

**Notre Dame
Refugee Centre**

**Annual Report and
Accounts**

31 August 2017

Charity Registration Number
1122110

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Reference and administrative details of the charity, its trustees and advisers

Trustees	Father Paul David Walsh (Chairman) Aymeric Clement Marie-Joseph Brochard Anne-Lise Gaillac Dieu Rev. John Joseph Harrington Prof. James McManus Gillian Margaret Paterson Claire Reynaud Erick Robert Maurice Rinner John Walsh Bishop. Alan Stephen Williams
Director	Sarah Hughes
Trust Secretary	Philippine de Beauregard
Principal office	5 Leicester Place Leicester Square London WC2H 7BP
Telephone	020 7440 2668
Facsimile	020 7437 3848
Website	www.notredamerc.org.uk
Charity registration number	1122110
Auditor	Buzzacott LLP 130 Wood Street London EC2V 6DL
Bankers	HSBC Bank plc 69 Pall Mall London SW1Y 6EY
Solicitors	Lamb Brooks Victoria House 39 Winchester Street Basingstoke Hampshire RG21 7EQ

The trustees present their statutory report together with the accounts of the Notre Dame Refugee Centre for the year ended 31 August 2017.

The accounts have been prepared in accordance with the accounting policies set out on pages 21 to 23 of the attached accounts and comply with the charity's trust deed, applicable laws and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and Update Bulletin 1.

OBJECTIVES AND ACTIVITIES

The trustees apply the income of the charity in furthering the following objects:

- ◆ Advancing education and relieving financial hardship amongst those seeking asylum and those granted refugee status particularly by the provision of legal and other advice by:
 - ◇ Assisting destitute service users to make the necessary applications and appeals, particularly with people whose first language is not English.
 - ◇ Providing access to fully qualified and experienced advice workers, who have contacts locally and nationally, and who can help with access to other service providers; and are particularly active in assisting in the search for accommodation.
 - ◇ Providing an advice service on asylum and immigration matters, housing, benefits and debt (OISC levels 1 and 3) with a legal quality mark, seeing at least 50 clients/week.
 - ◇ Providing monthly legal surgeries, with the support of an external professional which examine the cases of those who have failed with previous appeals, up to four people per session.
 - ◇ Providing weekly basic literacy ESOL classes for eight to twelve people. Learners are also offered one-to-one support where appropriate.
- ◆ Relieving financial hardship amongst those granted refugee status and their dependants living (temporarily or permanently) in the United Kingdom by:
 - ◇ Running twice weekly drop-in cafés offering a hot meal, hot and cold drinks and sandwiches.
 - ◇ Assisting service users to make relief grant applications for money to buy clothes, shoes, educational material and to contribute to household bills.
 - ◇ Providing clothing and certain household goods for people without visible means of support.
 - ◇ Providing travel assistance to people who have no means of support and would otherwise not be able to reach the Centre.

OBJECTIVES AND ACTIVITIES (continued)

- ◆ Preserving and protecting the physical and mental health of those granted refugee status and their dependants by:
 - ◇ Providing access to a health team who can carry out an initial review of any medical issues, provide advice and refer those who need further treatment to the appropriate organisation.
 - ◇ Providing regular counselling support.
 - ◇ Referring service users to networks of specialist mental health support services.
- ◆ Advancing the education and training of those granted refugee status and their dependants in need thereof so as to advance them in life and assist them to adapt within a new community by:
 - ◇ Providing advice and guidance to people granted refugee or other immigration status to assist them through the transition period into mainstream provision of welfare, employment and housing, after a difficult period in their lives.
 - ◇ Providing employment support to service users through the course of the job application process including assistance with writing CVs, tuition in English for interviews and other unfamiliar situations, job searches and help filling in job application forms.
- ◆ Advancing the education of the public in general about issues relating to refugees and those seeking asylum by:
 - ◇ Introducing the Francophone community in London (estimated at 300,000 people) to refugee and immigration issues faced in particular by people coming from Francophone parts of the world.
 - ◇ Assisting with and contributing to campaigning literature produced by other agencies with a view to informing people in the United Kingdom about the challenges faced by refugees and asylum seekers.
 - ◇ Hosting events to bring to the notice of the general public, in particular people with little or no direct experience, some of the issues faced by refugees and asylum seekers.
 - ◇ Cooperating with other organisations which publicise the challenges faced by refugees and asylum seekers.
 - ◇ Producing and distributing leaflets and posters informing people who may have little or no direct contact with migrants and refugees of the situations they encounter and the assistance they need.
 - ◇ Taking opportunities to brief religious, civil, educational, medical and other authorities on refugee and migrant problems and experiences.

OBJECTIVES AND ACTIVITIES (continued)

- ◆ Relieving sickness and financial hardship amongst those seeking asylum in the United Kingdom or who are refugees, and who reside in the United Kingdom by:
 - ◇ Providing regular health clinics to help people find GPs and provide help with long-term health issues.
- ◆ Relieving financial hardship by the provision of free legal advice and assistance to persons who, through lack of means, would otherwise be unable to obtain such advice by:
 - ◇ Referring asylum seekers and refugees to specialised Immigration and Housing solicitors, and specialised organisations where individuals can obtain qualified legal advice and further representation.
 - ◇ Helping with appeals for people whose rights have been denied or whose needs merit further consideration.
 - ◇ Providing access to a second tier specialist support network and free training courses in subjects ranging from immigration to community law and housing.
- ◆ Providing general education including language skills to enable access to the wider community by:
 - ◇ Running English language classes or individual sessions using qualified ESOL teachers.
 - ◇ Organising and presenting workshops to encourage and facilitate the uptake of educational and training opportunities.

