



*Cambridge Refugee  
Resettlement  
Campaign*



## **Trustees Annual Report & Financial Statement**

Period ended 30 June 2019

Registered Charity (CIO - Foundation) in England 1172836





# CRRC Trustees Annual Report & Financial Statement

## Period ended 30 June 2019

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## CRRC Trustees Annual Report & Financial Statement

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### Board of Trustees at 30 June 2019

Emma Briggs  
Joanne Burch  
Dan Ellis  
Ann Goodridge  
Jaspaul Hill  
Adrian Matthews  
Heidi Radke  
Sue Spencer  
Nina Szymor  
(Michael) Robert Turner  
Catharine Walston

### Registered Address

CRRC c/o Friends Meeting House, 12 Jesus Ln, Cambridge CB5 8BA

### Constitution

Cambridge Refugee Resettlement Campaign (CRRC) is a Charitable Incorporated Organisation (CIO – foundation, number 1172836) registered on 2 May 2017 with the Charity Commission for England, following a transfer of assets from the Unincorporated Association (UIA) of the same name on 1 July 2017.

### Bank

Coop Bank, PO Box 101, 1 Balloon Street, Manchester M60 4EP

### Report of the Trustees

The Trustees are pleased to present their annual report and financial statement for the year ended 30 June 2019. The financial statements have been prepared in accordance with the accounting policies set out by the Charities Commission and comply with the charity's constitution.





# CRRC Trustees Annual Report & Financial Statement

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## Introduction

Cambridge Refugee Resettlement Campaign (CRRC) is a Cambridge and Cambridgeshire based organisation, founded in September 2015 as a community group and registered with the Charity Commission as CIO (Foundation) on 2 May 2017.

CRRC is entirely volunteer-led, and relies on volunteers' time and donations to deliver its statement of purpose. CRRC is led by the Board of Trustees, and there is a core group of volunteers who coordinate the different areas in subgroups, or are involved in behind-the-scenes operations. Each subgroup has one or more dedicated Trustee contact.



## Structure, governance and management

This is CRRC's second report as a CIO, during which it was governed by between eight to eleven charity trustees at given times. Maggie Loescher, one of CRRC's founding members and first chair of the CRRC Unincorporated Association, resigned as a trustee in July 2018, but continued as subgroup lead coordinating the monthly socials, for which we are very grateful. Rob Harris resigned as a trustee in January 2019 after over three years of intense engagement with CRRC because of new work commitments based in Mozambique. He was





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thanked for his service and has been missed. The constitution provides for a minimum of five and a maximum of twelve trustees. Being a Foundation CIO, the only voting members are its trustees. Trustees are appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. New trustees can be appointed by existing trustees. Any charity trustee is eligible for reappointment, and can serve for three consecutive terms.

Trustees commit to giving their time and expertise freely. No trustee remuneration was paid during this period. All relevant interests must be disclosed by trustees and registered with the other trustees. In accordance with the charity's best practice, a trustee must withdraw from decisions where a conflict of interest arises. There were no such conflicts of interests or decision withdrawals in this period.

Trustees met at least two-monthly in person and, occasionally, individual trustees joined via video calls. Each meeting was chaired and minuted. Quorum for trustee meetings is two charity trustees or the number nearest to one third of the total number of charity trustees, whichever is greater. Actions, approvals, charity progress, accounts, and any other business are reviewed in each meeting. Between meetings trustees communicate using email and WhatsApp. Trustees review the broad strategy and areas of activity for the charity on a quarterly basis.

### Volunteers and Supporters

We could not carry out our work without the tremendous contributions of our many volunteers and supporters. CRRC works in a collaborative manner, recognising that the nature of a volunteer-led group requires flexibility, whilst ensuring that we fulfil tasks we commit to within given time frames in order to achieve our objects. We actively seek and value volunteers with diverse perspectives and life experiences.

There has been a high level of ongoing engagement from those getting in touch with CRRC to express their interest in getting involved, suggesting that the operational model is effective.

In early 2019, we introduced a new recruitment process to increase the transparency, fairness and efficiency of how we assess new candidates and onboard new volunteers. We first created a new registration form to ensure we collect all the information we need to make an informed decision about the candidate's suitability.





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The candidate data received through the online registration form is then automatically moved to our Trello account, where it is moved to the relevant team's board by the volunteer coordinator, depending on the role applied for. The candidate is then contacted by the team lead to arrange a chat and assess the candidate's suitability. The team lead updates the volunteer coordinator by leaving comments on the candidate's card in Trello. If accepted, the candidate is added to the volunteer database, receives a welcome email, and is invited to make a criminal record check appointment. Between July 2018 and June 2019, CRRC screened 97 people who registered interest in becoming active volunteers with CRRC. Thirty-two of those took up an active volunteering role.

In September 2018, we started conducting the criminal record (DBS) checks ourselves under the umbrella of the Student Community Action (SCA) and our volunteer coordinator attended training at SCA. The Cambridge City Council did previous DBS checks for CRRC's volunteers. We support new volunteers with filling out the application form and we verify their identity. We then send the application forms to SCA who check them, countersign them, and send them to the DBS. Between 1st September 2018 and 30th June 2019, we completed 35 DBS checks.

By the end of the second year as CIO, CRRC had 120 active volunteers registered. We estimate that the total volunteer time we benefited from during the year amounted to over 7,000 hours.

Our second annual CRRC volunteers' social to show CRRC's appreciation and gratitude for the fantastic work our volunteers do, was held in July 2018. CRRC's volunteers (who are all engaged with very different activities of CRRC) had a chance to meet each other, share some delicious food prepared by one of the beneficiary families and be updated on the work CRRC has been doing. The group discussed CRRC's strategy, safeguarding policy, implementation of the new data protection laws, as well as asking questions and receiving advice about volunteers' work at CRRC.

CRRC volunteers were also invited to attend a course on 'the Power of Mindfulness in Compassionate Activity' offered by Arthasiddhi of the Buddhist Centre on Newmarket Road.

***Our heartfelt thanks to all volunteers and supporters of CRRC for their commitment and tremendous contributions to CRRC's work!***







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### Beneficiaries

#### Who benefits from CRRC's activities?

- Refugees settling or resettled by the authorities predominantly into Cambridge and Cambridgeshire benefit by being assisted in their settlement and integration into the community.
- Local communities including community groups and faith groups into which the refugees are settling or being resettled profit by fostering and promoting diversity and social cohesion.
- Relevant statutory authorities, politicians, and others involved in policy-making and decision-making on issues affecting refugees benefit by being supported in the delivery of their statutory function.

