on appeal rights - but there's no doubt that when the provisions begin to bite, asylum seekers will be worse off.

The role of the Refugee Council is as crucial as ever - despite the drop in numbers. The organisation has gone through a period of rapid change, shaping up for future challenges. This will continue. But the passion of staff and the resilience of asylum seekers and refugees themselves are inspirational. One tough year behind us, another one ahead. We face enormous challenges but we can and we will fight on.

Our beliefs and services

We believe that asylum seekers should be treated with consideration and respect.

We provide services to newly arrived asylum seekers, making sure they fully understand their rights and responsibilities in the UK.

We help asylum seekers access the specialist services they need - like legal advice, counselling and health care.

We lobby for fairness in the asylum system to ensure that people who need protection will get it.

We believe that asylum is a necessary and fundamental human right.

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 supported to rebuild their lives.

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 available on- and off-line.

We believe asylum seekers and refugees have valuable skills and experience which they should be able to utilise in the UK.

We run training courses for refugees and asylum seekers so they can develop their skills and find work in the UK.

We run mentoring programmes to help refugees overcome barriers to employment.

We work with employers to help them work with refugee staff.

We believe in making sure support is available for the most vulnerable.

Our specialist advisers support children who are seeking asylum in the UK alone, and we operate a residential centre, where young asylum seekers and refugees can stay.

We work with other agencies to make sure asylum seekers with disabilities or mental health issues get specialist support.

We provide special services for asylum-seeking women - such as language classes - to help them adapt to life in the UK.

PROVIDING QUALITY ADVICE AND SUPPORT

At the heart of the Refugee Council's work is the delivery of high quality, comprehensive and accessible reception services to newly arrived asylum seekers. But we help our clients in many other ways too. We provide food, give out clothes, give specialist advice and counselling, and help them access other services. And we provide all this help in the language of the client.

Our advice work

Over the years, we have built up huge experience and expertise among our front line staff. Our clients feel the benefit of that. Feedback in January to March 2004 showed that 93 per cent of our clients were either very or fairly satisfied with the service they received.

Our Quality Mark accreditation was maintained through good internal procedures - including a review of our interpreting services.

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In 2003/2004, our front line staff held 72,412 advice sessions and helped clients complete 9,568 applications for support. We made 868 representations on behalf of clients denied access to support by Section 55 of the Asylum, Immigration and Nationality Act 2002 - and were able to challenge 275 of those successfully. In total, we gave advice to clients from 138 different nationalities in more than 100 languages.

Our telephone advice lines received in excess of 11,715 calls. A new advice line was set up in our West Midlands office and a telephone advice monitoring system was rolled out.

During 2003/2004, we published the following client information translated into a range of key refugee languages:

- Language identification chart and service poster
- Applying for asylum support and Asylum Support: Section 55
- Applying for asylum
- NASS 35 and A guide to finding a home in England and Wales
- Moving from benefits to NASS support and London referral map
- Service description leaflets for all our offices
- Positive decision on your asylum application

Specialist advice

In the course of the year, we gave specialist advice to 303 victims of torture, rape and trafficking. We helped 132 people who had suffered racial or sexual harassment, or domestic violence. We assisted 665 clients who had reached the end of the asylum process and were facing destitution. And we also helped 1,150 clients find and register with a GP. Two of our regional offices - Leeds and Ipswich - became racial harassment reporting centres.

A little extra help

We served 41,707 hot meals and 27,791 cold meals to clients at our Brixton day centre. For many asylum seekers and refugees, this meal provided by the Refugee Council was their main meal of the day.

We handed out 2,166 food parcels to clients and gave 1,986 people clothes or clothes vouchers. 1,569 clients received toiletries, and 574 maternity packs, baby packs and pushchairs were given to refugee and asylum-seeking mothers.

Our staff held 1,944 language support sessions at the day centre. 400 women attended our Women Support Group.

“I thank every person in the Refugee Council who received, welcomed and helped me. They were marvellous, understanding and great. Thank you very very much.”

Asylum-seeking client visiting the Refugee Council advice services

A place to stay

A programme of managed reduction of emergency accommodation (EA) was successfully carried out in 2003/2004. In total, 2,684 asylum seekers were accommodated in EA across our regions - that represented a drop of 46 per cent.

New contracts for EA in London specified the standards required. Inspections were increased and the follow up procedures for complaints as improved.

Outside London, new improved contracts were also signed, and contract management and monitoring was improved.

New models

We set up the first regional induction centre in Leeds and Barnsley, in conjunction with the Yorkshire and Humberside Consortium.

We also started planning for the One-Day Induction - to replace the Reception Assistant role - for asylum seekers in London who want to apply for subsistence-only support from the National Asylum Support Service.

“Without RC I do not know how to survive in England.”

Asylum-seeking client visiting the Refugee Council advice services



EXTRA HELP FOR THE EXTRA VULNERABLE

As the leading organisation in the sector, the Refugee Council is always looking to help new groups and develop innovative projects in response to changing needs. In 2003/2004, we built up our services to groups who are particularly vulnerable, such as women, unaccompanied children, and people with mental and physical health problems. We have also developed services for resettled refugees and helped clients facing destitution.

Women

The particular needs of asylum-seeking women and women refugees are not always recognised and we are developing services to address this area. Our outreach worker visited 168 women in London, and was able to move some women to more suitable accommodation. We also set up a new adviser post for young women who assisted up to 50 young women.

Children

6 Our innovative work with unaccompanied children has been widely praised. It has set the standard for work with this vulnerable group.

4,380 unaccompanied children seeking asylum were referred to the Children's Panel, which helped minors needing urgent advice in 5,434 drop-in sessions. We also dealt with 1,056 allocated cases. Specialist advisers helped them access education, training, and health care and legal advice. The weekly social evenings for unaccompanied minors at our Brixton day centre were well attended. As part of an on-going programme to develop regional services for unaccompanied minors, we appointed a Children's Panel Adviser to work in our Leeds office.

“My panel adviser has accompanied me to some of my appointments when I needed emotional support and felt very alone. The Children's Panel has given me hope to live.”

Young Refugee Council client

A safe place to stay

A High Court judgement in August 2003, known as the Hillingdon Judgement, led to the Children's Panel working with Social Services to ensure that all 16 and 17 year olds are looked after by local authorities and not placed in bed and breakfast accommodation.

The Refugee Council's own residential resource - The Cedars - accommodated more than 100 particularly vulnerable young people and helped them access education and training. All but one of them were helped to move on to independent living arrangements.

