



IMPACT REPORT 2020/21

ENVER SOLOMON, CHIEF EXECUTIVE OF REFUGEE COUNCIL



It was a real privilege to take over as Chief Executive in November 2020 and a personal fulfilment for me given that my family background includes those who have fled oppression to find safety in the UK.

Soon after my arrival in 2021 the organisation entered its 70th year and it is clear to me our work is just as important as it has always been, if not more so.

I have been so struck by how unkind, hostile and brutal our asylum system is for those arriving on our shores having been forced to leave everyone and everything they have ever known. They can't work, face the humiliation of surviving on less than £6 a day in basic living conditions with limited access to basic support like legal advice or mental health services. One refugee recently told me he couldn't bear the indignity of having to scrimp and save on so little and the pain he felt of not being allowed to work.

At the same time we have a government convinced that not only maintaining the harshness of the system is important but that it should go even further. Instead of making the refugee protection system more efficient, effective and fair, government reforms will punish and expel those in need of safety.

But there is hope. The overwhelming response of the British public to the plight of people in Afghanistan shows, as a nation, we do want to welcome those less fortunate than us rather than repel them.

The overwhelming response of the British public to the plight of people in Afghanistan shows, as a nation, we do want to welcome those less fortunate than us rather than repel them. We received many offers of support, enabling us to rapidly expand our capacity to work with Afghan families and speak out to ensure they got the warm welcome the Prime Minister promised.

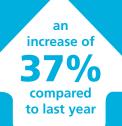
Our work has, of course, been dominated by the Covid-19 pandemic which compounded the isolation and loneliness that refugees often feel. Thanks to a major grant from the National Emergencies Trust we quickly set up a national helpline for people seeking asylum and were able to work with hundreds of people placed in low budget hotels.

The hostile environment has a devastating impact on the mental and emotional wellbeing of all those we work with, so we have also extended these vital services.

I am particularly pleased we have put in place a new strategy to 2025 with a more focused mission and vision, providing clear direction of travel. The coming year will be significant as we implement a new business plan and focus on striving to learn to always do better. The commitment, dedication and generosity of our staff, volunteers, supporters and funders is so important. Together we will continue to make an even greater impact.

IN 2020/21, TOGETHER, WE SUPPORTED:





Of which, 3,508 individuals were <u>new clients – 33% more than</u> the previous year - supported through our National Emergency **Trust (NET) Coronavirus Emergency Programme**



people were given help to resettle, including accessing health care and education, and building their life in their new community

3,398 separated

children were supported with vital information and advice



8,537

refugees received integration support, including help to learn English, find a home and return to work

950

individual and group counselling sessions to help people come to terms with trauma

people in hotels supported to access healthcare



training sessions

adults supported to live with dignity in Home **Office hotels by** providing them with clothing, shoes, phones and emergency financial support

OUR WORK WITH SEPARATED CHILDREN

Since 1994, the Refugee Council have delivered the only national service providing independent information, advice and support to children who arrive in the UK on their own seeking asylum.

This year our children's services supported 3,398 separated children:

- Our Children's Advice Project ensures that children and young people understand the asylum process and can access their rights.
- Our Trafficking Project delivers intensive support for victims of trafficking to keep them safe from further exploitation.

- Our Age Disputes Project assists children who have been incorrectly assessed by statutory authorities as adults to review that decision and secure age-appropriate support.
- Our Refugee Cricket Project provides specialist information, advice and support to separated young people as they navigate both their teenage years and the complex asylum process. This support is grounded alongside weekly cricket coaching sessions, where young people can play a sport they are passionate about in a safe, friendly and welcoming environment.

KARIM & OMAR'S STORY

When Karim notified the Refugee Cricket Project team that his brother Omar was living in Calais, the Refugee Council immediately began working on facilitating Omar's transition via the Dublin III regulation – working closely with France Terre d'Asile.