CRRC accepts referrals from refugees themselves or from other individuals, organisations or authorities, and considers whether assistance sought is consistent with the organisation's purposes. Decisions on providing assistance are made at quorate meetings of the trustees or as otherwise permitted by the constitution. The trustees have regular meetings, where decisions are tabled at an open discussion. There is also the opportunity for suggestions to be submitted within our online group forum. Once decisions have been submitted, the trustees discuss and then vote for the preferred option. The trustees discuss and adapt to changing local and national circumstances and the needs of the beneficiaries.

### Objectives and activities for the public benefit

#### **The charity's objects**

Cambridge Refugee Resettlement Campaign (CRRC) is constituted for the following purposes:

- a) To promote any charitable purpose for the benefit of persons who have become displaced persons or refugees from the countries of their origin or domicile by reason of hostilities, persecution, oppression, discrimination, natural disasters or other like causes, including through the relief of poverty, the advancement of education and training, and the promotion of good citizenship.
- (b) To advance the education of the public in general about issues relating to persons who have become displaced persons or refugees from the countries of their origin or domicile by reason of hostilities, persecution, oppression, discrimination, natural disasters or other like causes.





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### The charity's main activities

- CRRC provides a range of **practical support** to refugees and liaises with local stakeholders. CRRC works closely with the County Councils, District Councils, City Councils, local charities, and other organisations that support and campaign around refugees, and enables the people of Cambridgeshire to volunteer to support refugees.
- CRRC organises **social events** for refugees and CRRC's volunteers.
- CRRC facilitates and provides **language tuition** and interpreting services to refugees.
- CRRC provides **welcome packs** and secures **household necessities** for refugees.
- CRRC assists refugees to develop **employability skills** and works with local employers to identify appropriate openings.
- CRRC provides **funds** to refugees for participation in community based social activities and for educational purposes.
- CRRC provides **emergency grants** to local refugees who are experiencing severe hardship, a disaster or emergency.
- CRRC identifies, secures and prepares **accommodation** for refugees.
- CRRC explores fostering opportunities and other forms of **support for unaccompanied refugee children**.
- CRRC **informs** faith groups, community groups, politicians and other organisations and individuals where appropriate about the situation of refugees and involves them in CRRC's projects.
- CRRC organises and co-organises **fundraising** events.



Photo: Kay Goodridge







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### Benefits

In setting CRRC's objectives and planning our activities trustees have given serious consideration to the Charity Commission's general guidance on public benefit:

By supporting and promoting the welfare and inclusion of all refugees predominantly in Cambridge and Cambridgeshire, there is a public benefit to refugees, the local communities and stakeholders in creating a welcoming and safe environment for refugees. CRRC achieves this by providing a range of practical support (including providing welcome packs and households necessities to refugees), organising social events for the refugees, CRRC volunteers and the local communities, and securing and preparing accommodation.

By supporting refugees to adapt to their new environment, the local communities benefit from the refugees' contributions and involvement in the local community, whether by way of employment, social cohesion etc. In addition to the examples provided above, CRRC assists refugees to develop employability skills and works with local employers to identify appropriate opportunities.

By providing practical support to local authorities in accommodating refugees, both benefit from CRRC's assistance in overcoming logistical and economic challenges (among others) during the process of settling in. CRRC renders this assistance by, as mentioned above, securing accommodation for refugees and fostering opportunities and other forms of support for unaccompanied refugee children.

By publicising and celebrating the contribution of refugees to local communities, UK society and culture, refugees, local communities and the public at large benefit from embracing diversity and challenging hostility and discrimination in society. CRRC achieves this by organising social and fundraising events for refugees, local communities and volunteers, informing faith and community groups and other influencers on the plight of refugees and their contributions to UK society.

### Risk Management

The trustees have considered the major risks to which the charity is exposed, have reviewed them and put in place mitigations. The main risks that trustees have identified are:





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### External environment

The hardships faced by our beneficiaries have been exacerbated by changes to the benefits system, rises in utility bills and transport costs and misunderstandings about their responsibilities as benefits claimants. Some beneficiaries have suffered from hostility toward refugees or to their religion in their locality. The introduction of Universal Credit in Cambridge has affected our beneficiary group and has put additional pressures on beneficiaries and volunteers working closely with the families. We have worked to mitigate its effects by assisting with budgeting, negotiating repayment plans with utility companies and seeking cheaper options. Where necessary we provide emergency support and encourage our beneficiaries and volunteers to adjust to changes by preplanning and taking advice early, for example through their Council key worker or CAB.

### Financial security

Our ability to continue CRRC's work relies on monetary donations and donations in kind from groups and individuals. We encourage donations within the local community through social media, fundraisers and PR work. Where appropriate we request gift aid for donations, and, as part of this request, require the individual to complete gift aid information in order for us to reclaim the tax. In the event of a large, significant donation (over £10 000) we request the individuals / companies address details and undertake due diligence checks to satisfy the trustees as to the source of the donations, and ensure that the prospective gift does not conflict with the charity's objectives. The majority of payments are by cash, cheque or bank transfer. There have been no concerns to date in relation to public donations, and a full income and expenditure spreadsheet has been maintained. Donors' names are acknowledged in our publicity and accounts with the consent of the donor.

### Operational risks

As Cambridge Refugee Resettlement Campaign continues to expand its range of projects and partnerships this will inevitably increase the number of operational risks, which need to be managed. CRRC carries out risk assessments for all new activities to ensure that emerging risks are understood and policies and procedures are in place to mitigate these. CRRC has continued to review and update policies and procedures around some key risk areas including safeguarding and DBS checks. Our volunteer drivers ensure that their insurance companies are aware that they are involved in providing lifts to beneficiary families, and families are provided with the correct size child seats for use when being driven to an appointment or event.





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### Achievements and performance

On 15 December 2015, Cambridge welcomed the first refugees and their families resettled under the Vulnerable Persons Resettlement Scheme. CRRC had established itself at that time as a community group in Cambridge, campaigning for the resettlement of refugees at the height of the refugee crisis. The Government had set up a scheme to bring to the UK up to 20,000 Syrians who had fled to neighbouring countries. A Government scheme to resettle a further 3000 vulnerable children and their families was later added to this commitment.

At the start of our campaign, CRRC persuaded Cambridge City Council to agree to settle a minimum of 50 individual refugees in our city pledging our support. We were delighted that when we asked for that target to be increased to 100 the City Council agreed. By the end of the financial year in June 2019 over a 100 individual refugees in 22 families were being resettled under the Government's Vulnerable Persons Resettlement Schemes in Cambridge. In addition to welcoming and supporting these families, CRRC provided services and support to a number of other refugees and asylum seekers who had arrived in Cambridge outside of the resettlement schemes.

