



*supporting migrants since 1963*

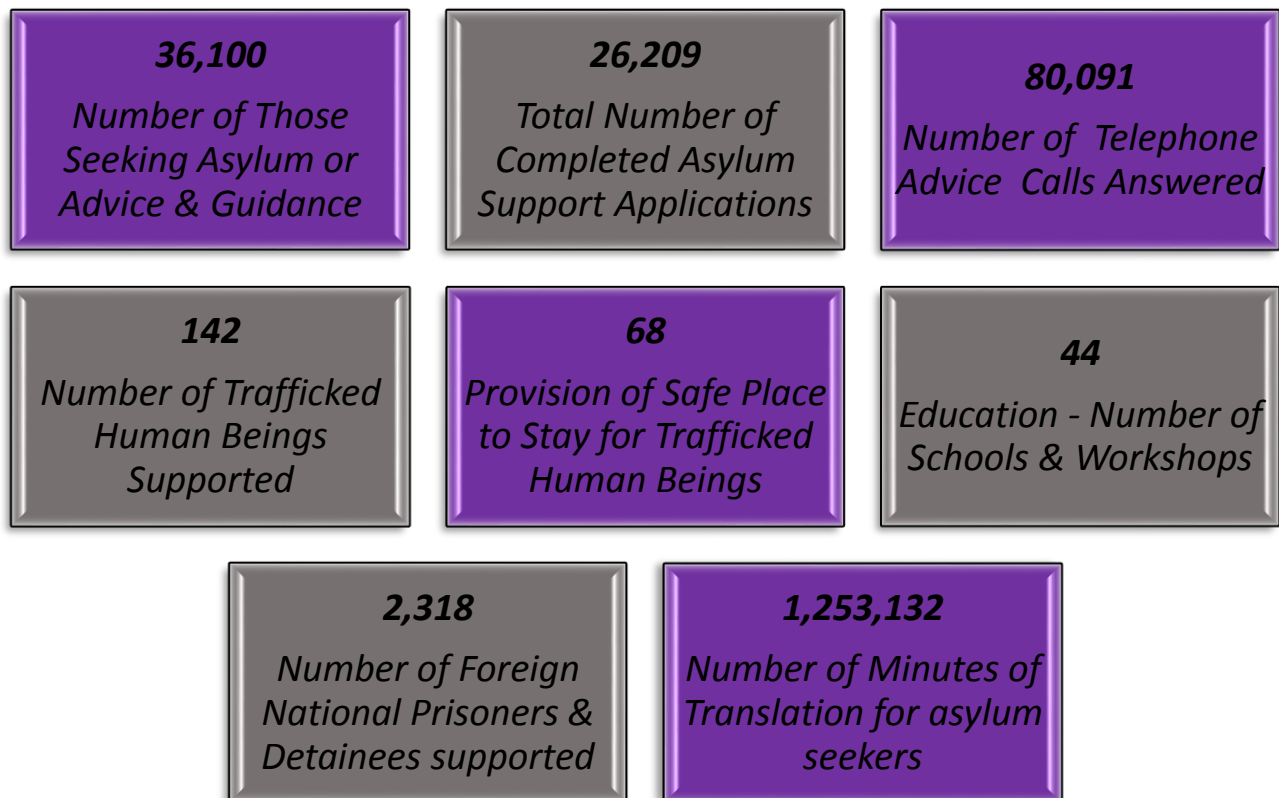
**Annual  
Trustees'  
Report  
2015/16**

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## Section 1: Key Achievements

Migrant Help supported 43,334 migrants during the year. We did this through the provision of a number of services.



### Our supporters

On behalf of all the people we support, we would like to thank everyone who has helped ensure we are able to continue our work by giving their time, money and enthusiasm. However you support us...Thank You!

## Section 2: A Message from the Interim Chair

This reporting year at Migrant Help has seen a period of change and consolidation for our charity. In our Annual Report 2015 we set out a number of aspirations for our clients and our own organisation, many of which we have achieved. However, the changing political, social and environmental landscape for supporting vulnerable migrants has proven to be a real challenge.