After successfully being reunited, Omar began attending our cricket sessions with his brother, but he struggled with anxiety and was initially withdrawn and reluctant to talk to any adults about his issues.

We fast tracked Omar to begin English speaking classes, and after regularly attending our cricket sessions he began to develop a good rapport with the Project Advisers, who provided an ongoing source of support and encouragement. Over time, we noticed a distinct improvement in how Omar communicated with adults, even during the lockdown when we were unable to have face-to-face contact. We liaised with his solicitor to push forward his asylum claim and in early 2020 he received notification that he would be invited to a Substantive Interview with the Home Office. When this was delayed due to Covid-19, we again pushed his solicitor to request a decision be made without an interview.

In August 2020, Omar was granted Refugee Status, and has now moved into accommodation together with his brother. Hamed Niazi has been a part of the Refugee Cricket Project for nearly as long as he has been in the UK. Originally from Afghanistan, Hamed was forced to flee home when the Taliban came after his family and he arrived unaccompanied in the UK after a long and difficult journey when still only a young teen.

Describing the project, Hamed says: "This is the only place where I can hope. When I come here, this place feels like my home."



PROUD FERAN

HELPING REFUGEES RETURN TO WORK

We grew our work with employers to enable refugees to secure their first job opportunity in the UK. We continued our partnership with Starbucks supporting refugees to become Baristas. This year we launched new employment and training partnerships with PwC, DLA Piper, ServiceNow, and IKEA.

Our Building Bridges project has played a vital role this year retraining refugees with health professional backgrounds to secure work in the NHS. The cost of training a refugee doctor to work in the NHS is, at most, 10% of the cost of training a doctor from scratch in the UK.

Dr Helal Attayee says he wouldn't now be in a trainee GP position in the UK if it were not for the help of the Refugee Council; "They were like the light guiding me to follow this road and reach the destination."

Dr Attayee studied to become a doctor initially in Turkey and then returned to his home of Afghanistan to 'help his people'. However, his earlier roles, working with the British Army and American NGO's whilst he was a student, meant that he received threats to his life and he had to leave. He arrived in the UK, alone and with nothing, in early 2012: "The most important thing for me was to save my life and that is what I did." He felt lost, without knowledge of the systems, away from his family and trying to learn a new culture as well as get used to the British weather.

One of his biggest concerns was whether he could continue to work as a doctor. An introduction to the Refugee Council was life changing as he received help and guidance to take English exams, financial support and access to training programmes so that he could become a registered GP here in the UK.

Now living in Hampshire, Dr Attayee is happily finishing his training at a GP Surgery. His concerns for his family still in Afghanistan have, however, grown with the recent collapse of the country to the Taliban and he hopes they can join him safely in the UK.



PROVIDING CRISIS SUPPORT

Infoline, our freephone helpline, launched in April 2020 thanks to funding from the National Emergencies Trust. The service was developed to support the urgent needs of refugees and people seeking asylum due to the Covid-19 pandemic. Infoline connects refugees and people seeking asylum with accurate and tailored information about local services and specialist support relevant to their needs.

During the pandemic, people seeking asylum were housed by the Home Office in hotels often experiencing sub-standard and unsafe conditions for months at a time. Refugee Council's Hotels Programme began in April 2020.

We assisted 921 adults to live with dignity in Home Office hotels by providing them with clothing, shoes, phones and emergency financial support. I want to say a big thanks to Refugee Council for helping me and my family. We couldn't get any help with universal credit and immigration issues without them. Doing things on our own we didn't achieve anything – everywhere was rejection. But when we contacted Refugee Council they help quickly and they are friendly. Thank you very much, God bless you.