Specialist help

Many asylum seekers and refugees have suffered terrible experiences and need expert help. The Specialist Team provided 835 hours of emotional support to clients with mental health needs. Of this time, 457 hours was spent on 'bi-cultural support', which focuses on refugee experiences such as exposure to violence and torture.

The team also helped clients access specialist services provided by the Medical Foundation for the Care of Victims of Torture, community mental health teams and other services.

1,007 physical health assessments were carried out. The Health Access Worker provided basic health screening, advice on general health issues, and assisted clients in accessing primary and other health services.

“The Children's Panel helped me in so many ways. They found me a great welfare solicitor. They liaised with NASS and managed to find me a place where for the first time I have felt safe and settled.”

Young Refugee Council client

Resettlement

The Refugee Council played a key part in the Gateway Protection Programme - the Government's response to a UN initiative, which aims to resettle refugees who have been living in camps around the world for years. This programme is likely to grow substantially in the future, and we played a leading role in setting it up in the UK.

To develop and prepare our resettlement work for the first arrivals of resettled refugees, we set up the Resettlement Inter-Agency Partnership bringing together the International Rescue Committee, the Refugee Arrivals Project, Migrant Helpline, the British Red Cross, Refugee Action, the Refugee Housing Association, the Scottish Refugee Council, and the Refugee Council.

Destitution

In response to a growing problem, the Refugee Council developed its services to clients facing destitution either at the beginning or end of the asylum process. Three major regional workshops - with each over 100 participants attending - focused on this issue. Direct advice and support was giving to clients in this situation at our own Brixton day centre, at services in Croydon and in the St George's Crypt in Leeds.



ACCESS TO TRAINING AND EMPLOYMENT

One of the Refugee Council's key aims is to help asylum seekers and refugees integrate into British society. Perhaps one of the most important ways to achieve this is through training and employment. Our own Training and Employment Section continued its pioneering work in this area. But we were also involved in other important activities.

Training the trainers

Asylum seekers and refugees face many obstacles in accessing training and employment. We trained 150 mainstream education, advice and guidance workers on the issues confronting asylum seekers and refugees.

The Refugee Council also takes the lead on the Asylum Seekers' Skills, Empowerment and Training (ASSET) UK partnership funded by the European Social Fund (ESF). ASSET UK provided professional development for teachers working with asylum seekers and refugees, and delivered eight English language workshops for 45 volunteer tutors. It also developed on-line guidance and other materials including a CD-Rom on citizenship skills and a video on teaching basic literacy.

70 mentors were recruited to the EQUAL Leader Project - also funded by the ESF.

The ASSET UK partnership has helped the professional development of teachers working with refugees and asylum seekers through a number of courses, including adult literacy and numeracy, and all levels of ESOL. Four asylum seekers who gained refugee status since joining ASSET UK have themselves gained employment within the partnership. They now help other asylum seekers to access training and volunteering opportunities.

The role of volunteers

Volunteers have a particularly useful role to play in helping asylum seekers and refugees into training and employment. We developed our volunteer programme, creating new volunteer roles. We recruited and trained 60 volunteer mentors in 2003/2004.

We also developed a refugee mentoring and volunteering project together with Leeds Metropolitan University to help refugees find training and jobs.

Gaining job skills

The Refugee Council delivers a wide range of programmes to help our clients into employment. Helping them to learn English is the starting point.

We delivered 9 ESOL and Basic Skills courses to 123 students. Partner agencies of ASSET UK trained a further 121 asylum seekers in English for Speakers of Other Languages (ESOL). In the West Midlands, ESOL classes were delivered to clients in emergency accommodation.

At our Training and Employment Section, 597 clients had their English language skills assessed. 329 had advice on training and employment. We held five job search sessions, six IT and three vocational training courses attended by 174 students. The success rates for vocational and IT training was very high - nearly 90 per cent obtained qualifications. Four 'parenting taster' courses were delivered to 28 refugee parents.

"I was a refugee mentee at the Refugee Council. The system is fantastic and excellent. My mentor helped me to show me where and how to look for a job in the UK, how to write a CV, how to have an interview and how to get feedback after an interview, which was helpful for me for the next interviews. I also got advice on what training was suitable for me to find a job."

Godfrey Seminega

Through the ASSET UK partnership, 267 skills audits for asylum seekers were carried out. These included individual learning plans and assessments of the range of skills and qualifications of each client. As a result, 364 volunteering placements, work orientation placements and education and training placements were organised.

65 asylum seekers in the West Midlands were given advice about the local job market. Meetings with employers offering work placements were organised. Employers included the Fire Brigade, John Laing Construction Ltd, Hospitality Calls (a consortium of London hotels offering work placements and training), Citigroup, TK Maxx, Woolworths, the BBC, Hammersmith Hospital and Ealing Primary Care trusts.

ASSET UK showcased its work with asylum seekers at a conference attended by 60 policy makers and stakeholders in May 2003.

As part of our Refugee Integration Project to develop services to meet regional needs, we set up a new business start-up training course in the East of England.



SUPPORT FOR OTHER SERVICE PROVIDERS

Partnership work is at the heart of ensuring improved access to services for asylum seekers and refugees but also of helping groups and communities to take part in mainstream refugee work. The Refugee Council has steadily increased its partnership work in different parts of the UK. Our work also involved training provision and practical support.

Working with the regional consortia

Following on from our role as Chair of the National Co-ordinating Group, which brings together the regional consortia across the UK, the Refugee Council has been closely involved in reviewing at the structures of the consortia in each region. We contributed to developing the National Asylum Support Service's proposed accommodation strategy for 2005 and beyond.

The Refugee Council is also a core member of the regional integration group in Yorkshire and Humberside and took part in the launch of the regional integration strategy in November 2003. In the East of England, we continued to work to implement the regional integration strategy, chaired the consortium's housing sub-group, and worked on the Side by Side and Connecting Communities projects aimed at facilitating community development there.

In addition, the Refugee Council chaired the Contingency Planning Standing Committee, which brings together representatives from different government departments and the voluntary sector to plan for possible future large-scale refugee evacuation programmes.

Working with other agencies

As part of ASSET UK and the EQUAL Project - funded by the European Social Fund - we supported the work of the National Learning and Skills Council in developing strategies affecting asylum seekers and refugees, such as Widening Participation, Skills for Life, and Equality and Diversity.

We helped organise six conferences entitled *Empowering Asylum Seekers to Support the Regional Economy and Local Communities*, which were held in Sheffield, Newcastle, Liverpool, London, Peterborough and Bristol.