During the year we supported 43,334 vulnerable migrants and asylums seekers, which was a significant increase on the previous year, and included 4,062 clients who were deemed to be extremely vulnerable. We were able to expand the work that we do to support trafficked human beings, recognising that this is a key area for us going forward as the scale of trafficking becomes tragically more prevalent in society.

In 2014 we secured a major contract to support migrants seeking asylum in the UK and during the year we have embedded the way in which we deliver these services. We are proud of the way in which our charity has set about providing the new services and whilst there have been many challenges, we continue to be committed to doing the best job possible in support of those seeking asylum.

Our broader portfolio of services has seen us working in schools, prisons and communities during the year. Unfortunately declining income meant that we had to stop some of our localised services and we are working hard to look at how we find sustainable income for the future. During the year we have continued to explore the opportunities for UK-IMR, our new research institute and we will continue to pursue this in 2016/17. We are very committed to measuring and assessing the impact of our work and will continue to work with our partners at the University of Canterbury and with other partners and stakeholders collating data to ensure that we are delivering the impact that meets our strategic priorities.

Our work to support the early stages of the Syrian Resettlement Programme has seen us working with the Local Authorities in Kent and Essex. It has been a real privilege to support individuals and families who are part of this programme as they seek to resettle in the UK. We will continue to develop this area of our work over the coming year.

A major barrier for many of our beneficiaries accessing services is language. Migrant Help has supported the development of our Translation Service 'Clear Voice' which has expanded significantly during the year. We are very proud of the fact that we are able to support all our clients by providing immediate access to a translator in one of twenty-six languages when they make contact with us.

At the time we secured the Asylum Contract from the Home Office the organisation recognised that this would mean significant growth for our charity. We expanded the Board of Trustees to support this growth and during the year we have spent some time consolidating our approach. We saw the departure of our CEO, Rob McCrea, in March 2016 and due to the significant challenges with the environment we made the decision to appoint an Interim CEO to enable us a period of reflection and consolidation. Catherine Johnstone CBE, previous CEO of Samaritans, has been working with us since April 2016 to help us navigate our way through the changing landscape. She will be supporting us to secure a new permanent CEO in early 2017.

As part of this change in leadership, our Chair, Briony Thomas, stood down in May 2016 and I was appointed as Interim Chair to March 2017 to ensure continuity. I am very grateful to my fellow trustees for their wisdom and guidance during this period.

As a Board we recognise the continuing uncertain period for organisations that are supporting vulnerable migrants. However, this means that the work that we do is even more important for our beneficiaries. We are determined to move forward as a front line service delivery charity that offers high quality responsive services to many of the most vulnerable people in our society.

**Lucy Bracken**

**Interim Chair of the Board of Trustees**

## Section 3: About Us

### Our purpose

#### 3.1 The Aims

The objects for which the charity is established are:

1. **The relief of sickness and financial hardship of beneficiaries including:**
  - (a) Information and advice on counselling, health, legal and welfare services and assistance
  - (b) Advice on financial maintenance which may include the direct provision of financial assistance, goods and services
  - (c) Advice on and provision of residential accommodation
  - (d) Such other items or services as the trustees in their discretion choose to provide
2. **To advance the education and training of Beneficiaries and their dependents in need thereof so as to advance them in life and assist them to adapt within a new community**
3. **To promote for the public benefit, the sound administration of the law by providing advocacy services to Beneficiaries and their dependents**
4. **To advance the education of the public in general about the issues relating to human migration**

#### 3.2 The Challenge

Migrant Help's main focus during the year was the continuation of existing service provision and embedding the service growth that has come from the new five-year contracts. The changing landscape for supporting vulnerable migrants has been increasingly turbulent and we predict that this will continue for the foreseeable future.

#### 3.3 Our Ambition

Whilst recognising the challenging environment, we continue to be aspirational on behalf of our beneficiaries. This ambition has to be underpinned with a financially sustainable model that will allow us to respond flexibly to change whilst not interrupting our core service delivery. This is a key area of focus for us in 2016/17.

#### 3.4 Our Beliefs

Our beliefs are rooted in our values which are:

**Protection** – We believe everyone deserves to feel safe and have their human rights protected.

**Diversity** – We respect and celebrate everyone's individual experience and ensure inclusion is at the heart of our work.