The most common nature of enquiries are around:

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Immigration (20%						
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Asylum						
support (9%)		 • • • • • • • • •				
		 2.				
Destitution				1.		
Destitution			3.			
(11%)	Enquiries are from	· · · · · · · · · · · · · · · · · · ·				
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Health and	from ou different	 				
wellbeing	states. The top					
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(11%)	countries of origin		••••	••••		•
	are (in order):	 	••	•	• •	
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Housing	1. Iran					
(9%)	2 Currie	•••••			••	
(970)	2. Syria					
	3. Iraq					•
Education	4. Eritrea		••			•
Education		•••••	•			
(7%)	5. Kuwait		•			
	6. Afghanistan	••••				- •••
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REFUGEE RESETTLEMENT, HELPING REFUGEES MAKE A NEW LIFE IN THE UK

We have supported over 700 resettled Afghans to date across our resettlement programmes in Yorkshire & Humberside, Hertfordshire and Lewisham.

We have welcomed families into their new communities in a range of ways from supporting them to register with GPs and banks, enrolling their children at school, delivering orientation activities to help people settle in their new neighbourhoods, and supporting them to access English language courses and employment opportunities.

MARWA'S STORY

Marwa and her family had a comfortable life in Afghanistan. Marwa was studying at University and working as Vice President for her mum's company.

In the months leading up to the fall of Kabul, life was becoming more dangerous and there was a bomb blast right in front of her family home. Marwa and her family, however, did not dream that their country would be taken back under the control of the Taliban so quickly, it came as a big shock.

It was no longer safe to stay especially as her mother and aunt were on a target list because they had been members of Parliament. Along with thousands of others they headed to Kabul airport. They feared capture by the Taliban and had to walk through the river to reach the British Army gate just hours before the bomb blast.

After a period in quarantine in a hotel in London, Marwa and her family are currently in a hotel in Yorkshire where they are receiving assistance from the Refugee Council. From practical guidance such as opening a bank account or accessing English classes to emotional wellbeing support and a listening ear, Marwa and her family are starting to set up their lives here in England. Marwa received help to apply to universities to continue her studies and has already secured a place at a top London University. She is hopeful for her and her family's future.



"It is not easy to recover from all the things that have happened. But these people here working at the hotel are amazing, they are helping me to recover faster, I will never forget these people. They help me carry on in hard days." Marwa, age 20 Helping refugees to resettle here in the UK has been part of our DNA since we were founded 70 years ago. Over the last year, our resettlement teams went above and beyond to ensure we were here to support hundreds of refugees from Afghanistan who arrived following the crisis in Kabul in summer 2021. For example, our Yorkshire & Humberside team began supporting families who arrived under the Afghan Relocation Assistance Programme (ARAP) from July 2021 when the first families arrived in Leeds.

We began supporting Afghans in hotels across Yorkshire & Humberside in early autumn 2021 and to date we have supported over 700 people. The evacuation of Afghans to safety in the UK happened very quickly between July-August. People were housed in bridging hotels for many months while the Home Office agreed their legal status and entitlement to long term housing and support from Local Authorities across the UK.

Within hotels in Selby, Scarborough, Doncaster and Rotherham we have delivered wrap around support to newly arrived and isolated families. Our teams have been onsite daily at hotels, providing orientation information, and providing casework to enable families to access essential services, for example registering for a national insurance number to access universal credit, registering with a GP, or mental health services etc. In addition to practical advice and guidance, our staff and volunteers have provided community engagement activities to reduce people's isolation and boredom whilst they await the transfer to their new homes. Activities include English conversation classes, workshops on life in the UK, and wellbeing activities such as trips to local attractions.

ABDUL'S STORY

Abdul* worked as an interpreter for the British forces in Afghanistan in 2009 before returning to his home village to start a family. He then worked for the US forces in 2017, stationed in Kabul and helping to train the Afghan mobile strike force.

In July 2021, he was forced to leave Afghanistan for his own safety when the Government collapsed and he came to the UK. Abdul says the Refugee Council were there to welcome his family when they arrived at their new home in Doncaster and have been there ever since. He adds that their support in showing him around his new community and helping register him with a bank, GP and schools, has been invaluable.