Other activities

- ◆ Our support for vulnerable asylum seekers and refugees addresses a wide range of needs that they have helped to identify. This includes:
 - ◇ Distribution of donated clothing.
 - ◇ Creative activities including weekly art, sewing and theatre sessions offering visitors the chance to work in a variety of media.
 - ◇ Social occasions including outings to reduce isolation and encourage a sense of belonging.
 - ◇ Regular recruitment of volunteers and regular training sessions for them.
 - ◇ User feedback by means of appropriate survey methods.

PUBLIC BENEFIT

The trustees have had regard to the Charity Commission's guidance on public benefit. The aims of the charity and the activities that it provides are demonstrably of public benefit, as Notre Dame Refugee Centre helps and supports one of the most vulnerable groups of people in our society, namely asylum seekers and refugees. Alleviating the poverty, distress and vulnerability of the poorest members of our society is undoubtedly of benefit to society as a whole, reducing risks to public health, of criminal behaviour and other social ills. The dissemination of basic information about the conditions of life our visitors' experience assists society to respond more appropriately to the needs of this group of people. To this end, we collaborate with other organisations and agencies with similar aims and make ourselves available to brief interested parties.

ACHIEVEMENTS AND PERFORMANCE

Notre Dame Refugee Centre is one of the major Centres in Central London providing a comprehensive programme of services to 1,300 refugees and asylum seekers who actively use the Centre. It has attained a high level of organisational and advisory capacity on a tight budget. This was reconfirmed in December 2015 by the award of the Advice Quality Standard certificate for a further two years. During the year, NDRC's services continued at full capacity and demand rose. Sometimes over 100 visitors attended a drop-in session, which was crowded, but we kept our doors open to all. The free services are well known and the Centre's reputation is strong so we receive many referrals. The environment has grown more hostile for asylum seekers since the introduction of the 2016 Immigration Bill and the need for our advice services has grown. We updated 1,368 advice cases (1,028 the previous year).

The Director ensured standards were maintained, updating the safeguarding policy again, ensuring DBS checks were completed on key personnel, and renewing OISC (Office of the Immigration Service Commissioner) accreditation. She attended a safeguarding training and also maintained a team of a dozen cafe volunteers on each drop-in day. Other volunteers led a wide range of activities.

Advice service

The advice team's impressive success rate with immigration and benefits cases continued: 103 Further and Indefinite Leave to Remain applications made/ 48 obtained; 49 Convention Travel documents requested/ 31 obtained; 64 benefits applications made/ 22 successful; 13 Family Reunion applications made/ 6 obtained (and some pending); 22 naturalisation applications initiated/ 10 obtained. One Advice Worker's work at Women for Refugee Women increased NDRC's outreach to vulnerable women and many of the women access services at both Centres which we consider a positive outcome.

The asylum expert from Camden Community Law Centre reported that about 50 clients were seen in her monthly surgeries over the year. Many did not have sufficient evidence to submit a fresh claim, but many others, particularly vulnerable clients, were taken on pro-bono by CCLC. Successful cases included a client with severe mental problems who was eventually granted Indefinite Leave to Remain by the Home Office; a victim of trafficking, who was granted Further Leave to Remain on appeal; a client from Jamaica with serious mental problems, whose appeal was also allowed.

ACHIEVEMENTS AND PERFORMANCE (continued)

Advice service (continued)

It is likely that post-Brexit non-EU nationals currently with permanent residency will no longer be legal and their transfer to Indefinite Leave to Remain will not necessarily be automatic. However, provisions such as Article 8 'the right to a private and family life' under the ECHR (European Convention of Human Rights) will not change – unless and until there is a new UK Bill of Rights. The demand for NDRC's services will only grow in this environment.

The impact of the 2016 Immigration Bill was apparent; for instance one Advice Worker reported that her clients had found it more difficult to register with GPs, to open bank accounts and to rent accommodation. The advice team found that the high fees for immigration applications were often an insurmountable obstacle for clients who might not be classified as destitute by the Home Office, but do not have a high enough income to pay the application fee and the immigration health surcharge, especially if they have dependants as well.

The delays in processing asylum support applications also left several vulnerable women supported by one Advice Worker in abusive situations. Informal solutions such as Hosting schemes have proven to be a great resource in these cases. However, there are many more women in need of stable and secure accommodation than there are hosts.

We have learnt that we need to ensure an advice team of four advice workers on each drop-in day, supplemented by appointments on other days, to keep up with the demands of our clients' situations, and the increasing numbers coming to us. Our advice workers need to be on the ball in terms of clients' rights in relation to the law, and we also encourage them to advance in the OISC accreditation system. We have learnt once again that our counsellor is invaluable in supporting the advice team with her care and concern for the mental issues faced by many clients as they go through the prolonged asylum processes.