**Equality** – We believe in fairness and equality of opportunity; this is central to everything we do.

**Partnership** – we are committed to working in partnership and with all those who help us to achieve our vision.

**Innovation** – We are committed to embracing new ways of working that deliver ever more effective services.

**Excellence** – We are dedicated to providing the best quality services and achieving the highest standard of client care.

## Section 4: Strategic Report of the Trustees

### Performance in 2015/16

During the year our work focused in the three key strategic areas of:

- Asylum Support
- Support to Trafficked Human Beings
- Outreach Services

As an organisation we strive to deliver the highest possible standard of service and are keen to gather feedback from our clients to ensure we keep improving and addressing any issues identified. We are pleased that more than 90 per cent of clients rated our services as good or excellent in 2015/16.

### Strategic Objective 1 – Our Support to Asylum Seekers

Migrant Help has many services which support the needs of vulnerable migrants. Asylum Help is one of those services and is aimed specifically at asylum seekers who are waiting for an outcome on their asylum application; these are people who often need subsistence and practical advice and guidance about the process they will go through. Asylum Help is available face-to-face regionally and via telephone nationally. The service delivers initial orientation briefings and practical advice and guidance around the asylum process and what the various stages will be. Asylum Help advisors assist with completion of support applications, including accommodation requests and any change of circumstances notifications, advise about contact with Home Office and other essential stakeholders, make referrals and signpost asylum seekers to specialist medical practitioners as well as GPs, make appointments with legal advisors to assist with the main asylum application and are generally there to keep the clients updated on the progress of their supported status. Other users of the Asylum Help Services are New Granted Refugees who are given practical advice and guidance around DWP applications, which includes how to apply for housing and support, opening bank accounts, accessing ESOL and many other essential integration based queries. This advice is only available for 28 days from the point of granted decision, so time and effective support are essential.

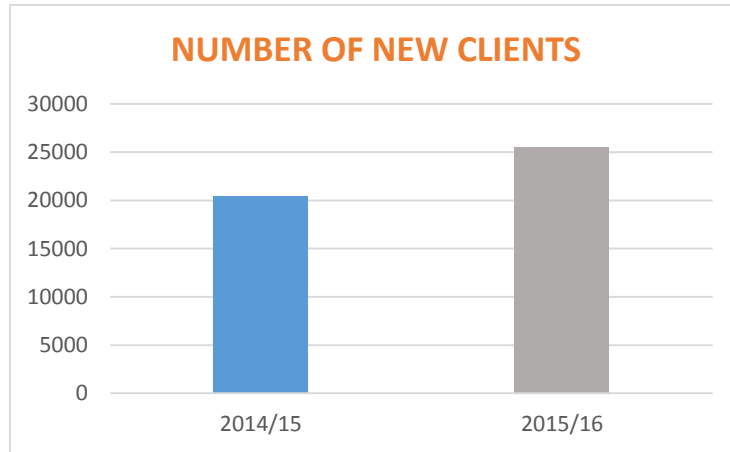
Asylum and Asylum Support applications in the UK have risen over the past two years and Asylum Help services have handled significantly more than anticipated numbers of clients across a broader geographic spread than expected. Continuing conflicts in Syria, Sudan, Iran, Iraq, Afghanistan, and Eritrea have caused a movement of refugees across the Mediterranean and Europe which has clearly impacted on the numbers and this has been well documented in the media.

During the year we completed between 1,700 to 2,500 support-related applications per month. In addition to the Asylum Support Forms, clients also receive briefings, advice and guidance, referrals, signposting and telephone support.

Asylum Help delivers services to the highest possible standard and has robust and effective quality and compliance monitoring processes in place to ensure we maintain these standards.