The Refugee Council worked with partners to develop and deliver workshops on issues facing children aged 15 to 18. We also worked with the Qualifications and Curriculum Authority (QCA) to help teachers to provide a curriculum that enables newly arrived refugee children aged between 3 and 16 to move as swiftly as possible into mainstream education.

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"Working together with the Refugee Council has, in my view, mutual benefits. It avoids duplication, creates opportunities for joint learning on projects and has a positive impact on identifying how needs of asylum seekers and refugees can best be met. It works well for our clients, for other service providers and for both organisations.."

Liz Westmorland, Regional Manager, Yorkshire & Humberside Consortium for Asylum Seekers and Refugees

Training and conferences

We developed new training initiatives to support external agencies. These included training on teaching about refugee issues, recruiting refugee job-seekers, and working with interpreters, which were delivered in London, Birmingham and Leeds, and as in-house seminars on request.

During 2003/2004, the Refugee Council ran in total 72 training courses and 26 in-house courses for up to 900 delegates working for statutory or voluntary organisations.

In early 2004, we developed a media training course in the regions for organisations working with asylum seekers and refugees. We also organised a national conference to highlight the work of refugee doctors in the UK, and a conference with the Commission for Racial Equality on changes in legislation on race relations. In all, 250 delegates attended.

“Very good, very enjoyable. I now feel able to present the training course effectively. Thank you.”

*Delegate attending the Refugee Council course
Refugee Mental Wellbeing Training for Trainers*



SUPPORTING REFUGEES AND ASYLUM SEEKERS IN THEIR COMMUNITIES

As the leading organisation in the sector, the Refugee Council's work extends beyond the provision of direct services to asylum seekers and refugees. We also provide support and give guidance to other organisations - big and small. Much of the work around helping asylum seekers and refugees to integrate into communities across the UK is done through our links with refugee community organisations.

Integration

The Refugee Council contributed to each of the sub-groups of the National Refugee Integration Forum, which brings together government and voluntary sector representatives to promote all aspects of refugee integration.

The regional Refugee Integration Project leads on promoting integration by helping refugees access services. We delivered training on cultural awareness for staff in other agencies and training for Jobcentre Plus staff in Leeds. We produced the mental health services guide *Amahoro* for the West Midlands and leaflets aimed at refugees on accessing housing services in the East of England.

“We would like to express our appreciation to your great support and assistance to our organisation in every aspect of our work. Your practical support was valuable in terms of setting up training for our management committee members in various fields, such as financial management, project management, fundraising, help in applying for charity registration, advice on building our constitution and writing applications for community grants, in addition to the valuable news and information we get.”

*Souad Al-Jazairy,
Chair of the Iraqi Women's League*

Working with refugee and other voluntary community groups

RCO news - our bi-monthly bulletin for refugee community organisations (RCOs) - reached 1,000 organisations around the UK. We produced and distributed 2,000 copies of *Doing It For Ourselves*, a guide on how to start and build up a community group.

We held 35 forum group meetings offering training on partnership development and fundraising. In January 2004, we started a partnership-mentoring scheme through which established RCOs could help developing RCOs. 102 RCOs were helped with one-to-one and group support. We offered London-wide training to 40 RCOs on issues ranging from business planning to issues affecting women. With the support of the Community Fund, we ran training seminars to help RCOs reach quality standards.

We continued to help members of RCO management committees with areas such as financial regulations and policies. The Equatoria Women Self-Help Society and Baraka Youth Association were offered start-up support. This included help on drawing up constitutions, finding an office, business development, accounting systems, planning, regulation and policy. Within the year, both RCOs raised enough funds to run themselves and are now self-supporting.

We helped establish new networks in the London boroughs of Barnet and Enfield. We developed links with others working with RCOs including CANN, CANAL, Vauxhall City farm, Advice UK and RBKC-Housing.

In 2003/2004, we responded to over 2,000 enquiries from voluntary and community groups outside London on organisational and service development issues. We also informed over 400 groups about funding opportunities on a regular basis.

We convened meetings of the National Refugee Forum bringing together regional and national groups, to share experience and to develop joint approaches to refugee integration, community development and media work. Together with other agencies, we developed new service guidelines for the Quality Assurance System for Refugee Organisations (QASRO), which we piloted with 13 refugee community groups. We had an opportunity to help RCOs input into the development of national advice standards as part of our involvement in the National Occupational Standards for Legal Advice Project.

We held a national conference for more than 70 voluntary and community groups - including many RCOs - on new skills and strategies to improve partnership-working, organisational development, volunteering, community research and public awareness. A regional event in the West Midlands brought together more than 80 RCOs, voluntary and statutory sector representatives.



PROVIDING INFORMATION

The Refugee Council has an unrivalled reputation for providing information about asylum and refugee issues to a wide range of different audiences - asylum seekers and refugees, advisers and community groups, voluntary and statutory service providers, academics and journalists as well as the general public. We produce information both in print and electronic format through a variety of channels including our website.

The Information Service

The Information Service is the Refugee Council's key resource on asylum legislation, the asylum process, and entitlements to asylum support, health care, education and employment. The guide also includes good practice examples and covers all the essential information that someone needs to know when working with asylum seekers and refugees. In 2003/2004, almost 700 subscribers from the voluntary and statutory sector received the comprehensive update as well as the additional 12 monthly updates on policy changes.



“inexile magazine is thought-provoking and frank, and because it's produced by the Refugee Council, it's both honest and expert in its perspective.”

*Trevor Phillips,
Commission for Racial Equality (2003)*

The Refugee Council's public information line

The Refugee Council staffs a public information line (020 7820 2085) open Mondays, Wednesdays, and Fridays, from 10 am to 1pm with the help of specially trained volunteers. Callers can also e-mail us at info@refugeecouncil.org.uk, or make use of our answer message service. In 2003/2004, we maintained the Quality Mark at Assisted Information level and were listed in the Community Legal Service Directory. During the period, we dealt with a total of 4,653 information enquiries over the phone and by e-mail. Much of the signposting involved telling callers about internal and external information sources, directing them to other services, and providing basic information about asylum-related issues.

Refugee Council on-line

The Refugee Council website at www.refugeecouncil.org.uk is our main channel of providing information to the public. In 2003/2004, we had an average of 37,180 successful visits to our website each month. In November 2003, we a record 50,000 visits to our site.