Counselling

The majority of the Counsellor's clients in the past year have been Congolese but in total she saw 174 clients from 31 different countries. She reported that the clients 'feel more hopeful, more valued and stronger' as a result of the counselling she offers. 'They say their problems become more manageable and they feel less desperate'. The Counsellor was called as a witness in several clients' court cases to testify to their post-traumatic stress disorder symptoms and vulnerability.

In addition, the Counsellor took on the required one hour weekly supervision of the art therapy post-graduate student placement from Goldsmiths, University of London.

Health

The health clinics are working well. The Monday clinic sees an average of 3-4 patients a week, equal men and women. 16 patients are regular attenders. All are happy with the advice received, the administrative help given to access services, and for those who wish, the homeopathic remedies they are prescribed. 3 patients were referred to Le Dispensaire Francais. There is strong cooperation between the counsellor and the nurses.

ACHIEVEMENTS AND PERFORMANCE (continued)

Health (continued)

The monthly Doctors of the World clinic on Thursdays ran 8 times in 2016–17 with an average of 3 patients attending. Half those seen were sofa surfers and more than half (13/21) living below the poverty line. The majority received help with GP registration and/or applications for help with NHS costs (HC2/3/5 forms).

Drop-in cafés

Visitor numbers to the drop-in cafés increased further this year: a total of 8,718 visits to the Centre, an average of 86 per drop-in day (79 the previous year). There were more men (average 48) than women (average 38), with an average 3 children accompanying. The number of new clients also increased: 728 or an average of 7 per drop-in session (average 4 the previous year).

We remain concerned about our destitute visitors and their families, 40% of the total. Travel reimbursements to these visitors have increased in number, 40 per drop-in session including class participants (32 the previous year). We provided hot and cold food and good quality used clothes to all our visitors; and small annual hardship grants to those with no means of support. With the help of charity Bloody Good Period we also began to distribute womens' sanitary items.

The adjectives most used to describe the Centre were (source: Users Feedback Survey 2016):

'helpful, welcoming, friendly, caring, perfect, happy, relaxing, like family'

The welcome provided in the café, and the wide ranging programme of activities are clearly appreciated by many visitors, and help to support those with long-term needs. We try to make improvements in accordance with visitors' suggestions.

To maintain the programme of activities we continued to recruit, train and support a team of up to 40 volunteers. We are very fortunate to have a core group of loyal, talented and experienced volunteers. This is particularly true of our English teaching ESOL team. With a minimum commitment of 6 months required of all volunteers we are able to take in younger volunteers and give them a valuable introduction into many aspects of working with asylum seekers and refugees, many of whom are vulnerable.

English language classes and Job Club

The 3 English classes ran really well during the year, due in large part to the competence of the volunteer teachers. The class for illiterate beginners had 11 participants and an average attendance of 6. 2 qualified ESOL volunteers also saw a total of 113 students over the year of which they referred 56 to NDRC classes and 27 to external classes, providing 1:1 support to the rest. The beginners class and the intermediate class (which began as an English for Work class) were also well attended.

ACHIEVEMENTS AND PERFORMANCE (continued)

Creative activities

Creative activities have become a solid feature of the Centre's comprehensive range of services. The art, sewing and theatre groups were all regularly attended and the sewing group had a waiting list. The theatre group enjoyed seated yoga sessions when the drama leader was not available, both activities were a means of release from daily worries.

The post-graduate art therapy student placement attended the Centre twice a week throughout the academic year. She ran a weekly art group, saw a few clients for individual sessions, organised special activities such as Christmas cards and an exhibition of members' work at the Friends' Reception in March, and also contributed to general volunteering in the café. During the summer holidays a teacher from the Ursuline School ran a Learn to Draw programme which was well attended and produced some colourful and inventive pictures.

Social activities

The 20 March 2017 Friends Reception at Notre Dame University was a special anniversary event and attracted about 100 volunteers, supporters and guests. Whilst being an occasion for thanking all those who support NDRC in a variety of ways, it was also a great way to promote the Centre with the launch of a new website and film during the evening. The main item on the programme was presentations by 5 speakers under the theme of Refugee Journeys. Whilst some might have found 5 speakers too many, the presentations painted a rich picture ranging from womens' experience, to working with unaccompanied minors from the Calais camps, to the experience of an Eritrean refugee, and finally to the glasshouse sweatshops exploiting migrant and refugee labour in southern Spain. The evening also included an art exhibition and music provided by Live Music Now.

In early July the Notre Dame All Stars football team took part in a 5-a-side tournament organised by the Red Cross and were runners up. 12 young men turned up on the day and were clearly the best of the 8 teams. However their enthusiasm and confidence got the better of them and they lost the final on penalties. All were enthusiastic to continue and a volunteer agreed to manage the team on a longer term basis.

Sunninghill Marist girls' school invited NDRC visitors to an open day in July for the second year running. 12 out of 20 expected visitors turned up on the day and much appreciated the welcome and visit. This visit together with the football match and the summer art programme constituted the summer outings programme this year.

Partnerships

The Centre continued to work in partnership with a range of organisations for solidarity and effectiveness. Advice work was enhanced once again by the partnership with Camden Community Law Centre for legal support and also the weekly outreach to Women for Refugee Women (WRW). The advice team and Counsellor continued to receive and make referrals to other centres in the London Area such as Hackney Migrant Centre, Freedom from Torture, and Refugee Council.