Now, again with the help of his Refugee Council support worker, Abdul has successfully applied for a new job working with refugees and asylum seekers as a 'Move On' officer with Doncaster council. He is looking forward to ensuring others newly arrived in his community receive the same support, and warm welcome, that the Refugee Council gave his own family.

*We take safeguarding extremely seriously so some of the names and photos have been changed to protect identities. "Without the Refugee Council I would be confused where to go, they were there to support when we had no other people to help us. It was very important and I was so happy to have someone helping me. The support worker came to our house at first, showed us around the area, the GP, the bank, Halal shops. Without Refugee Council it would definitely have been a problem." Abdul, 32



SPECIALIST HEALTH AND WELLBEING PROGRAMMES

Refugees and people seeking asylum are five times more likely to have mental health needs than the general population due to past traumatic experiences. Yet, they are less likely to receive support for their condition. That's why the Refugee Council developed our specialist therapeutic programme 18 years ago. Our sector leading service is trauma-informed and sensitive to gender and cultural issues.

Last year, we provided therapeutic support to 695 adults, 74 children and adults (24 families), and 226 separated children.

Our Adult Therapeutic Services are based in Birmingham, East of England, and London:

- 78% of adults reported benefitting from our specialist counselling and psychotherapy
- 83% of adults reported improvement in their mental and physical wellbeing following our support and assistance to access specialist health services.

Our therapeutic service for families who have resettled is provided in South Yorkshire:

- 33% of families reported improved wellbeing
- 100% of families reported improved safety.

Our Children's Therapeutic Services, called My View, are based in Kent, London, Luton, Leeds and Birmingham:

- 83% of children reported benefitting from our specialist counselling and psychotherapy
- 89% of children reported improvement in their mental and physical wellbeing following our support and assistance to access specialist health services.

In addition to our Therapeutic Services, our Health Access for Refugees Project (HARP) funded by the National Lottery Community Fund, continues to enable access to health services across Yorkshire.

This year HARP supported over 1,500 people living in hotels and initial accommodation provided by the Home Office to provide short term accommodation for people seeking asylum; many people found living in temporary accommodation, unable to access basic amenities for over 6 months, negatively impacted their mental and physical health.



RASEEM'S STORY

Raseem, 30, from Eqypt, came to our therapeutic services with severe psychological and physical issues. In his home country, honour killing led to him being shot four times and two of his cousins being killed as they tried to protect him. He was forced to flee to the UK in fear for his life.

Raseem struggled with anxiety, depression and PTSD, and he frequently relived his trauma through flashbacks and nightmares.

The Refugee Council therapist provided strategies to help Raseem become calm when he was feeling anxious, and explained the relationship between thoughts, feelings and behaviour, which helped Raseem to understand the impact his past trauma was having. Our therapist also reached out to the relevant agencies, who were able to support Raseem to find appropriate accommodation.

Once settled in a local community, Raseem immediately registered with a GP and started getting the medical care he needed, a significant progression of his trust in others and ability to ask for help.

At the end of his therapeutic journey, Raseem said that the care he'd been shown by his therapist had enabled him to regain confidence in himself and others. Raseem was also able to focus on his future and self-development. He started to receive the specialist medical care he needed, enrolled in an English class and planned to apply for an educational course that would enable him to find a job. Raseem said that the support he received from the Refugee Council had entirely transformed his life.

CAMPAIGNS AND ADVOCACY

Our Advocacy & Engagement Team work hand-in-hand with our services and partner refugee charities to drive change and improve the lives of refugees and people seeking asylum.

Responding to the pandemic – we worked closely with organisations across the charity sector to coordinate our advocacy work and share intelligence. We produced a number of policy calls raising awareness of the immediate needs of people seeking asylum, and engaged with Government to push forward urgent interventions.