Our fortnightly e-mail newsletter was sent out to 9,824 subscribers. During the period, we added 4,153 new subscribers to the e-mail list.

We also undertook a survey of refugee community organisation using the internet and found that 80 per cent of the community groups surveyed found our website useful for their work.

In total, nearly 300 thousand pdf files and nearly half a million HTML documents were downloaded during 2003/2004.

Publications

During 2003/2004, we published the following free briefings, policy papers and research reports:

Briefings

- Changes to healthcare charges for asylum seekers
- The common European asylum system
- Asylum and Immigration Bill 2003: Key issues and concerns
- Changes to Refugee Council Emergency Accommodation
- Update: withdrawal of in-country asylum support
- Health services for asylum seekers and refugees
- Support arrangements for 16 and 17 year old unaccompanied asylum-seeking children
- Proposed changes to publicly funded asylum work
- The UK government's 'new vision' of refugee protection
- Update on the withdrawal of in-country support

Policy papers

- The Refugee Council's evidence to the Work and Pensions Select Committee on the Department for Work and Pension's services to ethnic minorities
- Refugee Council response to *Every Child Matters*
- Children in Detention
- Refugee Council's response to the Department of Health consultation paper *Proposed Amendment to the NHS Regulations (Charges to Overseas Visitor) 1989*
- Refugee Council's response to the House of Lords Select Committee on the European Union's enquiry into new approaches to the asylum process
- Refugee Council response to the Department of Constitutional Affairs consultation paper *Proposed Changes to Publicly Funded Immigration and Asylum Work*
- Unsafe havens, unworkable solutions: Refugee Council position paper on the UK proposals for transit processing centres for refugees and regional management of asylum

Research reports

- The impact of section 55 on the Inter-Agency Partnership and the asylum seekers it supports
- Sri Lanka: Internally displaced persons and safe returns

Other publications

We also issued six issues of our bi-monthly magazine *in exile*, which went out to nearly 1,000 subscribers, distributed 30,000 copies of our publications catalogue to schools, libraries, public and voluntary sector organisations. We also sold over 2,300 publications, and our range of translated client information material were one of the most popular on-line documents.



CAMPAIGNING AND LOBBYING TO IMPROVE THE ASYLUM SYSTEM

The Refugee Council plays a key role in scrutinising and challenging government asylum policies. We are known for our expertise in developing policy responses. This in turn means that our campaigning work has real impact. In 2003/2004, we focused on challenging the implementation of Section 55 of the Nationality, Immigration and Asylum Act 2002, which has left many asylum seekers being completely left without any food and shelter at all.

Pushing for changes in legislation

The Government's Asylum and Immigration (Treatment of Claimants, etc.) Bill progressed through Parliament during 2003/2004.

The Refugee Council worked with Amnesty International, the Immigration Law Practitioners' Association (ILPA), the Refugee Legal Centre, and MPs and peers to push for changes in the Bill. Efforts resulted in the Government backing down on plans to end the right of judicial appeal against asylum decisions - one of the most controversial parts of the Bill, which would have removed important judicial safeguards on asylum decisions.

Section 55

The Refugee Council was at the forefront of a sector-wide campaign to get the Government to repeal Section 55 of the Nationality, Immigration and Asylum Act 2002. We distributed more than 20,000 campaign postcards to supporters asking them to raise the issue with their MP. We also organised a meeting of leading housing and refugee charities to build a coalition against Section 55. In February 2004, the Refugee Council and other agencies published a high profile research report on how Section 55 was leaving asylum seekers hungry and homeless. We submitted evidence to the High Court in March 2004, which was quoted extensively in the final court judgement, which ruled that the Government's interpretation of Section 55 was in fact breaching human rights.

Improving decision-making

The Refugee Council gave written and oral evidence to the Home Affairs Select Committee, which published a report in February 2004 drawing attention to concerns over the quality of initial asylum decisions and returns.

In March 2004, following pressure from the Refugee Women's Legal Group - of which the Refugee Council is a partner - the Home Office published guidelines for caseworkers advising them to carefully consider the gender aspects of persecution when making decisions on asylum applications.

Other policy changes

The Refugee Council is a key member of the Asylum Rights Campaign (ARC) - an umbrella body set up in 1993 to co-ordinate and facilitate campaigning efforts of a number of organisations with concerns about government asylum policy. We also chaired the ARC detention group.

Much of our work with ARC in 2003/2004 focused on preparing for the publication of *Providing Protection in the 21st century* (which was published in 2004). We serviced ARC steering group meetings and played a leading role in the ARC sub-group on Europe.

"I slept 11 days rough. I couldn't sleep for 5 minutes. I don't eat proper meals. Why does the Home Office treat me like this? I came here to be safe."