ACHIEVEMENTS AND PERFORMANCE (continued)

Partnerships (continued)

The Notre Dame de France Trust continued its staunch support to the Centre, providing accommodation, administrative support and many voluntary contributions (volunteers, clothes etc). The French Chaplaincy (Aumonerie Francaise) also continued to fundraise for the Centre with students from the French Lycee and other schools in its programme.

The partnership with Doctors of the World continued as did that with the STAR (Student Action for Refugees) group at London School of Economics (LSE) who provided volunteers for the weekly employment service.

Further contact with local businesses provided valuable in-kind support to the drop-in café. The generous support from Pret a Manger, Paul's and Gail's bakeries and Tua Pasta was supplemented by pizza from Pizza Hut. The Pret Foundation also funded some of our visitor travel expenses once again.

Fundraising and communications

Very good progress was made during the year on communications and outreach. The NDRC website was redeveloped and relaunched together with a film about the Centre (made with City Bridge Trust funding in partnership with the Media Trust) at the Reception held for Friends of NDRC on 20 March. This marked 21 years since Notre Dame de France church started to deliver services to refugees and asylum seekers and 10 years since the charity Notre Dame Refugee Centre was registered. The new website channelled increased traffic to the Centre in the form of enquiries and new visitors.

Individual fundraising was particularly good in the last year and may have been assisted by the stronger website. We raised a record £7,979 through sponsorship of our 50 strong team of walkers on the London Legal Support Walk in May 2017.

The political situation

The 2016 Immigration Act began to be implemented though much of the statutory guidance was still not in place so implementation was piecemeal. Many offences which were previously civil offences are now criminal offences affecting the whole population: for instance those related to employing or housing an undocumented asylum seeker.

Our advice team was more in demand and the advice workers found it harder to achieve positive results for our visitors. Examples included a reduction in the rights of appeal for asylum seekers, and reduction in asylum support for individuals and families. Also the threshold for some applications went up e.g. children's cases using the 7 Year residency rule were refused on grounds that it is not unreasonable for a child to return to his/her country of origin. Sometimes this even applied to children with British nationality. On the other hand we gained refugee status rapidly for several new arrivals, including some Congolese and Cameroonians.

FINANCIAL REVIEW

Results for the year

The results for the year are shown on page 19. Total income for the year was £233,327 (2016 - £234,898). The principal funding sources continue to be grants from trusts and foundations £128,106 (2016 - £125,584), donations in kind of accommodation and administrative support £68,700 (2016 - £68,600) and monetary donations £36,481 (2016 - £40,675).

Total expenditure amounted to £230,252 (2016 - £216,413). The main expenditure lines in the year were the salaries of the five part-time staff to enable clients to access our services and charges associated with practical assistance to destitute service users, for example counselling and legal advice as well as the cost of bus tickets.

Net income and the overall net increase in funds for the year was therefore £3,075 (2016 - £18,485).

It has to be noted that, despite the difficult economic climate, fundraising efforts brought significant results, with increased grant income of £128,106 (2016 - £125,584) in the financial year from trusts and foundations and grant funding for salaries of £119,257 secured for the next three years (£84,257 in 2017/18, £30,000 in 2018/19 and £5,000 in 2019/20).

Reserves policy and financial position

The trustees have examined the requirement for free reserves i.e. those unrestricted funds not invested in fixed assets, designated for, or restricted to, specific purposes or otherwise committed. The trustees consider that ideally, given the nature of the charity's work, the level of free reserves should be a minimum of three month's average unrestricted expenditure at any one time. The trustees are of the opinion that this provides sufficient flexibility to cover temporary shortfalls in income due to timing differences in income flows, adequate working capital to cover core costs, and will allow the charity to cope and respond to unforeseen emergencies whilst specific action plans are implemented.

As at 31 August 2017, the balance sheet shows total funds of £77,129 (2016 - £74,054). Monies restricted for specific purposes stood at £23,157 at 31 August 2017 (2016 - £24,114). The free reserves at 31 August 2017 representing the remainder of the charitable funds stood at £53,972 (2016 - £49,940).

The trustees are satisfied that the reserves at year end are in line with reserves policy.

PLANS FOR THE FUTURE

We propose to extend our immigration service with a telephone advice line. The advice line will cater specifically for immigration queries and second tier support. Research on existing advice lines indicates that there is a large untapped need. It will target individuals with immigration issues, and charities without in-house capacity. Private immigration firms charge a fee for service. Our advice line will assist those who cannot afford to pay. We will also assist a UK wide client group. The need is evident in the number of calls NDRC already receives. The advice line will free up time during the busy twice weekly drop-in days.

PLANS FOR THE FUTURE (continued)

The advice will address the issues presented by the caller, including the rights of EU citizens and their non-EU families, over stayers, the requirements for spouse (dependant) visas, family reunion applications, naturalisation, the asylum process and appeals.

The advice line will be active on Fridays from 1 pm – 4 pm when both the Senior Adviser and an Advice Worker will respond to calls. The 'trainee' adviser will filter all calls, give level 1 advice where appropriate and transfer the higher level cases to the Senior Adviser. The trainee will learn from assessing various case scenarios and the higher level advice given.