Our petition, asking the Home Secretary to do more to protect refugees and people seeking asylum during the pandemic, received almost 34,000 signatures. This public support was critical and led to the Home Office announcing vital temporary policy changes, including a suspension of evictions and the continuation of asylum support for people who might otherwise have been facing destitution. As we responded to the rapid changes the Government introduced during the pandemic, we kept our clients and the sector updated through vital online resources (updated over 200 times during the period) and accessed over 240,000 times by 100,000 users.

JUNE 2020

Calling to unite families – in June 2020, the Families Together coalition animation 'Without my mum', produced by the Refugee Council, won a Third Sector Award. Then, in September, we launched a new campaigning phase of the Families Together Campaign, with a new petition to the Prime Minister launched on the back of an open letter signed by more than 70 high-profile actors, musicians, comedians, artists and athletes.

Improving knowledge on finance and banking – in November, we published a banking guide for refugees to help overcome some of the challenges refugees face when opening bank accounts for the first time.

FEBRUARY 2021

Advocating for a place to call home – In February 2021, we published a report highlighting the challenges refugees face in accessing private rented accommodation in London. The report formed part of a campaign to highlight this issue to the candidates in the run up to the Mayoral election.



In March 2021, the Government published their 'New Plan for Immigration'. The plan proposed a number of regressive and punitive changes to the way the UK fulfils its international obligation to people seeking protection. The plan would effectively create a two-tier asylum system whereby people seeking asylum would receive differential treatment entirely dependent on how they arrived in the UK. This would include plans to remove people seeking asylum to any country they had travelled through on their way to the UK, plans to accommodate people in reception centres for the duration of their claim, restricting family reunion rights of some refugees and proposals to allow offshore processing of asylum claims.



Launched Together with Refugees – we were instrumental partners in building a wider 'movement of change' by working closely with other organisations across the sector to develop plans for a new coalition, which launched later in July 2021 as the 'Together with Refugees' coalition.Campaigning for a fairer, compassionate asylum system.

JULY 2021

We also produced a report in April which examined the experiences of people seeking asylum living in hotel accommodation and the impact of this on all areas of their lives.

PRIL 2021

> We were gravely concerned about the potential impact such measures would have and worked quickly to publish a comprehensive Impact Analysis to highlight and evidence the damaging impact these measures would have.

MAY 2021

> The plan would be followed by new legislation introduced later in 2021 in the form of the Nationality and Borders Bill. Our work to oppose the regressive measures contained in the bill will be the focus of our advocacy work in 2021 and 2022.

2022

LEARNING MATTERS STRIVING TO LEARN AND DO BETTER

We have achieved a great deal and made a positive impact on the lives of those we work with and in seeking to build greater support for a more compassionate approach to people who come to our shores in search of safety. But for us, reporting on our impact is also about being open about where we need to do better and what we need to do differently. Going forward striving to learn and do better will be paramount because it ensures we are always seeking to improve and have a greater impact.

In 2022/21 we identified some key areas where we know we need to improve that we want to be transparent about.

Our approach to lived experience and how we ensure people in the asylum and refugee system have a more equal voice in what we do is incredibly important:

We have some projects with a clear focus on lived experience, for example our Health Access for Refugees Project (see p10), and our frontline work is very much focused on empowering refugees. We have started a mapping exercise to examine and capture the learning from what we currently do. However, we know that as an organisation we do not have a shared understanding of what we mean by lived experience, what we want to achieve and a plan with resourcing to deliver it. It is vital we address this by developing an organisational approach and plan as well as ensuring our board of trustees includes people with lived experience.

Putting our commitment to equality, diversity and inclusion (EDI) into practice:

We have always been committed to EDI and have an engaged EDI cross organisation staff group but taking concrete action that feels meaningful to all our staff remains a challenge. EDI is an important issue for all organisations and in the wake of the greater global attention on the Black Lives Matter movement the charity sector has rightly had to face up to the issue of race equality, diversity and intersectionality and recognise its shortcomings. We are no different in this respect.