CRRC became an Unincorporated Association in March 2016, before being registered as a Charitable Incorporated Organisation in May 2017. In our second year as CIO, we continued to work closely with the Cambridge City Council and the Cambridge Ethnic Community Forum, and we have organised or participated in events with a range of others, such as East of England Strategic Migration Partnership, Cambridge University Student Action for Refugees, Anglia Ruskin University, City of Sanctuary, Cambridge Assessment English, CamCrag, Help Refugees, Cambridge United Football Club, Cambridge Mosque and Cambridge Buddhist Centre. CRRC has been a member of Cambridge Council for Voluntary Services since 2016.

The emphasis of CRRC's work shifted in parts slightly in the course of this financial year, away from helping to organise accommodation towards, as envisaged and intended, developing ways to provide professional development opportunities and employment support. English language support for adults and children, the monthly socials, holiday activities, and directly family support remained key areas of CRR's activities.

New in this financial year, CRRC sponsored native language lessons for children, offered a well-attended code-club for children and teenagers and started a new petition to restore language support for driving test candidates.

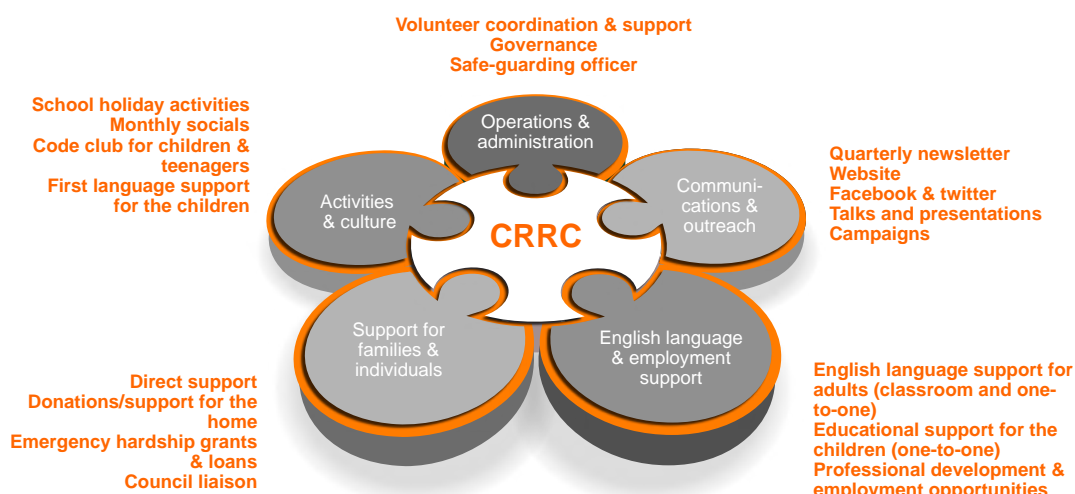




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### CRRC's main activities in the year July 2018 to June 2019



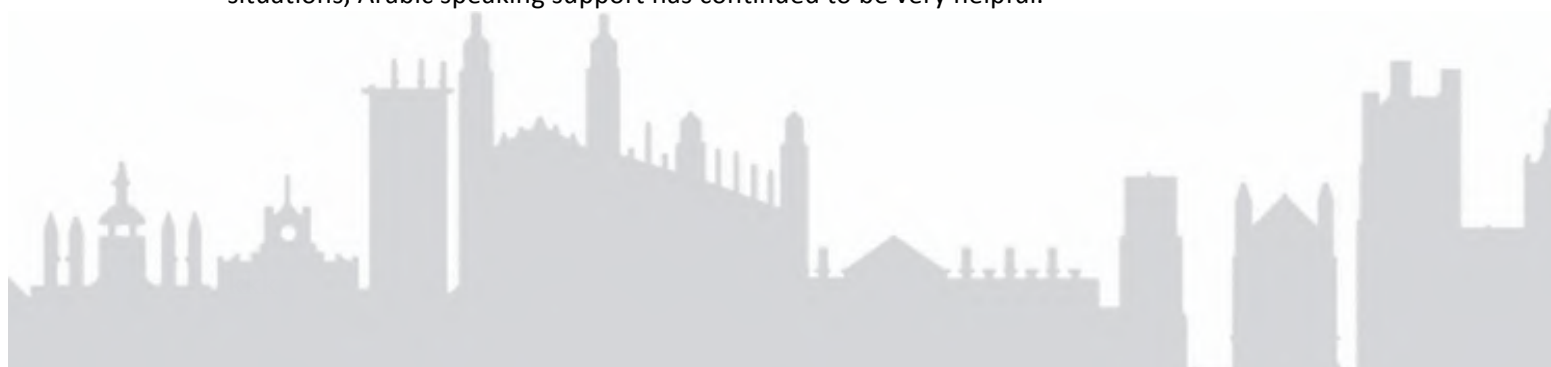
## SUPPORT FOR FAMILIES AND INDIVIDUALS

### Direct support

By the end of the financial year in June 2018, CRRC supported 22 refugee families, mostly from Syria, and also from Iraq and Sudan, who had been resettled under the Government's Vulnerable Persons Resettlement Schemes in Cambridge, numbering to over 100 beneficiaries. First contact between these families and CRRC is usually by provision of CRRC's contact details when providing welcome packs to the newly arriving families. CRRC provided services and support also to a number of other refugees and asylum seekers who had arrived in Cambridge outside of the resettlement schemes.

The intensity and kind of direct support provided by CRRC to families and individuals varied widely, reflecting the different needs and changes of requirements over time.

During the year 2018-2019 CRRC restructured becoming more modular, and the family support subgroup was properly formed. It met regularly and reported to the Board of Trustees' meeting. We have continued to develop a volunteer network of 'focal points' – many of who are Arabic speakers as the conduit for families to raise issue they are facing with trustees. The level of English of the beneficiaries has continued to improve over time. Nonetheless, in order to effectively conveying information and requests to and from CRRC and beneficiaries, and to ensure that important information is not missed in critical situations, Arabic speaking support has continued to be very helpful.





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The role of a 'focal point' volunteer is broadly to ensure that the trustees are aware of the families' particular and individual needs whether for goods or services that CRRC may be able to assist with in order for the family to rebuild their lives in Cambridge and facilitate integration into the community.

We are fortunate to have a lead interpreter who is often the first point of contact for many of our families wanting to raise something with us. Samir Hamaia, with great support from Eliane Hamaia, has been in this key role since 2017 and has, hereby, significantly contributed to the impact of CRRC. Other Arabic speaking and 'focal point' volunteers have been instrumental, too, in supporting the beneficiaries directly, and in linking beneficiaries with other support within and outside CRRC.