Abed, 19, from Iraqi Kurdistan

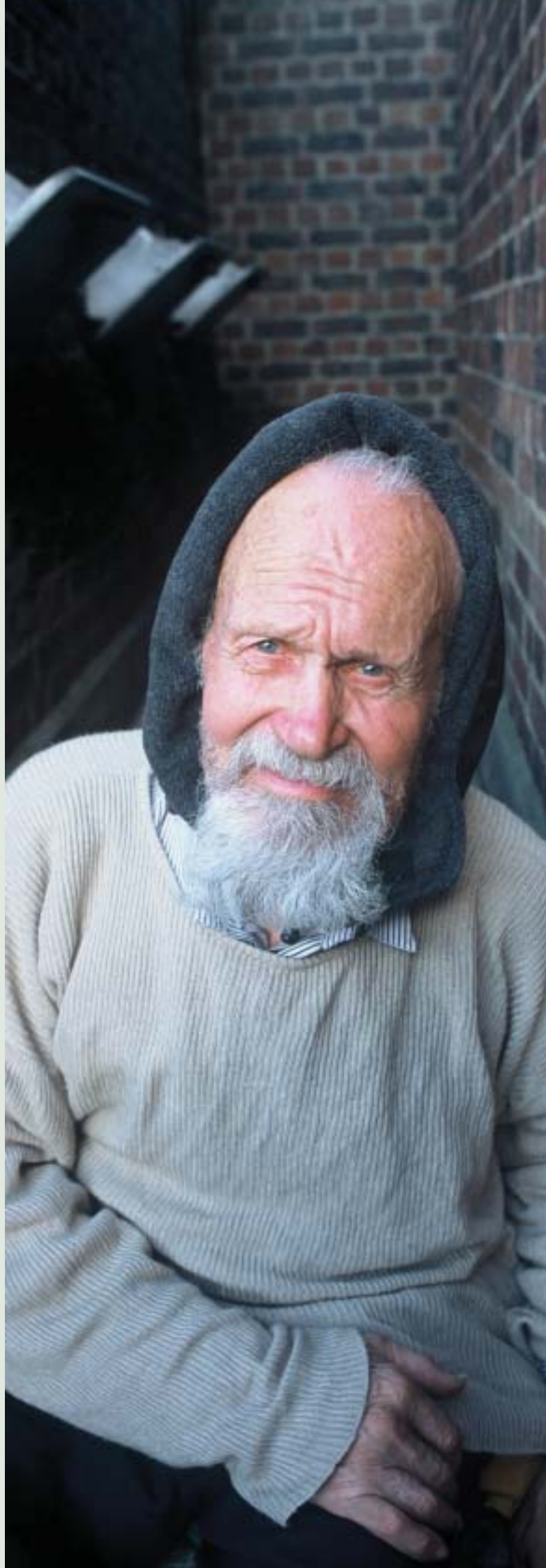
Other campaigns

We supported the anti-racism charity Show Racism the Red Card in the production of a video and educational pack entitled *A Safe Place*, the launch of which was attended by a number of high-profile professional footballers.

The Refugee Council's lobbying of the Press Complaints Commission (PCC) achieved success when the PCC published guidance for editors on the reporting of asylum issues. It specifically focused on accurate reporting and the inappropriate use of the terms 'illegal asylum seeker' and 'illegal immigrant'. It also highlighted the dangers of inaccurate, misleading and distorted reporting in creating a climate of fear and hostility.

"Plans to deny asylum seekers the right of a court appeal if their claims are rejected have been dropped by the government amid fierce opposition. The legislation proposed outlawing the right to appeal asylum decisions in the High Court through judicial review. But opening a House of Lords debate on the Bill, the lord chancellor said he would make changes to the appeals plans so judges could supervise the system. Lord Falconer said the system both had to be fair and cut down on abuses. The climbdown has been welcomed by lawyers and campaigners for refugees' rights... Maeve Sherlock, of the Refugee Council, said the government was taking "the sensible option" in reviewing its plans."

BBC, 15/3/2004



MEDIA AND EVENTS

The Refugee Council's media office is the first port of call for broadcasters and journalists interested in asylum. With the issue so high up the public and political agenda the office was very busy dealing with calls during 2003/2004. An important part of our work is promoting positive images of asylum seekers and refugees - both in the media and through public events. Refugee Council events range from club nights to literary evenings.

General media work

Our offices in Brixton and Leeds dealt with thousand of calls, with a particular focus on the decline in asylum numbers. The Refugee Council's response - through press releases and radio and television interviews - was to express concern that the cut in numbers was denying protection to those who need it.

Much work was done during the progress of the Asylum and Immigration Bill with the Guardian leader column twice quoting the Refugee Council directly.

In July 2003 the BBC broadcast a film about unaccompanied refugee children called *Welcome to Britain*. It followed children and advisers from the Refugee Council's Children's Panel. The press office gave ongoing advice throughout the filming and editing process.

Section 55

Extensive media work was carried out to support our campaign against Section 55. We set up interviews with clients who were facing destitution for national, local and trade outlets. A strong case supplied by the Leeds office was picked up by BBC Radio 4's Today programme.

Resettlement

We worked to achieve positive coverage of the Government's resettlement programme. Over several months the Refugee Council worked with the Home Office, UNHCR and other refugee organisations. Ahead of the arrival of the first resettled refugees, the Refugee Council took part in two media briefings. There was positive editorial coverage in the Sheffield Star and an article in Yorkshire Post. Channel4 News and the Guardian also ran pieces.

BBC Asylum Day

The BBC's *Asylum Day* in July 2003, in which a series of programmes on the asylum issue were broadcast across its networks on one day, resulted in ill-informed debate. The Refugee Council met the BBC to voice its concerns and make suggestions for future programming.

In the regions, the impact was more positive. The Refugee Council took part in a number of phone-ins on local radio, BBC Look North devoted its entire main news programme to coverage of the Refugee Council's work, and there were some good pieces on BBC regional websites.

Other initiatives

The Refugee Council played a key role in the development of regional road shows, organised by the Runnymede Trust and Stone Ashdown Trust. The aim was to bring local people together with refugees and asylum seekers. We also played a part in helping to make the Bradford Bishops Conference in 2003 such a success. There was widespread positive media coverage in the Bradford area.

“The Refugee Council press office is always authoritative and responds with speed and clarity, showing a sound grasp of the impact of events as they develop on asylum seekers and refugees.”

Alan Travis, Home Affairs Editor of The Guardian

Reaching young people

We assisted two refugee sisters from Ethiopia who were interviewed in *More* magazine, and six young refugees at our Cedars residential home took part in a fashion shoot for *Vice* magazine.

Events

There was a busy programme of events throughout the year aimed at promoting the work of the Refugee Council and promoting positive images of asylum seekers and refugees. The main focus of the year was Refugee Week in June. Among events during that week was a private screening of *Benjamin and his Brothers* - a film about refugees - at the Ritzy Cinema in Brixton. The success of this event led to the establishment of a film festival for Refugee Week 2004.

Our first literary evening - *Speak!* - was held in Covent Garden with writers including Harold Pinter, Hari Kunzru and Monica Ali. Our fourth annual comedy night at the Comedy Store was another great success.

Our Aftershock3 club night was held at London's 333 club, with spots from Asian Dub Foundation among others.

35 people ran the British 10K run through central London in aid of the Refugee Council.



ENGAGING IN THE INTERNATIONAL DEBATE

The Refugee Council has become a key player in the growing European debate over asylum issues by developing policies and responses to European and international developments in refugee protection. We worked with other NGOs and government departments to ensure that our knowledge of the UK asylum system is fed into the wider debate. With the member states of the European Union developing the idea of a common asylum policy, our engagement with the European debate on asylum has become increasingly important.

European Council on Refugees and Exiles (ECRE)

We have developed our role in ECRE and remain the UK focal point for ECRE's advocacy network ECRAN. The Refugee Council's Development Director, Anna Reisenberger, was elected to ECRE's Executive Committee.

In 2003/2004, we held four meetings on involving refugee community groups in Europe - supported by the European Social Fund and attended by more than 50 refugee community representatives. We also helped organise an ECRE conference attended by 12 UK-based refugee community groups.

The European context

We produced a briefing on the common European asylum system, outlining the UK's role and setting out the Refugee Council's position. More than 600 individuals and organisations received three issues of *Update*, informing them about the latest international policy developments.