Our staff do not feel we are an organisation which is dramatically failing on EDI but would like to see more firm action. We don't have an anti-racism action plan that links into a wider EDI strategy which has been co-produced with our EDI staff group or our new Black and minority ethnic and refugee staff group. This will be a priority going forward.



We are on an impact journey for our services:

Our work with refugees is not simple and neat. We do not work on one area of need providing a straightforward input that leads to an easily identifiable output. Despite this we are committed to showing the real difference we achieve through our services with refugees by collecting powerful outcome data.

Establishing and transparently reporting on a set of genuine outcomes has not been easy. Working out how best to capture them has also been more difficult than we expected. We have learned that demonstrating our impact is far more complicated than we anticipated not least because it requires us to change how we record data and adopt a different mind-set.

Reporting on our impact is also about being open about where we need to do better and what we need to do differently.

Our systems and processes including how we make the most of digital systems needs to be improved further:

We are not complacent about the fact that we don't have all the best quality up to date organisational policies, systems and processes in place. We have learned that we need to give this greater priority and focus more resource on it.

We need to review our safeguarding policies, procedures and practice so that learning, development and continuous practice improvement is at the heart of our approach.

We need to put in place a digital HR system, a first class fundraising database and CRM and move to an improved IT system and infrastructure. Given our services have adapted to the Covid pandemic by delivering more services remotely, we need to ensure our digital infrastructure and associated data protection systems is fully fit for purpose.

LOOKING TO THE FUTURE

In June 2020, our Board signed off our new strategy for 2021 – 2025. Our Strategic Ambitions, and how we will achieve them, are set out below.

OUR VISION:

Refugees are welcome to live safe and fulfilling lives contributing to the UK.

OUR PURPOSE:

To work with refugees to transform their experience of seeking protection in the UK.

OUR VALUES:



Inclusive

We are inclusive. We work with – not for – refugees and people seeking asylum, so they have an equal voice, co-producing projects and ensuring their expertise and experiences are at the heart of what we do.



Collaborative

We are collaborative. Working with others is a priority in order to have the collective impact that is vital to achieve policy and practice reform.





We speak out when we see injustice, cruelty and unfairness. We always stand up for what we believe is the right thing to do to transform the experiences of those seeking protection in our country.

Respectful

We are respectful of all those we interact with. We treat everyone – our staff, volunteers, beneficiaries, partners and people we disagree with – with the same respect, professionalism and understanding.

AMBITION 1:

We will successfully press Government and other agencies to take action that significantly improves refugee protection.

AMBITION 2:

We will significantly improve access to quality support for refugees in crisis and those seeking to integrate.

AMBITION 3:

We will successfully influence public attitudes to refugees in new and imaginative ways to reform the hostile environment that impacts their lives.

ENABLER 1:

Lived Experience – people with lived experience of refugee protection are at the heart of what we do by developing a whole organisation approach to their engagement and involvement.

ENABLER 2:

Collaboration – we will collaborate with like-minded partners to maximise the impact we can collectively make.

ENABLER 3:

People, Partner and Processes – We will develop our staff, invest in our systems and processes, prioritise a learning approach and attract the resources needed to deliver our ambitions.



IN 21/22 WE WILL DELIVER:

- An organisational strategy on lived experience so we have a more consistent and clearly defined approach and plan in place to embed it across the organisation.
- In collaboration with staff and informed by a staff survey led by our BAMER staff group we will develop an Equality, Diversity and Inclusion plan setting out an initial focus on anti-racism with a set of concrete actions mapped out.
- An independent review of our safeguarding practice, policy, and procedures to enable us to learn how we can improve and what we need to do differently to ensure a culture of continuous learning and improvement is in place for this critical area of work.
- A new high level outcomes framework for all our services to demonstrate the real difference we make to the refugees we support and develop plans to pilot them.
- An IT review and move to Microsoft 365 with a new IT support system in place and we will put in place a new fundraising and CRM database.
- An uplift in our media and public profile with more powerful communication and campaigning.

