

**REFUGEE WOMEN OF BRISTOL**  
**CHARITABLE INCORPORATED ORGANISATION**  
**Annual Report and Accounts**  
**Legal and administrative information**

**Status**

Refugee Women of Bristol is a registered Charitable Incorporated Organisation with the Charity Commission in England and Wales on 20 February 2017. Refugee Women of Bristol was originally registered as a charity on 29 April 2010

**Trustees and management committee**

Mrs Muna Ali, Chair  
Mrs Amina Jama  
Mrs Sherien Elsheikh, Treasurer (Resigned September 2020)  
Mrs Marfat Shamat, Secretary  
Mrs Fatuma Othman, Vice chair  
Miss Tatu Nampijji  
Mrs Obah Ali (Resigned April 2020)  
Mrs Nasra Geedi

**Registered charity number 1171683**

**Registered office**

Unit 35, Easton Business Centre, Felix Road, Bristol BS5 0HE

[info@refugeewomenofbristol.org.uk](mailto:info@refugeewomenofbristol.org.uk)

<http://www.refugeewomenofbristol.org.uk/>

**Bankers**

Lloyds TSB

**Accountants**

AL Accounting Solutions  
Chartered Certified Accountants  
21A Brighton Road  
South Croydon  
Surrey  
CR2 6EA

**REFUGEE WOMEN OF BRISTOL**  
**Annual Report and Accounts**  
**for the year ended 31ST MARCH 2021**  
**Trustees' Report**

**Reflections from the Chair and Development Manager**

2020-21 was a challenging and sad year but it also brought many opportunities to expand our work and reach out to more women. Due to the pandemic, Refugee Women of Bristol (RWOB) provided all their services via telephone and email. All our frontline staff are bilingual and can support most clients in their first language which attracted many new members who needed support.

Our work strategy has changed: to meet the needs of our members during the pandemic, we brought together all our services and shared resources, staff expertise and delivered a 5-day week service. We were able to secure some emergency funding to increase staff hours to enable them to plan, debrief and attend online training. This approach meant that our members' needs are met, that they are connected and feel part of the community. Moving online, views and concerns are discussed and responded to swiftly. In this approach, we also maximize our reach, staff time and resources.

To meet the demand of the work, RWOB recruited 12 Befriend bilingual member volunteers to mobilise community members. Their role was to find families in need of support to help them access information and specialist services; they also identified people at risk and provided basic support at the community level.

The expansion of our services digitally ensured continuity of reach to the wider communities and helped us to support more women and families, keeping them connected with much-needed support services especially for those at risk of or experiencing domestic abuse. It also widened the safe space for women in the community to come together online to share experiences and learning. Moving online helped members access key information including where and how to access emergency help if and, when needed.

Our Food Hub in partnership with 91 Ways reached out to 120 people a week and distributed culturally appropriate food parcels. Staff and volunteers delivered the food to vulnerable members and those who were self-isolating or shielding.

Some RWOB members, staff and volunteers lost family members, neighbours, and friends to COVID 19. It was a sad year and with more restrictions and school closures, everyone at RWOB was stressed and scared. To respond to that staff and befriender volunteers had monthly clinical supervision sessions and 1-1 counselling with a Psychotherapist to safeguard our mental wellbeing. We also provided a 1-1 and group counselling service for members.

This year, because of the COVID 19 restrictions and lack of face-to-face services, we were unable to hold the trustee AGM and are planning to have one in November 2021. Instead, we worked with the refugee sector to coordinate the COVID 19 response and collectively shared information and resources. This strengthened existing partnerships and created new ones in the sector, and led to the formation of Bristol Refugee and Asylum-seeking Partnership (BRASP).

Our services were dependent on a dedicated team of volunteers who gave their precious time to deliver a lifesaving service in this difficult time and we would like to acknowledge and thank them. We would also like to express our utmost gratitude and appreciation to all our funders who responded generously in this unprecedented time and enabled us to deliver a unique and flexible service to a vulnerable group of women in Bristol.

Due to the pandemic, Refugee Women of Bristol (RWOB) was providing all their services via telephone, email and zoom calls. All our frontline staff are bilingual and could support most clients in their first language. We were also using additional interpreters when needed. We encouraged and worked with our network of more settled women to support those who were more isolated. We supported **377** women a year and provided a remote service.