**"Becoming friends with one of the families and seeing them integrating into society has been the most rewarding aspect of my volunteering with CRRC." Zein, CRRC volunteer involved in interpreting for refugees at appointments and meetings; and translating materials from English into Arabic, August 2018.**

CRRC has continued to ensure that our volunteers receive training and documentation to ensure that these critical roles centring on direct family support can be fulfilled to a high and consistent standard. All volunteers are required to abide by our policies (e.g. confidentiality, safeguarding and data protection) and our professional code of conduct. All CRRC volunteers are made aware that they need to obtain consent to share information about the family, within CRRC or with others.

There were many areas in which CRRC volunteers provided direct support to beneficiaries. Trusting relationships have grown between our volunteers and families and we have assisted with advocacy or direct help on a range of problems from housing moves or repairs, service issues, benefits and employment, school liaison as well as referring on to other specialist providers.

To ensure that families are able to be mobile around the city, CRRC has been instrumental in providing bicycles and bike accessories for adults and children to all new families throughout the year. Many of the children and adults use their bikes to get to school, college or place of employment.





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CRRC beneficiaries participating in a bicycle maintenance training at OWL Bikes, part of Papworth Trust's Cambridge

CRRC helped to connect three beneficiary families with four engaged and professional volunteer doulas, who helped with the delivery and follow-up care of three new babies. CRRC provided start-up grants for each baby born into a beneficiary family.

CRRC assisted several families with concerns regarding their accommodation. One of the first families to arrive had difficulties to feel welcomed in the neighbourhood of the first housing, and, therefore, took the opportunity to move to Sawston a few miles out of Cambridge. CRRC supported the family with liaison with Cambridge City Council and the management of the new housing, Hope into Action collaborating with the Catholic church in Sawston. Another family was supported by CRRC through the process of finding new, suitable accommodation as their housing contract, originally provided to the council by a private landlord, came to an end after the minimally required two-year commitment and after a challenging process for the family, they were relieved to be housed in a nice new flat in the south of Cambridge.

At the beginning of 2019 CRRC was contacted by an asylum seeking Turkish Kurdish family residing in Cambridge with close relatives. In collaboration with the Jesus Lane Quaker Meeting, sufficient money was raised for a designated fund within CRRC to support individuals in special circumstances, not from the government resettlement scheme, to help cover costs whilst their asylum claim was being resolved.







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Five families requested the help of the dedicated CRRC Garden group during the period of this financial year. They worked together on clearing the overgrown gardens, planting vegetables, herbs, roses and visited a garden centre for seeds and tools. The CRRC Garden group also helped to liaise with the council to erect a fence and gate at the end of one garden for safety purposes. Some of the families got really into gardening and enjoyed the planning and working in their gardens while others were grateful for help as they found it more challenging to care for a garden along with child care and other commitments. Our aim in the long term is that the families will become self-sufficient and independent gardeners.



Generally, a central aim of CRRC is to support refugees to become self-sufficient and to encourage them to participate fully in their new community. We emphasise to our volunteers that all actions taken should be directed to supporting beneficiaries to take control of their own lives and become independent of support services.

It has been a privilege and a pleasure to accompany beneficiary families and individuals through this continued journey of settling into their new lives and communities and to support them through challenges experienced along this way.





## Donations/support for the home

CRRC has continued to work hard to meet the families' needs for donations and equipment. The needs were met through advertisements on our website, social media and through word of mouth, and increasingly, through created partnerships with organisations such as Emmaus, Cambridge Assessment English, OWL Bikes, Cambridge Reuse, Little Bundles, One Hope Foundation and others.

The system of asking for specific donations rather than accepting a large variety of unspecified goods, has proven to be successful, and when we have to store items for temporary periods we have continued to benefit from the generous use of a supporter's garage in Cambridge. Often equipment and sports clothes for children and childcare are on the wish list, but also warm clothes for the winter.

Cambridge Assessment English, for example, have been consistently fantastic in providing laptop computers and mobile phones to CRRC beneficiaries, when they are replacing their organisation's stock. The grant agreement between the Home Office and Cambridge City Council specifically prevents the Council from supplying resettling refugees with any electrical goods such as these. Initial reliance on benefits while English is learned and skills adapted to new conditions means that these vital requirements of modern life are very much appreciated. During the reporting period we took charge of 10 lap top computers and 16 mobile phones donated by Cambridge Assessment English and distributed these to adults and secondary school age children in beneficiary families.

From September 2018 CRRC established a relationship with the Emmaus Homelessness charity to assist with our newly arriving families. While Cambridge City Council provides housing, white goods and essential furniture in preparation for arrival, the contract with the Home Office specifically prevents the provision of deemed non-essential items. Under the Emmaus 'solidarity package' we have been able to obtain up to £400 worth of good quality second hand goods and furnishings for only £60, supplementing what the Council is allowed to provide.

Each of the donations makes a real difference to our beneficiaries.

***We deeply thank the many, generous donors and sponsors, and the volunteers who act responsively when deliveries to families are required.***





## Emergency hardship grants and loans

CRRC provides emergency hardship grants and - loans to local refugees, who experience severe hardship or an emergency. This type of support is intended as a short-term solution, rather than a long-term financial commitment. The application process for a hardship grant is overseen by the trustees and follows the emergency hardship grant policy. CRRC also acts as a distributor of vouchers for the Cambridge Food bank for beneficiaries in especially difficult circumstances.

Four hardship grants were provided in the financial year ending June 2019 to address hardship caused by issues with benefit payments. CRRC also provided, with support from the One Hope Foundation, several emergency food parcels to beneficiaries. The introduction of Universal Credit has caused financial problems for some of our families.



Photo: Kay Goodridge





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## ENGLISH LANGUAGE AND EMPLOYMENT SUPPORT

### English language support for adults

During the financial ending June 2019, Cambridge Refugee Resettlement Campaign continued to provide essential English classes to those who could not, for various reasons, attend the full time classes at Cambridge Regional College (CRC). Until 2017 CRRC had organised the only English language provision classes for refugees who had come to Cambridge through the Vulnerable Persons Resettlement (VPR) Scheme.

This was an absolutely essential service for newly arrived refugees in Cambridge. Since the beginning of 2017, classes at CRC, funded by Cambridge City Council, became available, however, not everyone was able to attend as there is no childcare provision for children aged under one. Following a successful pilot in June/July 2018 at C3 Church (having moved from St Laurence's Church), classes with childcare at the C3 Church centre continued.

In collaboration with the City Council three classes a week were provided. The City Council meet the cost of the venue and CRRC provided a pool of about 15 qualified and experienced ESOL volunteer teachers led by the very experienced Hilary Sutton. Each session had a lead teacher and three or four others in support. Childcare was provided by a team of CRRC volunteers with a minimum of three needed for each session. In September there were 14 students on the register with 10 children under three. Providing classes on this scale three days per week during term time demands an on-going commitment from our volunteers, plus admin back-up to organise rotas. CRRC was very grateful for their continued dedication.