The service will be advertised by making the information available on the NDRC website, adding to the existing information leaflet in French and English, to be handed out at the triage desk in the Centre café, and creating flyers to be sent to partner agencies and legal forum members.

The first year of the advice line is envisaged as a pilot after which we will assess its effectiveness and adjust it accordingly. The line's activities will be reported in the annual report and accounts.

In conclusion, we will continue to open our doors to all refugees and asylum seekers, specialising as before in our bilingual services to Francophone individuals and families. We will aim to give them expert advice and counselling, a warm welcome, and the opportunity to participate in activities which will further help to reduce their isolation, increase their confidence, and encourage their development of full and productive lives.

The Charity, which is currently constituted as an unincorporated charitable trust, is seeking to incorporate as a Charitable Incorporated Organisation (CIO). The trustees have been working closely with Stone King solicitors to facilitate this transition which they hope to complete by the end of the 2017/18 financial year. The current unincorporated charitable trust will be closed on 31 August 2018 and the new CIO will continue the activity of the old charitable trust from 1 September 2018.

To match the current trust deed / governing documents, the new CIO's model will be a Foundation CIO – the trustees and the members of the CIO will be the same individuals

RISK MANAGEMENT

The trustees have assessed the major risks to which the charity is exposed, in particular those relating to the specific operational areas of the charity, its investments and its finances. The trustees believe that by monitoring reserve levels, by ensuring controls exist over key financial systems, and by examining the operational and business risks faced by the charity, they have established effective systems to mitigate those risks.

The following are the main risks to which the charity is exposed:

Financial: insufficient funding obtained to continue the charity's operations. Mitigation: annual budget presented to Trustees in advance of new financial year indicating secured and unsecured income; fundraising monitored through fundraising workbook; financial controls in place.

RISK MANAGEMENT (continued)

Professional Compliance: OISC registration discontinued. Mitigation: advice workers monitored for CPD compliance; annual OISC reregistration forms processed.

Infrastructure: Notre Dame de France church unable to house charity. Mitigation: good relations maintained between charity and church trust.

GOVERNANCE, STRUCTURE AND MANAGEMENT

Constitution

The charity is governed by a trust deed dated 30 November 2007 and is registered with the Charity Commission, charity registration number 1122110.

Background

Notre Dame Refugee Centre (NDRC) was registered as a charity (No 1122110) in December 2007. Before that, it was an independently managed project of the Notre Dame de France Trust – Society of Mary, set up in 1996 by Marist priests and parishioners of Notre Dame de France Church, Leicester Square, in response to the Immigration and Asylum Act adopted that year.

NDRC welcomes all asylum seekers and refugees, regardless of age, gender, ethnic origin, faith or sexual orientation.

Its aim is to ensure that they have suitable accommodation, sufficient food and resources to live with dignity and build new lives in the UK.

NDRC is the only bi-lingual (French/English) refugee service in central London. Visitors come from all over London, many without a fixed address.

Organisation and management

The trustees are ultimately responsible for the operation of the charity. The trustees are appointed in accordance with the provisions of the trust deed. Strategic decisions, along with policy, are made by trustees with input from the Director and the Trust Secretary. Operational matters are covered at routine meetings and discussed by those attending, who include staff and volunteers. These discussions help to inform decisions that might have to be taken by trustees. Trustees in office at any time between 1 September 2016 and the date this report was signed are listed on page 13.

The charity is run on a limited budget, with five part-time paid staff (Director, Administrator and three advice workers), two paid sessional workers (counsellor and legal support worker) and around 40 volunteers. Responsibility for the day-to-day management of the Centre is delegated to the Director.

Remuneration of key management personnel

The trustees consider that they alone comprise the key management of the charity in charge of directing and controlling the charity and making all key decisions.

None of the trustees are remunerated for their services to the charity.

GOVERNANCE, STRUCTURE AND MANAGEMENT (continued)

Trustees

The following trustees were in office and served between 1 September 2016 and up to the date of approval of this report, except where shown.

<u>Trustee</u>	<u>Appointed/resigned</u>
Anne-Lise Gaillac Dieu	
Aymeric Clement Marie-Joseph Brochard	
Bishop Alan Stephen Williams	
Claire Reynaud	Appointed 23 September 2016
Erick Robert Maurice Rinner	
Father Paul David Walsh	Appointed 23 September 2016
Gillian Margaret Paterson	
John Walsh	
Prof. James McManus	Appointed 23 September 2016
Rev. John Joseph Harrington	
Father Thomas Martin McAnaney	Resigned 9 December 2016

Recruitment and induction

Under the Trust Deed, recruitment is a matter for the trustee body as a whole. Trustees are recruited through an open process which includes a skills need analysis; shortlisting against identified criteria; and an interview.

All trustees are offered an induction, which includes the opportunity to meet key staff and advisers.

The Chair of Trustees and all other trustees are issued with role descriptions and a declaration of interests policy is in place.

Trustees are required to review their own performance annually in consultation with the chair, and have examined major areas of responsibility, including investments and reserves, and risk. Appropriate professional advisors have been appointed.