Asylum Help as a national service acknowledges that in achieving the best outcomes for our clients, we need to be part of a much wider network of organisations, stakeholders and support agencies who

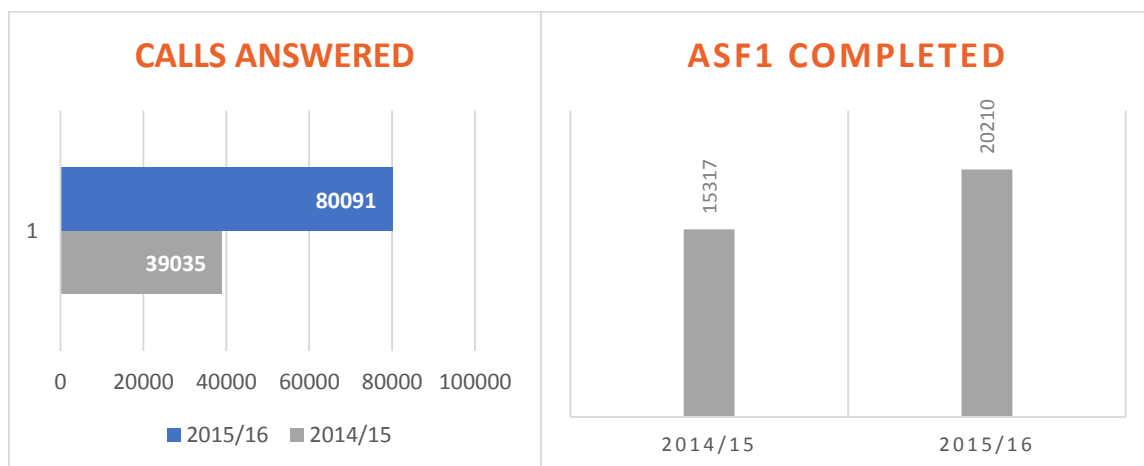
work together to achieve our collective aims and those of the clients. Each one of our eight Asylum Help regional offices throughout the UK is set up to enable us to engage with partner agencies, stakeholders and community groups to ensure clients are able to access support where and when needed.



**Telephone and Compliance Centre Services (TACC)**

During 2015/16 we were able to embed the work of our helpline service and are proud of the improvement that we have made.

Kent Intake Unit (KIU), a pilot scheme and extension to TACC operates from the Port of Dover. Our advisers see the clients while they wait for transfer to Initial Accommodation after being screened by the Home Office. We assist the clients in the completion of the Asylum Support Form (ASF1) so that it can be submitted to the Home Office with expediency. The aim of this pilot is to shorten the time the clients spend in hostel accommodation. The pilot in the Midlands has followed a similar format.



We piloted new ways of working with our funders, e.g. the Kent Intake Unit and Midlands Intake Unit with the Home Office. These pilots were designed to establish more effective pathways for individuals seeking asylum.



We have continued to provide a small hardship fund that is available to clients who are in particularly difficult circumstances and unable to receive assistance from existing routes.

We work in partnerships with other organisations, from referrals and shared delivery of services to donations of food, clothing and other items for our beneficiaries.

During the year we have focused on the development of Clear Voice Interpreters and Translation Limited, which is now established as our only trading company.

We provided advice support and guidance through our Asylum Support Services in 15 key languages, together with wider interpreting services for those contacting our helpline or attending face-to-face appointments.

The 2015/16 year was the busiest ever for Clear Voice. In 2014/2015 it interpreted 688,440 minutes, which rose to 1,253,132 minutes in 2015/2016, an increase of 82%.