**REFUGEE WOMEN OF BRISTOL**  
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**Trustees' Report**

**Summary of activities and achievements**

**2020-21:** We had **48** new members and a total membership of **377**. Our members speak over **40** different first languages and have **39** different countries of origin.

-**37** volunteers, **18** places were given to the members including the trustees.

- We created **4** Zoom ESOL classes to enable some women to continue their ESOL classes and other students were receiving ESOL worksheets by post.

-**Our Community Workers provided 1097 sessions of support to 126 individual women.**

- **Our Mend the Gap team provided 826 sessions of support to 53 individual women.**

- **Befriend Community Support:** RWoB Befriend volunteers supported 114 women who are most vulnerable and carried out weekly welfare calls and health and wellbeing zoom sessions. Through this project, we registered and supported 21 new women who were referred to us by local organisations and agencies. A total of **135** women benefited from this project. **48** Befriend wellbeing zoom sessions were delivered to an average of 80 women a month for 6 months. The workshops included: FGM, Domestic Violence, Experiences of lockdowns, impact of COVID 19, vaccine awareness, Internet safety, Mental Health, and self-care, among others. These workshops were facilitated in community languages.

*"The women can call me and find help and support at any time. They feel confident when they speak to me because they know it is confidential. I make connections with their community and so they feel less isolated and when they speak to me, they feel less pressure". Befriend volunteer.*

-Our younger supporter, with the help of our staff, set up a JustGiving page to fundraise for our member's children to access home learning resources. Asylum seeking and large refugee families were given priority. **15** tablets and **5** Chromebooks were distributed to 20 families, an average family has 4 children, supporting over 75 children to access home learning. **"Thanks a lot for your great help, saw biggest smile on my son's face when he got the tablet, it is helping him to get connected"** RWoB member.

- RWoB distributed **£4600** to individuals and families in most financial need. This funding was from the Bristol City Council to support the refugee sector.

-**32 laptops** were given to member volunteers and members to access information and services.

-**15 Phones** were given to members and volunteer members as well as referring them to access partners organisations who were also giving phones to the members we identified.

-**28 women** received 'hardship' money of £50 each, a total of **£1400** was distributed. These women were experiencing domestic violence and we helped some of them move to safe houses.

-We celebrated International Women's Day, Christmas, Eid and Kurdish New year.

-**Refugee Festival Month:** this year we held our dancing event online so we helped as many members as we could to download the Zoom App, and we explained how to use it. It was a closed event, and a safeguarding email and link was sent only to women who requested to participate. Ms Groom created the sketches during the Zoom call, then added colour later. Please see the link below from the local BBC

<https://www.bbc.co.uk/news/uk-england-bristol-53106482>

- **Early Years Project (EYP) in partnership with Bristol Refugee Rights (BRR)** Following the lockdown which shut down BRR EYP they set up a WhatsApp group for EYP parents and are encouraged to share ideas about activities for children that they can do. It was a space for people to feel part of a group whilst frontline services were closed.

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**Trustees' Report**

**Summary of activities and achievements (continued..)**

- RWoB organised **training** for staff and volunteers to enable them to deliver safe, supported, and appropriate services to our members. The training were Leadership styles, Level 2 counselling course, Vulnerability training, RWoB Ways of Working, Lloyds Bank Foundation, SSE Leadership and Sustainability Programme among other.

-**Workshops for staff and volunteers:** Mental Health including '5 ways to wellbeing', dealing with bereavement & loss, Rosa – Safeguarding Awareness and Policy course.

-**Online workshops for members:** Staff facilitated **22** online workshops; topics included: Mental health, Universal Credit, Black history month (inter-generational dialogue), Housing conditions, Self-Care, infertility, dealing with teenagers and where to get help, Cookery, Crochet, among others. These workshops were facilitated in community languages and through interpreters. This platform gave the women a chance to check their mental wellbeing, share ideas for self-care and notice when they need external support. This increased their resilience and wellbeing.

-**Our Food Hub** in partnership with **91 Ways** reached out to **120** people a week and distributed culturally appropriate food parcels. Staff and volunteers delivered the food to vulnerable members and those who were self-isolating or shielding.

**Counselling for members:** **10** members accessed FORWARD and RWoB counselling service in their first languages.

-**Online activities:** Weekly Yoga, Zumba classes and a Sewing course for 6 women.

- RWoB partnered with FORWARD in delivering an annual 'Zero Tolerance' FGM Community Conference.

-RWoB and Our Narratives Yet Explained (ONYX) youth group started an Intergenerational dialogue and brought parents and young children together to discuss intergenerational issues and concerns.