Trustees bring their own particular skill sets to the Trust, but there are also generic skills which they need to perform their duties. Trustees need to be aware of such diverse issues as employment law, investment and risk management, property law and management. Trustees are recruited against a template of the existing skills and experience in the trustee body so that particular skill areas can be filled or strengthened. However, skills can also be developed through both information and training.

Statement of trustees' responsibilities

The trustees are responsible for preparing the trustees' report and accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

GOVERNANCE, STRUCTURE AND MANAGEMENT (continued)

Statement of trustees' responsibilities (continued)

The law applicable to charities in England and Wales requires trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period.

In preparing these accounts, the trustees are required to:

- ◆ select suitable accounting policies and then apply them consistently;
- ◆ observe the methods and principles in Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102);
- ◆ make judgements and estimates that are reasonable and prudent;
- ◆ state whether applicable United Kingdom accounting standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- ◆ prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Charities Act 2011, applicable Charity (Accounts and Reports) Regulations and the provisions of the charity's trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of accounts may differ from legislation in other jurisdictions.

CONNECTED CHARITIES AND RELATED PARTIES

- ◆ NDRC is part of two networks of faith-based organisations concerned with issues relating to the UK asylum process: the Churches' Refugee Network (a national body) and London Churches Refugee Network (LCRN). We also participate in the British Red Cross Destitution Forum and the Westminster Advice Forum (which we host).
- ◆ NDRC is a member of Advice UK, an umbrella organisation that supports the work of independent advice organisations across the UK, in the areas of fundraising, management and IT tools for advice etc.
- ◆ NDRC is a member of the BAN consortium (Black and ethnic minorities Advice Network) which lobbies and fundraises on behalf of its members.

CONNECTED CHARITIES AND RELATED PARTIES (continued)

- ◆ Advice staff and key advice volunteers are authorised by the Office of Immigration Services Commissioner to deliver immigration advice at a general level, and accreditation (levels one and three) is granted – and yearly renewed – for that purpose.
- ◆ NDRC enjoys a warm relationship with Notre Dame de France Trust which provides support in kind (see above).
- ◆ NDRC also works closely with the Jesuit Refugee Service, sharing knowledge and organising training for volunteers.

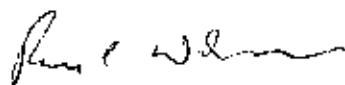
VOLUNTEERS

Volunteer teams run our twice weekly drop-in cafés with enthusiasm, commitment and sensitivity. Their input is an important and invaluable part of the Centre's offering and ethos. Volunteers help to build a community spirit, registering new clients and chatting to visitors as well as serving food, overseeing the provision of clothing, and helping visitors make phone calls and fill in forms.

We organise regular team meetings and training sessions to ensure that everyone has the contacts, knowledge and skills needed. The team has been maintained at 35-40; we also continue to work closely with STAR (Student Action for Refugees).

Alongside the new volunteers we still have loyal supporters who have helped out at NDRC from its very beginnings in 1996. The trustees would like to thank volunteers, as well as staff, for their commitment and generosity which is core to the work of the Centre. The trustees are particularly happy that there is a diverse body of volunteers, including ex-client and refugee volunteers.

Signed on behalf of the trustees:



Trustee

Approved by the trustees on: 16.03.2018

Independent auditor's report to the trustees of Notre Dame Refugee Centre

Opinion

We have audited the accounts of Notre Dame Refugee Centre (the 'charity') for the year ended 31 August 2017 which comprise the statement of financial activities, the balance sheet, the statement of cash flows, the principal accounting policies and notes to the accounts. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's trustees, as a body, in accordance with section 144 of the Charities Act 2011 and with regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion, the accounts:

- ◆ give a true and fair view of the state of the charity's affairs as at 31 August 2017 and of its income and expenditure for the year then ended;
- ◆ have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- ◆ have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the accounts section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- ◆ the trustees' use of the going concern basis of accounting in the preparation of the accounts is not appropriate; or
- ◆ the trustees have not disclosed in the accounts any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the accounts are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the accounts and our auditor's report thereon. Our opinion on the accounts does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the accounts, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the accounts or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the accounts or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

- ◆ the information given in the trustees' annual report is inconsistent in any material respect with the accounts; or
- ◆ sufficient accounting records have not been kept; or
- ◆ the accounts are not in agreement with the accounting records and returns; or
- ◆ we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees are responsible for the preparation of the accounts and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of accounts that are free from material misstatement, whether due to fraud or error.

In preparing the accounts, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

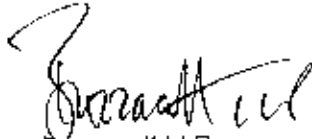
Auditor's responsibilities for the audit of the accounts

Our objectives are to obtain reasonable assurance about whether the accounts as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these accounts.

Independent auditor's report 31 August 2017

Auditor's responsibilities for the audit of the accounts (continued)

A further description of our responsibilities for the audit of the accounts is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.