The Refugee Council led the sector in challenging the Government's idea of setting up transit processing centres and regional protection zones.

We provided evidence to the House of Lords EU Committee. As a result, the Committee firmly rejected the idea of processing asylum seekers outside the UK.

Voluntary returns

We continued to input into the Home Office's Voluntary Returns Programme. The focus of this work has been with the Afghan community. Leaflets were produced, posters went to 850 outlets, and we compiled a comprehensive briefing for advisers. In October 2003, the Explore & Prepare Programme was launched enabling Afghan asylum seekers and refugees to go back to Afghanistan to assess the possibility of them returning. In addition, we facilitated meetings between the Home Office and Afghan and Iraqi community groups.

Afghanistan

We extended the membership of the British Agencies Afghanistan Group (BAAG) to 24 NGOs. 400 organisations and individuals received the BAAG Monthly Review and the regular security briefings.

The Humanitarian Officer was seconded to our partner agency in Afghanistan, the Agency Coordinating Body for Afghan Relief. Moreover, we gave evidence to the Parliamentary Foreign Affairs Committee on Afghanistan about the security situation in the country.

In 2003, the BAAG coordinator, Peter Marsden, was awarded an MBE.

Sri Lanka

The Sri Lanka Project published a report entitled Internally Displaced Persons and Safe Returns, which was launched in the presence of refugee agencies, refugee community organisations, the United Nations High Commissioner for Refugees and government departments.

The Project also published seven briefings and two issues of the Sri Lanka Monitor, which outlined the latest human rights issues in Sri Lanka.

“Thank you very much for the extensive information you provided to me on Sri Lankan internally displaced persons, returnees and human rights. I passed them onto my asylum seeker friend and have also shared a number of your more recent documents with others working on the peace and refugee needs in Sri Lanka. My congratulations to the Sri Lanka Project of the British Refugee Council.”

From an individual having requested specific information on Sri Lanka , 2004



Summarised Statement of Financial Activities

For the Year Ended 31 March 2004

	Unrestricted Funds £000	Restricted Funds £000	Total 2004 £000	Total 2003 £000
Incoming Resources				
Donations, legacies and other voluntary income	926	656	1,582	1,737
<i>Activities in furtherance of the charity's objects:</i>				
Government and local government income	2,537	2,757	5,294	4,710
Asylum support:				
Accommodation	-	41,881	41,881	52,860
Grant	-	9,419	9,419	8,703
Other	-	402	402	811
Income for training programmes	-	2,007	2,007	1,597
Income for youth homes	-	211	211	210
Income from training and publications	216	7	223	298
<i>Activities for generating funds:</i>				
Investment income	181	4	185	220
Other incoming resources	169	-	169	395
Total Incoming Resources	4,029	57,344	61,373	71,541
Resources Expended				
<i>Cost of generating funds:</i>				
Fundraising costs	547	144	691	704
<i>Charitable expenditure:</i>				
Grants payable	-	1,294	1,294	918
<i>Cost of activities in furtherance of objects:</i>				
Settlement services to refugees	653	2,411	3,064	3,073
Asylum support programme	589	8,423	9,012	9,551
Asylum support accommodation	-	41,881	41,881	52,860
Training programmes	494	1,495	1,989	2,428
Youth homes	-	221	221	185
International work	128	313	441	317
Advocacy and information	737	126	863	1,046
Support costs	586	50	636	606
Management and administration	276	-	276	251
Total charitable expenditure	3,463	56,214	59,677	71,235
Total Resources Expended	4,010	56,358	60,368	71,939
Net Incoming/(Outgoing)Resources	19	986	1,005	(398)
Net investment loss	-	-	-	(6)
Net Movements in Funds	19	986	1,005	(404)
Opening Fund Balances at 1 April	1,639	1,095	2,734	3,138
Closing Fund Balances at 31 March	1,658	2,081	3,739	2,735

These summarised financial statements may not contain sufficient information to allow for a full understanding of the financial affairs of the Charity. For further information, the full annual accounts and auditors' report on these accounts should be consulted. Copies of these can be obtained from:

The Chief Executive's Office, Refugee Council, 240/250 Ferndale Road, London SW9 8BB

Summarised Balance sheet

at 31 March 2004

	2004 £000	2003 £000
Tangible assets	632	894
Investments	8	8
Current assets	14,747	11,488
	15,387	12,390
Current liabilities	(11,452)	(9,512)
Provisions for dilapidations	(196)	(144)
Net assets	3,739	2,734
Funds		
Unrestricted funds		
-General	752	472
-Designated	906	1,167
Total unrestricted funds	1,658	1,639
Restricted funds	2,081	1,095
Total funds	3,739	2,734

The summarised financial statements set out on pages 22 and 25 have been extracted from the full annual accounts prepared in accordance with the Companies Act 1985, which were approved by the Council on 25 November 2004.

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.

Naaz Coker, Chairman

John Wenger, Treasurer

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Independent Auditors' Statement to the Members of the Refugee Council

We have examined the summarised financial statements set out on pages 22 to 25

Respective responsibilities of directors and auditors

You are responsible as Members of the Council for the preparation of the summarised 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 the Council on 5 January 2005.

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 2004.

Deloitte & Touche LLP

Chartered Accountants and Registered Auditors 5 January 2005.