**Personnel 2020-2021**

Layla Ismail - Development Manager

Negat Hussein - Drop-in Co-ordinator (Leave Cover)

Kurda Yar - Drop-in Co-ordinator (On leave)

Sherien Sheikh – Drop-in Assistant from October 2020

Negat Hussein – Community Outreach Worker

Azza Mustafa – Health and Well-being Coordinator

Sana Elgoraish - Finance Worker

Viki Harte - Administrator

Jade Pang - Community Worker (Chinese)

Muna Talha - Community Worker (Arabic)

Sauad Osman - Community Worker (Somali - On leave till November 2020)

Obah Ali - Community Worker (Somali – Leave cover from April – November 2020)

Negla Abdul Hadi - Kitchen Coordinator (January 2021)

I would like to thank the trustees, staff and volunteers whose energy, determination, and commitment to improving the quality of life for women from the refugee community is immeasurable. Finally, on behalf of everyone at RWoB, I would like to express our gratitude and thanks to all our funders, donors, and fundraisers.

**REFUGEE WOMEN OF BRISTOL**  
**Annual Report and Accounts**  
**for the year ended 31ST MARCH 2021**  
**Trustees' Report**

Layla Ismail  
Development Manager

**Structure, Governance and Management**  
**Objectives and activities**

**The objects of the charity are:**

To advance education, relieve poverty and promote and protect the health of refugee women and those seeking asylum in Bristol and the surrounding area by the provision of advice, information and support.

**Organisation**

Refugee Women of Bristol is governed by a Constitution which operates as an Association. The Trustees are appointed or reappointed annually at AGMs and can be co-opted in between. Trustees are provided with a 4-session induction to introduce them to their role and responsibilities. They are then supported to undertake training appropriate to any special role they undertake on the management committee. This includes an introduction to the organisation's policies including:

- \*Confidentiality
- \*Equal Opportunities
- \* Safeguarding Adults Policy
- \* Grievance and Disciplinary Procedures
- \* Health and Safety policy and risk assessments
- \*Complaints Procedures.
- \* Financial policy and procedures
- \* Service user involvement policy

**Refugee Women of Bristol's (RWOB) organisational structure and the wider network it works with.** RWOB is a registered charity with financial support from the local council and local and national trust funds. Bristol City Council has funded the organisation since its inception in 2003. RWOB has an excellent track record of engaging hard-to-reach women from the refugee and asylum-seeking community. Refugee women have been at the heart of the organisation since its beginning, involved at all levels as volunteers, staff and trustees. The management committee is entirely led by women from refugee backgrounds who understand the needs and issues faced by refugee and asylum-seeking women from their own experience; they are therefore best placed to direct the development of services for the community and ensure that they are culturally appropriate.

The organisation is made up of trustees, paid staff and a team of volunteers. We actively support our members in developing their skills, so they can participate in the management committee, volunteer and/or apply for paid positions.

RWOB has an excellent track record of working in partnership with service providers to deliver services at the drop-in centre and in the wider community. RWOB has formed successful partnerships with a range of voluntary and statutory organisations. Key partnerships include Bristol Refugee Rights, Borderlands, Public Health, FORWARD charity, Bristol Red Cross, and Bristol City Council amongst others.

The trustees closely monitor risks associated with running services for the organisation by carrying out risk assessments and implementing appropriate measures to mitigate risk.

**REFUGEE WOMEN OF BRISTOL**  
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**for the year ended 31ST MARCH 2021**  
**Trustees' Report**

**Public Benefit**

The Trustees have complied with their duty under Section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aim and objectives they have set.

**Statement of trustees' responsibility**

A UK Charity regulation requires the trustees to prepare financial statements that give a true and fair view of the charity's financial activities during the year and its financial position at the end of the year. In doing so the trustees are required to: -

- \* Select suitable accounting policies and then apply them consistently;
- \* Make judgements and reasonable and prudent judgement;
- \* State whether applicable accounting standards and statement of recommended practice have been followed, subject to any departures disclosed and explained in the financial statements;
- \* Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with applicable law, regulations, and the trust deed. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed.....

Mrs Muna Ali  
Chairperson

Date:.....

**REFUGEE WOMEN OF BRISTOL  
CHARITABLE INCORPORATED ORGANISATION  
Annual Report and Accounts  
Independent Examiner's Report to the Trustees  
for the year ended 31ST MARCH 2021**

I report to the trustees on my examination of the accounts of the above charity for the above period.