Buzzacott LLP
Statutory Auditor
130 Wood Street
London
EC2V 6DL

16/3/18

Buzzacott LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of financial activities Year to 31 August 2017

	Notes	Unrestricted funds £	Restricted funds £	31 August 2017 £	31 August 2016 £
Income from:					
Donations and legacies	1	105,031	150	105,181	109,275
Charitable activities	2	5,000	123,106	128,106	125,584
Interest receivable		40	—	40	39
Total income		110,071	123,256	233,327	234,898
Expenditure on:					
Charitable activities	3	106,039	124,213	230,252	216,413
Total expenditure		106,039	124,213	230,252	216,413
Net income/(expenditure) and net movement in funds	5	4,032	(957)	3,075	18,485
Reconciliation of funds					
Fund balances brought forward at 1 September 2016		49,940	24,114	74,054	55,568
Fund balances carried forward at 31 August 2017		53,972	23,157	77,129	74,054

All of the charity's activities derived from continuing operations during the above two financial periods.

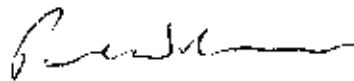
All recognised gains and losses are included in the above statement of financial activities.

The interest receivable was wholly unrestricted for the comparative period.

Balance sheet 31 August 2017

	Notes	2017 £	2016 £
Current assets			
Debtors	9	5,126	7,536
Cash at bank and in hand		109,089	97,840
		<u>114,215</u>	<u>105,376</u>
Current liabilities			
Creditors: amounts falling due within one year	10	(37,088)	(31,322)
		<u>77,129</u>	<u>74,054</u>
Total net assets			
The funds of the charity:			
Income funds			
Restricted funds	12	23,157	24,114
Unrestricted funds		53,972	49,940
		<u>77,129</u>	<u>74,054</u>

Approved by the trustees
and signed on their behalf by:



Trustee

Approved on: 16.03.2018

Principal accounting policies 31 August 2017

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the accounts are laid out below.

Basis of preparation

These accounts have been prepared for the year to 31 August 2017 with comparative information provided for the year to 31 August 2016.

The accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant accounting policies below or the notes to these accounts.

The accounts have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (Charities SORP FRS 102) issued on 16 July 2014. Update Bulletin 1 issued on 2 February 2016, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

The accounts are presented in sterling and are rounded to the nearest pound.

Critical accounting estimates and areas of judgement

No significant accounting estimates or judgements were required to prepare the accounts.

Assessment of going concern

The trustees have assessed whether the use of the going concern assumption is appropriate in preparing these accounts. The trustees have made this assessment in respect of a period of one year from the date of approval of these accounts.

The trustees of the charity have concluded that there are no material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees are of the opinion that the charity will have sufficient resources to meet its liabilities as they fall due.

Income recognition

Income is recognised in the period in which the charity has entitlement to the income, the amount of income can be measured reliably and it is probable that the income will be received.

Grants and donations are recognised when the charity has confirmation of both the amount and settlement date. In the event of grants or donations pledged but not received, the amount is accrued for where the receipt is considered probable. In the event that a grant or donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Income recognition (continued)

Legacies are included in the statement of financial activities when the charity is entitled to the legacy, the executors have established that there are sufficient surplus assets in the estate to pay the legacy, and any conditions attached to the legacy are within the control of the charity. Entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

Interest on funds is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Donations in kind

The charity currently does not have to pay any accommodation costs for its premises and receives administrative support for which it is not charged. It has been decided that the accounts should reflect a reasonable calculation of these charges and corresponding income in the form of donations in kind should be included to reflect the costs the charity would have to bear if it no longer had this support.

Expenditure recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to make a payment to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis and stated inclusive of irrecoverable VAT.

Expenditure on charitable activities comprise expenditure on the charity's primary charitable purposes. It includes costs directly attributable to the activity as well as the central overheads including governance costs. Governance costs comprise the costs incurred with meeting constitutional and statutory requirements and the costs associated with the strategic management of the charity.

Fund accounting

Restricted funds comprise monies raised for a specific purpose, or donations subject to donor-imposed conditions.

Unrestricted funds represent those monies which are freely available for application towards achieving any charitable purpose that falls within the charity's charitable objects.

Debtors

Debtors are recognised at their settlement amount, less any provision for non-recoverability. Prepayments are valued at the amount prepaid. They have been discounted to the present value of the future cash receipt where such discounting is material.

Cash at bank and in hand

Cash at bank and in hand represents such accounts and instruments that are available on demand or have a maturity of less than three months from the date of acquisition. Deposits for more than three months but less than one year have been disclosed as short term deposits. Cash placed on deposit for more than one year is disclosed as a fixed asset investment.

Creditors and provisions

Creditors and provisions are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Creditors and provisions are recognised at the amount the charity anticipates it will pay to settle the debt. They have been discounted to the present value of the future cash payment where such discounting is material.

Statement of cash flows

The financial statements do not include a statement of cash flows because the charity is considered a small charity and is therefore exempt from the requirement to prepare such a statement under the Charities SORP FRS 102 Update Bulletin 1.