ALL OF THIS IS ONLY POSSIBLE BECAUSE OF **OUR AMAZING** SUPPORTERS THANK YOU!

Our donors:

Responded to our Appeals and made regular donations

"I wanted to support refugees because they are one of the most marginalised, misunderstood and unfairly maligned groups in society. The Refugee Council is an absolutely vital resource for them and I just wanted to help in any small way I could." Andy

Made donations in memory of loved ones

"I can't buy my Mum a birthday present any more as sadly she died. She cared deeply about creating a fair society for all and that those with refugee status were supported. Happy birthday, Mum."

Organised their own fundraising events

Vaughan Dagnell set up Flip Your Dog For Mental Health, an online yoga and meditation class that raises funds and awareness for mental health causes, and has been supporting Refugee Council since May 2020.

"The refugee and asylum seeking situation worldwide is something that needs so much support. A society is only healthy when we are all given the opportunity to thrive rather than simply survive, and mental health is at the heart of wellbeing."

Left us gifts in their wills

"I'm leaving a gift to Refugee Council in my Will because I want to make sure they're still there to help people who have lost everything to rebuild their lives."

Made Refugee Council their benefitting charity

Long term corporate partners Bloomberg support the Refugee Council's destitution service with donated winter survival packs.

Thanks to the generosity of our donors and the ongoing commitment from our funding partners, our total income in 2020/21 was £12,602,000, an increase of £2,400,000 from the £10,200,000 in 2019/20.

Particular thanks go to:

A MacAdam

Barnsley Metropolitan Borough Council

BBC Children in Need

Bloomberg

Comic Relief

Croydon Relief in Need

Dame Vivienne Westwood

lan McVeigh

Lund Trust, a charitable fund of Lisbet

Rausing and Peter Baldwin

Paul Smee

Robin MacLeod charitable trust

The 29th May 1961 Charitable Trust

The City Bridge Trust

The Evan Cornish Foundation

The French Huguenot Church of London Charitable Trust

The Goldsmiths' Company Charity The National Emergencies Trust

The National Lottery Community Fund

The Progress Foundation

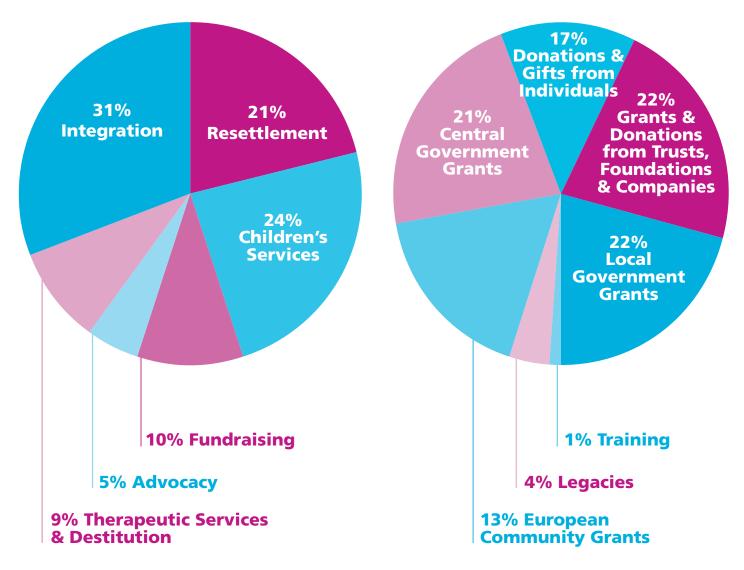
The Stanley Thomas Johnson Foundation

Tuixen Foundation

FINANCES

90% of our funding is spent on our charitable work

Last year, 43% of our funding was from individuals, trusts, foundations and companies





Contact us at the Refugee Council, PO Box 68614, London, E15 9DQ

supporter@refugeecouncil.org.uk or 020 7346 1205

Please keep in touch with our work on Facebook, Twitter and Instagram.

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