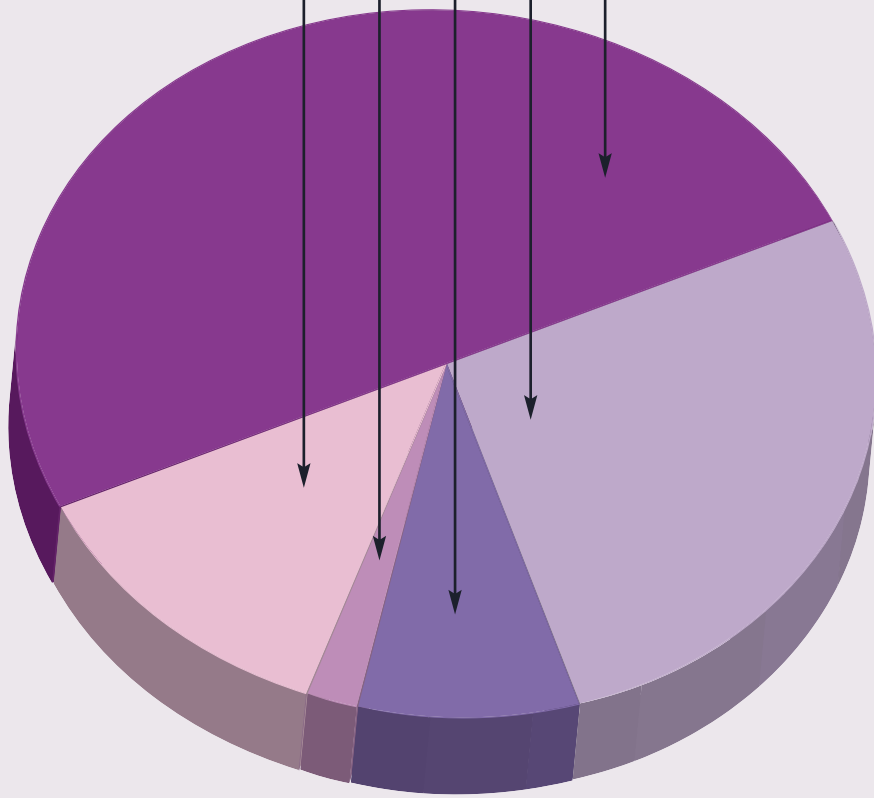
Summary of income and expenditure

Year ended 31 March 2004

Asylum support accommodation income and expenditure is £41.9m.

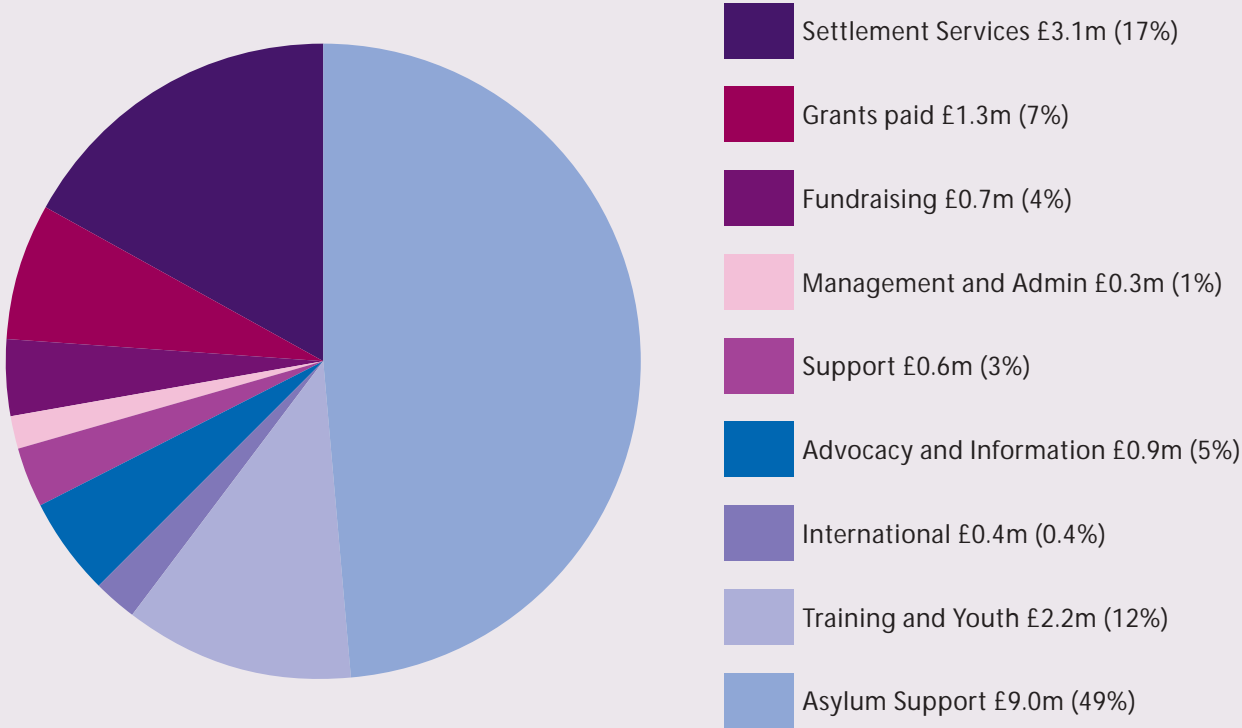
Income excluding asylum support accommodation

- Asylum support - grant & other: £9.8m (50%)
- Central & local government: £5.3m (27%)
- Training, publications & youth: £2.4m (13%)
- Investment & other: £0.4m (2%)
- Fundraising: £1.6m (8%)



Expenditure excluding asylum support accommodation

- Asylum support: £9.0m (49%)
- Settlement services: £3.1m (17%)
- Training & youth: £2.2m (12%)
- Grants paid: £1.3m (7%)
- Advocacy & information: £0.9m (5%)
- Fundraising: £0.7m (4%)
- Support: £0.6m (3%)
- International: £0.4m (2%)
- Management & administration: £0.3m (1%)



Members and trustees

ACORD
 Action Aid
 Action for Social Integration
 Afghan Aid
 Afghan Association of London
 Africa Educational Trust
 African Advocacy Foundation
 African Community Welfare
 African Support and Project Centre
 Akina Mama Wa Africa
 Amnesty International UK
 Anglo-Czechoslovak Welfare Association
 Angolan Civic Communities Alliance
 Association for Sierra Leonean Refugees
 Asylum Welcome
 AVID
 Babylon Association
 Barnardo's
 Black Ethnic Cultural and Welfare Association
 Bristol and District Vietnamese Community
 British Association of Social Workers
 British Red Cross Society
 Bromley Refugee Network
 CAFOD
 CARECHI
 Casunik
 Catholic Bishops' Conference
 Catholic Women's League
 Centre for Refugees from Vietnam, Laos and Cambodia
 Chile Democratico
 Chile: Sports, Culture and Development Association
 Chinese Information and Advice Centre
 Christian Aid
 Churches Commission for Racial Justice
 Churches Together in East and New Barnet
 Community Centre for Refugees
 Congolese Voluntary Organisation
 Co-operation for Development
 Council for Assisting Refugee Academics
 Devon and Cornwall Refugee Support Council
 Ealing Somali Welfare and Cultural Association
 East European Advice Centre
 East London Community of Refugees from Vietnam
 Education Action International
 Eritrean Community in the UK
 Ethiopian Advice and Support Centre
 Ethiopian Community in Britain
 Ethiopian Refugee Association in Haringey
 Ethnic Minorities Advocacy Group
 Evelyn Oldfield Unit
 Family Welfare Association
 Gatwick Detainees Welfare Group
 Ghana Welfare Association
 Gordon Barclay Vietnam Fund
 Greater Manchester Immigration Aid Unit
 Group to Relieve and Absolve Suffering and Poverty
 Haringey Refugee Consortium
 Harlow Vietnamese Community Association
 Hawkarani Kurdistan
 Health Unlimited
 Help the Aged
 Homeless Action in Barnet
 Horn of Africa Advice Centre
 Horn of Africa Community Group
 Housing Associations' Charitable Trust (HACT)
 Immigration Advisory Service
 International Alert
 International Business College
 International Care Network
 International Rescue Committee UK
 International Social Service 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 - Christian Resources & Library
 Jewish Council for Racial Equality
 Joint Council for the Welfare of Immigrants
 Kings Lynn Asylum and Refugee Support
 Kongolese Centre for Information and Advice
 Kurdish Cultural Centre
 Lambeth Community of Refugees from Vietnam
 Latin American Association
 Latin American Golden Years Club
 Latin Americans Women's Rights Service