1 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2017 £	Total 2016 £
Donations				
. Donations without Gift Aid	22,061	—	22,061	27,850
. Donations with Gift Aid	14,270	160	14,420	12,825
. Donations in kind	68,700	—	68,700	68,600
2017 Total funds	105,031	160	105,191	109,275
2016 Total funds	106,000	3,275	109,275	

2 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2017 £	Total 2016 £
Grants				
. Trust for London	—	44,667	44,667	28,000
. City Bridge Trust	—	26,838	26,838	35,275
. London Churches Refugee Fund	—	1,500	1,500	1,450
. The London Community Foundation	—	6,000	6,000	—
. The St Giles-in-the-Fields United Charity	—	—	—	7,962
. Henry Smith Charity	—	24,200	24,200	23,400
. Marist Hardship Fund	—	3,250	3,250	5,000
. Pret Foundation	—	12,000	12,000	10,400
. AB Charitable Trust	—	—	—	10,000
. London Catalyst Samaritan Fund	—	—	—	1,500
. Notre Dame de France Trust	—	5,000	5,000	—
. French Huguenot Church of London Charitable Trust	5,000	—	5,000	3,100
. Women for Refugee Women	—	5,823	5,823	5,607
	5,000	129,278	134,278	131,894
Deferred income brought forward	—	26,850	26,850	20,540
Deferred income carried forward	—	(33,022)	(33,022)	(26,850)
2017 Total funds	5,000	123,106	128,106	125,584
2016 Total funds	—	125,584	125,584	

3 Expenditure on charitable activities

	Unrestricted funds £	Restricted funds £	Total 2017 £	Total 2016 £
Staff costs	14,030	86,428	100,458	92,820
Administrative costs	13,700	—	13,700	13,600
Client counselling and advice services	4,280	8,270	12,550	8,950
Client services	6,211	12,532	18,743	18,122
Relief grants	—	5,536	5,536	6,134
Accommodation	55,000	—	55,000	55,000
Premises and maintenance	195	—	195	148
Fundraising and publicity	1,022	625	1,647	1,082
Telephone	33	1,640	1,673	1,621
Other costs	8,868	9,182	18,050	16,956
Governance costs (note 4)	2,700	—	2,700	1,980
2017 Total funds	106,039	124,213	230,252	216,413
2016 Total funds	93,886	122,527	216,413	

4 Governance costs

	Unrestricted funds £	Restricted funds £	Total 2017 £	Total 2016 £
Professional and audit costs	2,700	—	2,700	1,980
2017 Total funds	2,700	—	2,700	1,980
2016 Total funds	1,980	—	1,980	

5 Net movement in funds for the year is stated after charging:

	2017 £	2016 £
Staff costs (note 6)	100,458	92,820
Auditor's remuneration including VAT		
· Audit services	2,160	1,980
· Other non-audit services	540	-

6 Staff costs

	2017 £	2016 £
Wages and salaries	89,185	82,888
Social security costs	6,377	6,029
Pension costs	4,896	3,905
	100,458	92,820

No employee earned more than £60,000 per annum in the year under review.

6 Staff costs (continued)

The number of employees on an average and a full time equivalent basis was:

	Number 2017	FTE 2017	Number 2016	FTE 2016
Refugee Centre	5	3	5	3

7 Remuneration of key management personnel

The trustees consider that they alone comprise the key management of the charity in charge of directing and controlling, running and operating the charity on a day to day basis.

None of the trustees received any remuneration in respect of their services during the year (2016 – £nil). No out of pocket expenses were reimbursed to trustees during the year (2016 – £nil).

8 Taxation

Notre Dame Refugee Centre is a registered charity and therefore is not liable to income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

9 Debtors

	2017 £	2016 £
Prepayments and accrued income	2,178	2,333
Other debtors	2,948	5,203
	5,126	7,536

10 Creditors: amounts falling due within one year

	2017 £	2016 £
Accruals	3,914	3,658
Other creditors	150	814
Deferred income	33,022	26,850
	37,086	31,322

11 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	31 August 2016 £	31 August 2016 £
Fund balances at 31 August 2017				
Are represented by:				
Current assets	58,036	56,179	114,215	105,376
Current liabilities	(4,064)	(33,022)	(37,086)	(31,322)
Total net assets	53,972	23,157	77,129	74,054

12 Restricted funds

	At 1 September 2016 £	Income £	Expenditure £	At 31 August 2017 £
Staff costs	656	68,019	(86,428)	2,247
Client counselling and advice services	3,789	9,897	(8,270)	5,416
Client services	8,477	14,661	(12,532)	10,596
Relief grants	1,907	6,250	(5,536)	2,621
Other project expenditure and overheads	9,285	4,439	(11,447)	2,277
	24,114	123,256	(124,213)	23,157

The restricted funds represent grants and donations received for specific purposes within the Notre Dame Refugee Centre. The purposes for which the funds have been received are described in the above table.

13 Related party transactions

The Notre Dame Refugee Centre is connected to the Notre Dame de France Trust – Society of Mary (charity registration no. 233639) by virtue of the fact that they have a number of trustees in common. The Notre Dame de France Trust provides an element of administrative support to the Refugee Centre and bears its accommodation expenses. As described in the accounting policies, the accounts reflect a reasonable calculation of these charges and corresponding income. During the year a gift-in-kind has been recognised within income and expenditure for £68,700 (2016 - £68,600) in respect of this support. In addition, the Notre Dame de France Trust made a grant of £5,000 (2016 - £Nil) to the Refugee Centre and settled expense payments of £3,836 (2016 - £Nil) on behalf of the Refugee Centre during the year. In addition, for the year ended 31 August 2016, a donation of £583 was made from a church collection for refugees (2017 - £Nil).

The total value of donations made by trustees of the charity during the year was £350 (2016 - £420).