"I don't want to go home!" was the heartfelt comment of one of the young mothers during the coffee break at CRRC's English classes. Her twin babies and pre-school daughter were happily playing in the room next door and she, for the first time, could study English and enjoy a cup of coffee in peace.

The aims of these classes are to provide quality ESOL for those unable to access CRC and a firm grounding in basic language and literacy for those moving on to the college. In the academic year beginning September 2018 the main topics addressed were health, school and food/recipes. Work can be tailored to individual needs, especially basic literacy. At the end of each term students complete an achievement record, showing both progress in the class and use of newly acquired language in real life situations.







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This included something done outside the class as well: One woman said she was now able to leave a voice message to say she couldn't come to class one day. Others have made doctor appointments, sought advice from pharmacies, and one was told to come and collect a daughter from school because of vomiting and she understood! The topic for this term is school. Lessons will focus on the basics, such as which school, which year, and the name of the teacher.

CRRC also tries to offer one to one home teaching by dedicated and qualified volunteers to any refugee who requests it. This can be to consolidate work from their ESOL classes or, increasingly, to address individual needs decided by the student. It is sometimes difficult to find a match between student and volunteer. Many volunteers are available in the evenings and this is not suitable for most of the women and now, as the men move into work, they are doing shift work including evenings.

A pilot was run to provide support to adults on the VPR scheme who are keen to take the Driving Theory Test. The aims were to help with the very complex language and vocabulary, practise the format of the multiple choice test and explore together strategies for learning and practising for the test. After a large initial turnout, a core of six attended regularly.

All teachers, whether teaching at C3 or giving one-to-one support, reported a growth in confidence and self-esteem among the adult learners. Many have commented on their great pleasure in seeing hesitant English speakers develop the courage to make phone calls in English, which is so hard without any visual aids to communication.

### **Educational support for the children**

Nearly all school-aged children from CRRC's beneficiaries have been enrolled in the one-to-one tuition programme provided by CRRC's children's tuition team. Some pre-school children also have tutors. CRRC volunteers are matched with the families and they meet the children once a week, usually on a Saturday. The aim of this support is to help the children develop language skills, encourage conceptual understanding, increase knowledge of their cultural community, and to build confidence and self-esteem.

Many of the CRRC's children's tuition volunteers are also students of Cambridge University and Anglia Ruskin University. These young people often continue their interest in the refugee crisis. The group of volunteers meet once a month to exchange ideas, resources and concerns. Many volunteers have signed up for web based training with FutureLearn and indeed many helped to create this on-line training.





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The one-to-one teachers of school-age children often also help, after obtaining written consent from the family, with liaising with the children's school so that the child is supported in following the curriculum at the appropriate level. Schools send a significant amount of emails or letters to families, which they may struggle to understand. With written consent from the family, it has been possible to get routine emails from schools directed to a CRRC member, so that important messages, such as notice of a parent's evening can be flagged to the family. Several of one-to-one tutors have become close friends with the children and the entire family, and have engaged with many different aspects of family life over time.

### Professional development and employment opportunities

In supporting families fleeing war and hardship, CRRC recognises the need to support individuals to gain employment that enables them to participate in the community as independent and respectable citizens, supporting their families with dignity and pride. CRRC's efforts work alongside that of other providers to optimise the chances of employment success. We focus on the following perspectives both in general and for each individual: Standard of English, sources of tools and equipment; defining current abilities and experience; securing work experience and volunteering opportunities; setting up small businesses; finding employment; learning about the UK culture.

In this financial year CRRS has started to build an 'employment' volunteer network, with whom we have started to explore these perspectives. As the personal journey for each individual refugee differs, we are developing our efforts to optimise the following: what we address in each person's case; which sources and services are appropriate; who is best suited to explore opportunities; what personal help the individual needs to make progress; how and to whom we connect the individual to receive information about industry, regulatory bodies, work requirements, pathways to success, and ultimately to employers and funding. The refugee group comprises mostly of tradespeople, many of whom had been running their own small business - mostly men, but some woman, too, and there are also some women with a good educational background. While their English is being developed, the volunteers are building our knowledge and operation to help deliver the individuals into independence.

CRRC funded health and safety training for one beneficiary as a pre-requisite to employment.

*We continue to seek volunteers for the 'employment' volunteer network. For more information and further details how to get in touch if you are interested, please see page 35.*







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### ACTIVITIES AND CULTURE

#### School holiday activities

The school holidays were again a great opportunity to explore Cambridgeshire, practise English, and get to know people. CRRC volunteers, led by Layla Evans, organised a fantastic programme in Summer 2018 and Easter 2019 and most families attended several events:

- Five families and three volunteers enjoyed a picnic on a beautiful day at Cambridge University Botanic Gardens.
- The Cambridge Model Engineering Society very kindly hosted us again and the children, as always, loved the model railway and the teddy bear safari.
- A large number of attendees was fascinated (if slightly scared) by a visit to the Sedgwick Museum on Cambridge's Downing site. The children were given worksheets and activities and had a wonderful time getting to know the dinosaurs and fossils in the University's collection.
- A joyful group of beneficiaries and volunteers spent a lovely and hot day by and on the river at Ely Country Park and Riverside.



- The coach trip to Hunstanton for a day at the beach was very well attended and the group was able to paddle on the beach, eat ice creams and, when one of the children was stung by a wasp, experience the kindness and efficiency of Sunny Hunny's first aiders.





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- The final activity of the summer holidays was the popular Forest School at Milton Country Park, where children were taught woodcraft skills in a shady spot.

Many visits were by public transport to give the families some experience and confidence in using buses and trains.



In February 2019 CRRC was again generously invited, for the third year in a row, to attend the Ahbab festival at The Junction. The organisers of the Ahbab Festival and The Junction also once again donated tickets for eight CRRC beneficiary families to attend their midsummer event in June 2019. In May 2019, the beneficiary families were invited by the new and Europe's first eco-friendly Cambridge Central Mosque on Mill Road to join them for a traditional Iftar. Cambridge United sponsored tickets for CRRC beneficiaries to the Leicester City pre-season match.

### CRRC Socials

CRRC has been running socials since December 2015 when we welcomed the first three beneficiary families. As the number of beneficiaries and volunteers grew, the socials grew. They are now held at a large primary school in Cambridge, one Saturday of every month and organized by a small team of volunteers with regular liaison with the Board of Trustees.