Leeds Vietnamese Community Association
Leone Charity Association
Lewisham Indo Chinese Community Chinese School
Lewisham Refugee Network
Liberian Immigrants and 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 for the Care of Victims of Torture
Merton Voluntary Service Council
Midlands Refugee Council
Midlands Vietnamese Community
Migrant and Refugee Communities Forum
Migrant Organisations Development Agency
Migrants Resource Centre
Minority Rights Group
National Catholic Refugee Forum
National Children's Bureau
National Council of YMCAs
National Housing Federation
National Spiritual Assembly of BAHAI'S of the UK
National Union of Students
North of England Refugee Service
Northern Refugee Centre
Ockenden International
Omid Housing Association
One World Foundation
Organisation of the Angolan Community in the UK
OXFAM
Oxfordshire Immigration Nationality Project
Pan African People's Welfare Advisory Service
Peabody Trust
Polish Ex-Combatants Association
PRAXIS
Puntland Society
Quaker Peace and Social Witness
Rafidain Relief Association
Red Sea Community Organisation
Redbridge Refugee Forum
Refugee Action
Refugee Action Kingston
Refugee Advice Centre
Refugee Advisory Bureau
Refugee Arrivals Project
Refugee Education and Employment Programme
Refugee Housing Association
Refugee Legal Centre

Refugee Lifeline
Refugee Studies Centre
Refugee Support Centre
Relief Society for Poles
Renewal Refugee and Migrant Project
Royal Borough of Kingston Equality Support Service
RRN Overseas Development Institute
Russian Refugees 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
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
Southwark Refugee Project
Southwell Diocesan Social Responsibility Group
St Mary Magdalene Centre for Asylum Seekers
St Mary's Justice & Peace
Stonham Housing Association
Sudan Relief and Rehabilitation Association
Tamil Relief Centre
The Airey Neave Trust
The Children's Society
The Community of Congolese Refugees in GB
The Harrow Refugee Forum
The London Trauma Centre
The Methodist Relief and Development Fund
The Salvation Army
The Serbian Society
The Three Faiths Forum
Third World Refugee Bureau
Twickenham Refugee Welcome Centre
Uganda Refugee Welfare Association
UKCOSA
United Nations Association of GB
Vietnam Refugee National Council
Vietnamese Mental Health Services
Vietnamese Refugee Community Lewisham
Waaberi Cultural Association
War on Want
Welsh Refugee Council
Western Kurdistan Association
World Jewish Relief
Yemeni Refugee Organisation
Zimbabwe Refugee Asylum Association

Legal and administrative information

Trustees of the company

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)
John Akker	
Huda Al-Amin	Retired February 2004
Mohaimen Arya	Appointed February 2004
Sami Aziz	Retired February 2004
Audrey Bronstein	
Sally Daghlian	
Alemayehu Dessie	
Edie Friedman	
Andy Gregg	
Julie Hollyman	Appointed March 2004
Helena Ismail	Appointed February 2004
Edward Lord	Appointed September 2003 Retired July 2004
Afzal Mirza	
Ian Powney	(Honorary Treasurer) Retired February 2004
Paul Sabapathy (OBE)	Retired February 2004
Saverimuthu Stanislaus (MBE)	
Barry Stoyle	
John Wenger	(Honorary Treasurer) Appointed March 2004

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Chief Executive

Maeve Sherlock

Registered Office

3/9 Bondway
London SW8 1SJ

Auditors

Deloitte & Touche LLP
Hill House
1 Little New Street
London EC4A 3TR

Bankers

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

Solicitors

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

Thank you

Organisations

Association of London Government
Basil Bellhouse Charitable Trust
Bridge House Estates
BBC Children In Need
CAFOD
Calouste Gulbenkian Foundation
Community Fund
Department for Education and Skills (Family Policy Unit)
Department for International Development
European Refugee Fund
European Social Fund
The Goldsmiths' Company Charity
King's Fund
KPMG Foundation
The Beatrice Laing Trust
The Marchday Charitable Fund
Nationwide Foundation
Northern Dairies Educational Trust
Oxfam
The Pilkingtons Charities Fund
The Rowan Charitable Trust
Henry Smith's Charity
The Tolkien Trust

Individuals

Prof E Alberman
Mrs A Baker
Mr & Mrs D M Behrend
Miss B Cairns
Mr N A Coates
Dr G Cox
Ms M Diggie
Miss J E M Errington
Mrs Gilda Haskins
Drs R & S Hull
Mr A McLachlan
Mr P Mumford
Mr L M Newall
Dr J Pippard
Ms Susan M Reynolds
Miss Bridget Russell
Mr D Stevens
Mr H Trent

For legacies

Ms Eleanor Brown
Ms Rose Cunliffe Tebbutt
Ms Kathleen Halliday
Miss Marianne Heywood
Miss Elisabeth Jupp
Mr K P Maher
Mr Samuel Parry
Mr Stephen Pyke
Mr John Rowland Skemp
Miss J E Tugwell

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 to contribute to the success of our events every year, such as the comedy night at London's Comedy Store, and our Speak! event;
- all the people who take up our offer to partake in sponsored events, such as a tandem skydive, a parachute jump, running a 10km run or trekking the Great Wall of China.



Registered address: Refugee Council, 3 Bondway, London SW8 1SJ
Tel: 020 7820 3000 Fax: 020 7582 9929
Charity number: 1014576 Company number: 2727514