**Responsibilities and basis of report:**

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement:**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- \* the accounting records were not kept in accordance with section 130 of the Charities Act; or
- \* the accounts did not accord with the accounting records; or
- \* the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Alhassan Bangura FCCA  
AL Accounting Solutions  
Chartered Certified Accountants  
21A Brighton Road  
South Croydon  
Surrey  
CR2 6EA

Date.....

**REFUGEE WOMEN OF BRISTOL**  
**CHARITABLE INCORPORATED ORGANISATION**  
**Annual Report and Accounts**  
**Statement of Financial Activities (including Income and Expenditure Account)**  
**for the year ended 31ST MARCH 2021**

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
<b>Incoming resources:</b>					
<i>Incoming resources from generated funds</i>					
Donations		8,520	-	<b>8,520</b>	16,229
<i>Incoming resources from charitable activities</i>					
Grants and Service level agreements		4,704	180,694	<b>185,398</b>	132,808
Total Incoming resources		<u>13,224</u>	<u>180,694</u>	<u><b>193,918</b></u>	<u>149,037</u>
<b>Resources Expended:</b>					
Charitable activities	6	16,140	138,330	<b>154,470</b>	116,323
Total Resources Expended		<u>16,140</u>	<u>138,330</u>	<u><b>154,470</b></u>	<u>116,323</u>
Net incoming resources		(2,916)	42,364	<b>39,448</b>	32,714
Opening funds balance		42,978	25,772	<b>68,750</b>	36,036
Adjustments/transfers	7	8,128	(8,128)	-	-
Closing funds balance	7	<u>48,190</u>	<u>60,008</u>	<u><b>108,198</b></u>	<u>68,750</u>

**REFUGEE WOMEN OF BRISTOL**  
**CHARITABLE INCORPORATED ORGANISATION**  
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**Balance Sheet as at 31ST MARCH 2021**

	<u>Notes</u>	<u>2021</u>	<u>2020</u>
		£	£
<b>Current assets</b>			
Debtors & prepayments	4	300	300
Cash at bank		109,809	70,187
Cash in Hand		41	30
		<u>110,150</u>	<u>70,517</u>
<b>Creditors: Amounts falling due withn one year</b>	5	<u>(1,952)</u>	<u>(1,767)</u>
Net Current Assets		<b>108,198</b>	68,750
<b>Net Assets</b>		<u><b>108,198</b></u>	<u>68,750</u>
<b>REPRESENTED BY:</b>			
Restricted Funds	7	<b>60,008</b>	25,772
Unrestricted Funds	7	<b>48,190</b>	42,978
		<u><b>108,198</b></u>	<u>68,750</u>

These financial statements were approved by the trustees on .....  
and are signed on their behalf by:

.....  
Mrs Muna Ali  
Chairperson

**REFUGEE WOMEN OF BRISTOL  
CHARITABLE INCORPORATED ORGANISATION  
Annual Report and Accounts  
Notes forming part of the financial statements  
for the year ended 31ST MARCH 2021**

**1. Accounting policies**

a) The accounts (financial statements) have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

b) Grants and income are included in full in the Statement of Financial Activities in the year in which they are receivable, except as follows:

- i) When donors specify that funds must be used in future accounting periods, the income is then deferred until those periods.
- ii) When funders impose conditions which have to be fulfilled before the charity becomes entitled to the income, as such the income is deferred until after the pre-condition is met.

c) Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered.

d) Unrestricted funds are donations and other incoming resources received for the objects of the charity without further specified purpose and are available as general funds.

e) Restricted funds are to be used for specific purposes as laid down by the donor.

**2. Net incoming resources for the year**

<b>This is stated after charging:</b>	<b>2021</b>	2020
	<b>£</b>	<b>£</b>
Independent Examiners Fee	<b>1,020</b>	810
	<u>          </u>	<u>          </u>

**3. Staff cost and numbers**

	<b>2021</b>	<b>2021</b>	2020	2020
	<b>Number</b>	<b>£</b>	Number	£
Wages & Salaries	<b>11</b>	<b>94,980</b>	9	76,350
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

**4. Debtors & Prepayments**

	<b>2021</b>	2020
	<b>£</b>	<b>£</b>
Prepayments	<b>300</b>	300
	<u>          </u>	<u>          </u>
	<b>300</b>	300
	<u>          </u>	<u>          </u>