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### Period ended 30 June 2019

The CRRC socials continue to serve three main purposes:

- Social space for beneficiaries. They provide a regular social outlet for beneficiary families, many of whom live scattered across the city and county and rarely have the time or means to see each other elsewhere. It is a space in which conversation, information, celebration, games, music and food can be shared.
- Involvement of Volunteers. Once registered with CRRC, many new volunteers begin by helping at a social – in the kitchen, with the children's activities, setting up and tidying up. From this small commitment many volunteers become more involved in other work – one-to-one tuition, language teaching, board of Trustees, focal points etc. Those with less time to give can continue to lend a hand once a month at socials and their help is greatly valued.
- CRRC contact with beneficiaries. CRRC rents the venue for an hour before the event time in order to use the space to meet with volunteers and beneficiaries to discuss paperwork or queries, offer advice or introduce new volunteers to the work. Translators are available to help in such matters. The one-to-one tuition group holds their regular monthly meeting before the socials. During the socials important public announcements are often made, new beneficiaries or babies welcomed, services CRRC is offering are detailed. In short, the socials provide the face-to-face contact that CRRC prides itself in a broad context, involving the whole community, while offering private meeting room space for confidential conversations.

In the past year we have seen our team of social organizers grow which has eased the workload and increased the pool of expertise and interest. We have put out a call on our website for more regular volunteers at the socials which was received well.

We have introduced more recorded music to the socials, noticing an enthusiasm from the women to dance. We are exploring offering live music. Our children's activities have developed and expanded as we draw on connections and expertise in the local community. We always offer crafts, physical games, and football. Sometimes we offer dance workshops, circus skills, henna painting, face-painting. Volunteers' and beneficiaries' interest in football has been matched and outdoor football training has developed greatly in the last few months, involving refereeing and team games. Beneficiaries and volunteers continue to enjoy sharing food. Gradually we are encouraging beneficiaries to join the volunteers organising and serving the food. A couple of the older girls have shown real willingness and interest and have been welcomed to help the team under adult supervision.

Recently we have drawn up a questionnaire for beneficiaries in order to gauge thoughts on the socials and the activities we offer. So far feedback is very positive.







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### Code club for children and teenagers

To give children and young people at CRRC the opportunity to learn about computers, programming and technology, Nina Szymor from CRRC initiated a Code Club in collaboration with the Raspberry Pi Foundation, who have kindly let CRRC use the classrooms and equipment at their Cambridge venue. The sessions started in September 2018 and continued all the way until the summer holidays in 2019. We used the resources created by the Raspberry Pi Foundation, which they make available for free on their website.



CRRC Code Club in collaboration with Raspberry Pi: Two participants with Code Club t-shirts

There were some challenges in organising the sessions, including the logistics of bringing the children together, and the varying levels of English language and computer skills that the children had. Typically, a Code Club is run by a teacher for pupils in their school. This was not possible in our case - the children supported by CRRC go to different schools, and they all live in different parts of Cambridge. It was therefore necessary to set up the club at a central location that would be easy for the children to get to and a group of volunteer drivers helped with bringing the children to the club and back home at the end of each session.

At the start of the club, the children were at very different stages in their resettlement journey. Some of them had already lived in Cambridge for two years and attended school for most of that time, while others had only just arrived in the UK and spoke very little English or had very little experience using a computer. In the end, providing each child with one-to-one support that matched their individual needs worked best, but it required more





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volunteers to run the club than what a typical Code Club needs. Thankfully, many people wanted to support the club so we are never short on volunteers.

By summer 2019 the participants had completed two Scratch modules, each consisting of six projects that teach children how to create simple animations, games and programs.

“Halfway through the school year, a few newly resettled children joined the CRRC Code Club. At that point, they were unable to communicate in English so to help with the language barrier, one girl, who had attended from the beginning, stepped in and started to translate, explaining to new members how to use Scratch and the project resources. It was great to see how confident she was and how easy it was for her to teach others what she had already learned. For her, it was an empowering moment, and it was great for us to see how much she learned.” Nina Szymor, organiser of the CRRC Code Club in collaboration with Raspberry Pi

After the first term, to acknowledge the club finishing Module 1 of Scratch, we arranged a celebration to recognise the children’s hard work and achievements. Code Club certificates were printed off and handed out, and parents were invited to see what their children had been working on. The parents brought chocolates and biscuits; there were lots of laughter and happiness at receiving certificates, and generally such a lovely and friendly atmosphere.

### First language support for the children

From January 2019 on, CRRC commissioned Arabic language classes for CRRC beneficiary children provided by Kalamna CIC (Saussan Khalil & Safya Sebahia) weekly during term time at St Faith’s School, Trumpington.

The classes were attended by 17 children in the first term, and 12 children continued in the second term. Attendance overall was very good, with most absences reported beforehand and being due to illness or one-off social commitments. Kalamna CIC is experienced in working with mixed age and ability groups. The children were initially assessed by the Kalamna CIC team. Overall the group was strong in speaking as the majority speak Arabic at home, with a small number of children not speaking Arabic at home. Conversely, the majority had no reading or writing in Arabic, with a small number of the older children at a good level of fluency in reading and writing. The focus was, therefore, on developing the reading and writing skills, using familiar vocabulary and spoken language. During the lessons, the same topic was introduced to the whole group, and then the children were split into smaller groups to do differentiated activities to suit their age and ability.





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An assistant helped the teacher to ensure each group receives individual attention from either the teacher or the assistant. Additionally, a parent helped reading one-to-one with the children during class time.

Over the course of the first half of 2019, the older children in particular became more confident in their letter and word recognition, and became able to read simple words. The younger children were working on letter recognition and could all read and write their names in Arabic at the end of the second term. Overall the students seemed happy and engaged with the classes and their progress was very good.



## COMMUNICATIONS AND OUTREACH

CRRC has continued to produce a quarterly newsletter in the spring, summer, autumn and winter, which reports on campaigns, activities, opportunities for volunteers and forthcoming events (<https://www.cambridgerefugees.org/mailling-list-signup.html>). The newsletter had 179 subscribers in June 2019 and an average 65% open rate, against an industry average of 20%. After being mothballed for some time, our Twitter account is now being actively managed by a dedicated volunteer. Our Facebook group has just under 1000 members, about 25% of whom are active. Greater engagement could be facilitated by more active posting of news, but maintaining our beneficiaries' privacy remains paramount.

The new CRRC website went finally live. It had been in development for a while, with a more professional look designed by local website designers Design Monkey, and greater functionality.

Trustees and volunteers gave presentations at schools and libraries around Cambridge this year, including Comberton Village College and Great Shelford.



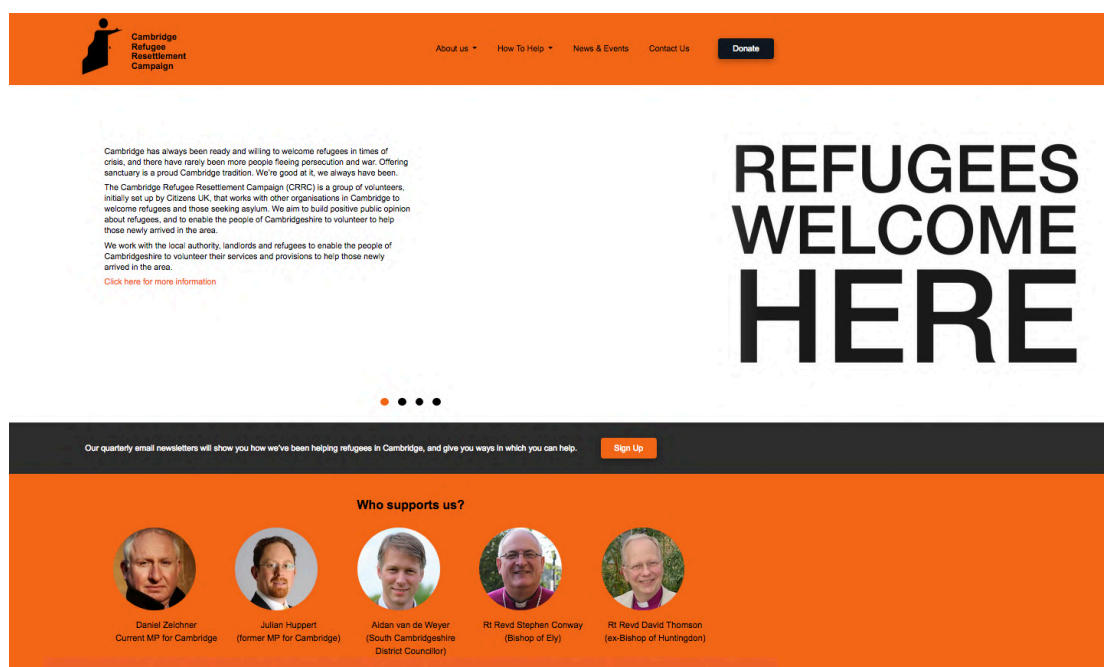




## CRRC Trustees Annual Report & Financial Statement

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CRRC also took part in a Refugee Week volunteering fair in June at Cambridge Assessment, where we were able to talk to lots of potential new volunteers with useful language skills, as well as network with other refugee groups. In April 2019, CRRC co-hosted a talk at the University Centre by Abdulazez Dukhan, a young Syrian refugee committed to telling the refugee story 'through refugee eyes'. This was part of a UK-wide speaking tour arranged by Safe Passage for Abdulazez, and was attended by almost 100 people.



Screenshot of the new CRRC website <https://www.cambridgerefugees.org>

CRRC's most active campaign of the year was a petition to restore language support for driving test candidates. Trustees identified the loss of the ability to drive as a major obstacle for our beneficiaries. Some of the men had found jobs, which they were then obliged to give up when their International Driving Permits expired after a year. The problem is that the level of English required to pass the theory element of the UK driving test, with its quick-fire responses, is too high for beginner English-speakers to achieve in only a year of part-time tuition. Prior to 2014, a recorded translation in several different languages was available for this purpose. Following a flawed consultation process, this facility was withdrawn just months before the UK government agreed to accept 20,000 Syrian refugees who might have benefitted by it.

CRRC conducted a national survey amongst resettling refugees and found that the same problem exists all over the UK with the effects being particularly acute in rural areas.





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Asking for language support to be restored, Trustee Adrian Matthews launched a UK Government petition in March 2019, accompanied by a letter-writing campaign to local MPs. NE Cambs MP Lucy Frazer responded to her constituent's letters by contacting the Minister for Transport, Jesse Norman. However, the Minister stated that the DVSA had no plans to

assess the effect of the change, despite a formal review in 2019 being promised by his predecessor five years ago. Daniel Zeichner, MP for Cambridge City, who sits on the Transport Select Committee, tabled a motion, and Heidi Allen, MP for South Cambridgeshire, suggested a cross-party approach, which proved difficult to organise in light of her own party status.

The petition garnered well over 2000 signatures; significantly, this represents a higher number of responses than the Government received to its original consultation, which informed the unsatisfactory change to the regulations.

### Case Study submitted as part of the CRRC PETITION TO RESTORE LANGUAGE SUPPORT FOR DRIVING TEST CANDIDATES:

Mohammed (not his real name) is being resettled by Cambridge City Council outside Cambridge. He is a skilled carpenter and has found a job where he is a valued member of a small team. His place of work is a thirty-mile drive from his home and there are no viable public transport links. Mohammed has been able to drive to work using his International Driving Permit but its validity is about to expire as he approaches being in the UK for a year. Despite studying hard, his English remains far from the level required to pass the theory test. Mohammed will almost certainly need to leave his job and return to being dependent on benefits as a result of the misguided Government policy change preventing language support being available for driving test candidate.

## Financial review and reserves policy

During this second year of operations, the budget has been reviewed during regular trustee meetings, ensuring that new expenditure is checked and authorised by the trustees. The Board of Trustees is responsible for ensuring that expenditure remains within agreed limits. The net receipts for the year were £3,561.

At 30 June 2019, CRRC's free cash reserves were £29,438. The charity does not have a reserves policy. Trustees review spending regularly, adjust budgets as required, encourage donations within the local community and plan fundraising activities to ensure that ongoing and planned support of beneficiaries and all CRRC's activities can be continued as planned.





## CRRC Trustees Annual Report & Financial Statement

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### Plans for the Future

The trustees confirm their ongoing commitment to CRRC's vision of empowering refugees and asylum seekers to create new lives for themselves in Cambridge and Cambridgeshire.

Changes in political priorities and uncertainty over resettlement post-2020 require a thoughtful approach to how CRRC can contribute so that also in future refugees, regardless of which emergency they have fled, can be welcomed and given equal support to rebuild their lives.

Public support for refugees in Cambridge and Cambridgeshire remains high with many choosing to provide support through donating monies, goods, knowledge, time, and skills. CRRC will continue to engage the local public through stories of shared experiences and contribution.

For the years ahead, we want to actively seek opportunities to increase the meaningful involvement of people with lived experience at all levels of CRRC.

We want to continue to work with other organisations to coordinate our services; and we want to expand our collaboration with other NGOs to align advocacy work and undertake joint projects in order to maximise the impact of our work in support of those seeking safety in the UK.