**REFUGEE WOMEN OF BRISTOL**  
**CHARITABLE INCORPORATED ORGANISATION**  
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**for the year ended 31ST MARCH 2021**

**5. Creditors & Accruals**

	<b>2021</b>	2020
	£	£
Trade Creditors & accruals	<b>1,020</b>	810
Payroll Tax and National Insurance	<b>932</b>	820
Pension liability	-	137
	<u><b>1,952</b></u>	<u>1,767</u>

**6. Charitable activities**

	Unrestricted	Restricted	<b>Total Funds</b>	Total Funds
	Funds	Funds	<b>2021</b>	2020
	£	£	£	£
Salaries and pension cost	4,044	90,936	<b>94,980</b>	76,350
Events and workshops	139	11,596	<b>11,735</b>	10,474
Room hire	-	2,430	<b>2,430</b>	4,570
Drop in catering	-	-	-	1,533
Volunteer expenses	20	7,143	<b>7,163</b>	3,091
Advocacy & support	8,582	7,480	<b>16,062</b>	880
Rent, rates & utilities	-	10,224	<b>10,224</b>	5,145
Postage, stationery & office sundries	-	1,463	<b>1,463</b>	586
Telephone & internet	-	603	<b>603</b>	627
Travel & subsistence	169	1,329	<b>1,498</b>	736
Recruitment & CRB checks	-	28	<b>28</b>	121
Non capitalised asset cost	2,370	-	<b>2,370</b>	417
Training	-	774	<b>774</b>	3,280
Membership & subscription	-	214	<b>214</b>	305
Legal and professional	396	1,916	<b>2,312</b>	1,306
Consultancy	-	-	-	2,958
Website & publicity	-	156	<b>156</b>	867
Insurance	-	918	<b>918</b>	676
Bookeeping & payroll cost	208	-	<b>208</b>	77
Bank charges	-	165	<b>165</b>	170
Trustee expenses	2	145	<b>147</b>	1,284
Accountancy fees	210	810	<b>1,020</b>	870
	<u>16,140</u>	<u>138,330</u>	<u><b>154,470</b></u>	<u>116,323</u>

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**7. Movement in funds**

	At 01-Apr-20	Incoming resources £	Outgoing resources £	Adjustment & Transfers £	At 31-Mar-21 £
<b>Restricted funds</b>					
Anonymous Funder	3,785	2,000	(5,785)		-
Bristol City Council HUB	(507)	19,510	(18,373)		<b>630</b>
Bristol City Council Com Exchange Grant	-	22,000	(733)		<b>21,267</b>
Bristol City Council COVID-19		5,000	(543)		<b>4,457</b>
The National Lottery Com Fund	3,310	37,418	(34,802)		<b>5,926</b>
The National Lottery Com Fund-COVID-19		17,160	(17,160)		
Anonymous Funder	12,283		(5,789)		<b>6,494</b>
HT & LB Cadbury Trust	-	1,000	(1,000)		-
John James Foundation	4,610	15,000	(4,829)	(7,000)	<b>7,781</b>
Lloyds Bank Foundation	-	32,832	(31,704)	(1,128)	-
Lloyds Emergency Fund	-	9,262	(6,764)		<b>2,498</b>
Rosa BME COVID Emergency Fund	-	15,142	(6,004)		<b>9,138</b>
Anonymous Funder	957	2,000	(1,140)		<b>1,817</b>
Sport England Tackling Inequalities Fund	-	2,370	(2,370)		-
Quartet Community Foundation	1,334		(1,334)		-
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total Restricted funds</b>	<b>25,772</b>	<b>180,694</b>	<b>(138,330)</b>	<b>(8,128)</b>	<b>60,008</b>
<b>Unrestricted funds</b>					
General Funds	42,978	13,224	(16,140)	8,128	<b>48,190</b>
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	<b>42,978</b>	<b>13,224</b>	<b>(16,140)</b>	<b>8,128</b>	<b>48,190</b>
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total funds</b>	<b>68,750</b>	<b>193,918</b>	<b>(154,470)</b>	<b>-</b>	<b>108,198</b>

REFUGEE WOMEN OF BRISTOL  
CHARITABLE INCORPORATED ORGANISATION

Annual Report and Accounts  
Year ended: 31ST MARCH 2021

Registered CIO No: 1171683

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CHARITABLE INCORPORATED ORGANISATION  
Annual Report and Accounts  
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