Approved by the Board of Trustees on 24.05.2020 and signed on their behalf by:

Dan Ellis  
Chair

Note: The trustees are responsible for keeping accounting records, which disclose with reasonable accuracy the financial position of the charity and its compliance with all legal requirements. They are also responsible for safeguarding the reputation of the charity and taking reasonable steps for the prevention and detection of fraud or other irregularities. The trustees take pride in maintaining the integrity of information included on the charity website and other social media.

Cover photo: Chris Cellier





# CRRC Trustees Annual Report & Financial Statement

Period ended 30 June 2019

## Cambridge Refugee Resettlement Campaign

### Statement of financial activities (incorporating an income and expenditure account)

For the period to 30 June 2019

	Period ended 30 <sup>th</sup> June 2019 £	Period ended 30 <sup>th</sup> June 2018 £
<b>Income from:</b>		
Donations & Legacies	22,461	7,761
<b>Total income</b>	<b>22,461</b>	<b>7,761</b>
<b>Expenditure on:</b>		
Raising Funds	0	0
Charitable activities	26,022	12,020
<b>Total expenditure</b>	<b>26,022</b>	<b>12,020</b>
<b>Net movement in funds</b>	<b>(3,561)</b>	<b>(4,259)</b>
<b>Reconciliation of funds:</b>		
Total funds introduced	32,999	37,258
<b>Total funds carried forward</b>	<b>29,438</b>	<b>32,999</b>

All of the above funds are derived from continuing activities. There were no other recognised gains or losses other than those stated above.





# CRRC Trustees Annual Report & Financial Statement

Period ended 30 June 2019

## Cambridge Refugee Resettlement Campaign

### Balance sheet

As at 30 June 2019

	30th June 2019 £	30th June 2018 £
<b>Current Assets:</b>		
Debtors	0	752
Cash at bank and in hand	29,438	32,247
	<hr/> 29,438	<hr/> 32,999
<b>Liabilities:</b>		
Creditors: amounts falling due within one year	0	0
<b>Net current assets</b>	<b>29,438</b>	<b>32,999</b>
<b>Total net assets</b>	<hr/> <b>29,438</b>	<hr/> <b>32,999</b>
<b>The funds of the charity:</b>		
Restricted funds	0	0
Unrestricted general funds	19,628	32,999
Designated funds	9,810	0
<b>Total charity funds</b>	<hr/> <b>29,438</b>	<hr/> <b>32,999</b>

Dan Ellis  
Chair

Michael Robert (Robin) Turner  
Treasurer





# CRRC Trustees Annual Report & Financial Statement

Period ended 30 June 2019

## Cambridge Refugee Resettlement Campaign

### Notes to the financial statements for the period ended 30 June 2019

#### Accounting policies

##### a) Statutory information

Cambridge Refugee Resettlement Campaign is a charitable incorporated organisation (CIO) in the UK. The registered office address is c/o Friends Meeting House, 12 Jesus Ln, Cambridge CB5 8BA.

##### b) Basis of preparation

The financial statements 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 UK and Republic of Ireland (effective 1 January 2015) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)(September 2015) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note

##### c) Public benefit entity

The CIO meets the definition of a public benefit entity under FRS 102

##### d) Going concern

The trustees consider that there are no material uncertainties about the CIO's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

##### e) Income

Income is recognised when the CIO has entitlement to the funds, any performance conditions attached to the income have been met, and it is probable that the income will be received and that the amount can be measured reliably and is not deferred.

##### f) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria is charged to the fund. Unrestricted funds are donations and other incoming resources received/generated for the charitable purposes. Designated funds are unrestricted funds earmarked by the trustees for particular purposes.







## CRRC Trustees Annual Report & Financial Statement

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### g) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the CIO in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities comprises those costs incurred by the CIO in the delivery of its programmes. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs are the costs associated with the governance arrangements of the CIO. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the CIO's activities.

### h) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

### i) Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments. Cash balances exclude any funds held on behalf of service users.

### j) Creditors and provisions

Creditors and provisions are recognised where the CIO has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

### k) Staff and pensions

The CIO currently has no employees or pension obligations.

### l) Foreign currencies

Assets and liabilities expressed in foreign currencies are translated into sterling at the exchange rate ruling at the balance sheet date. Transactions in foreign currencies are recorded at the rate ruling at the end of the month in which the transaction occurred.





## CRRC Trustees Annual Report & Financial Statement

Period ended 30 June 2019

### How Can I Help Cambridge Refugee Resettlement Campaign?

#### Volunteer

We always need enthusiastic people to volunteer for the organization. We can't offer money but it's extremely rewarding to see your work directly helping local refugees. You will meet a bunch of fascinating people if you work with us.

We are also very happy to write recommendation letters and give out certificates for the soft skills you acquire during your work with us if this is of help to you. Please note that taking on a permanent volunteering role requires you to work about 4 hours a week and that you should be able to make this time commitment for at least half a year - we want to avoid too much flux.

#### Donate

##### Donate money

We rely entirely on the generosity of our supporters to continue the work that we do for refugees resettling here in Cambridge. As CRRC is run entirely by volunteers from their own homes we have no staff, office or administration costs. Your donation will go directly towards helping the refugee families themselves.

##### Donate items

Refugee families in Cambridge are often in need of items to support them in setting up their new lives. On our website we provide a list of items we are currently looking for. We are only able to accept items advertised on the list. We would be grateful if you could please ensure that all items are of good quality and are ready to be used.

#### Campaigns

The Cambridge Refugee Resettlement Campaign doesn't just help with the day-to-day support that local refugee families need (important though that is). We also support and run campaigns focused on the needs of the families we support and other similar people around the country who are affected by government policies that should be changed.



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### Can you offer employment and work experience?

Once a refugee family begins to settle into their home, their children are at school and their own English classes are progressing, the adults need to become independent and self-sufficient by earning their living in legitimate and worthwhile work. At CRRC, we are seeking opportunities across a wide range of employment areas based on the jobs and skill-development these adults have had in the country they have just fled.

Their work experience has a huge range, including people with degrees in science and medicine, as well as skilled tailors, construction workers, gardeners and farmers.

Recognising their existing skills and experience is vital so that employers here know what is on offer from a potential employee. Qualifications in one country may not be counted as the same in the UK, so we need ways to assess capability.

That could be:

- work experience that is supervised;
- an in-depth interview about an individual's stated capability;
- a training scheme or apprenticeship.

We at CRRC are currently talking to a number of potential providers, employers and institutions that we believe could help - but we still need more. Please do get in touch.

### Calling all landlords and landladies

We still need you! Please see our website for further details.

Find more about our work at [cambridgerefugees.org](http://cambridgerefugees.org)  
or email [info@cambridgerefugees.org](mailto:info@cambridgerefugees.org) to discuss ways  
to support CRRC.