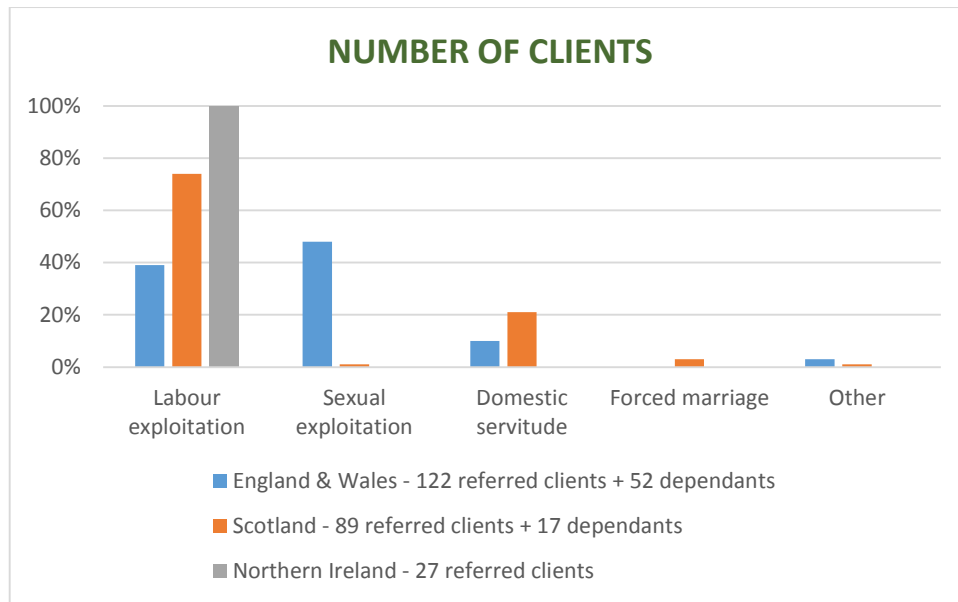
### **Strategic Objective 2 – Our Support to Trafficked Human Beings**

The team continued to provide services to clients across the UK, as part of the National Referral Mechanism (NRM) that supports victims of trafficking. The Modern Slavery Act was passed in 2015 and the subsequent increase in awareness of the issues of human trafficking and modern slavery led to increased referrals to the NRM. Subsequently we have seen an increase in clients across our services this year.

Despite the increase in referrals to the NRM and increasing awareness of the issue, we provide support to clients in a climate of limited funding. Restrictive rules on EU migrants have made it extremely difficult for victims to resettle. They cannot access benefits or housing after leaving our support, and administrative delays and restrictions on bank accounts make it difficult for them to find work. Furthermore, no financial support beyond a ticket home is offered to victims who decide to return to their home countries.

We began to build connections across Europe with charities who support victims of trafficking through our work in the PRO-ACT project and through assisting clients in individual cases.

We will look to replicate good practice in the projects we operate across the UK in 2016/17 and look at new ways of working with other organisations to assist these clients who face tremendous difficulty in moving on from their experiences, not least because they often face destitution when leaving our services.



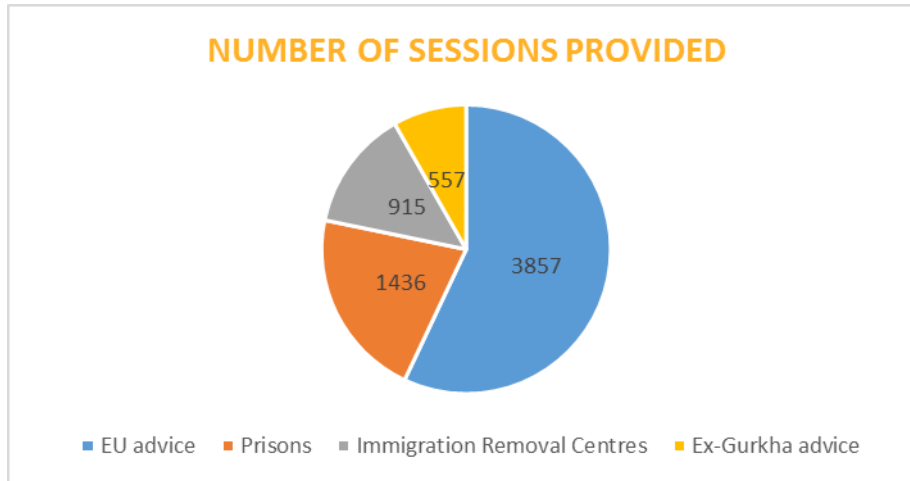
We continued to provide accommodation to potential victims of human trafficking in Dover, Scotland and Northern Ireland. During the year we focused on improving this accommodation and seeking new client accommodation in Kent.

Our volunteers ran English classes in Kent, Glasgow and Belfast, enabling our clients to obtain skills and become more independent and competitive within the employment market.

We delivered training sessions to raise awareness of human trafficking and modern slavery to a variety of audiences from local authorities, the police, private landlords, food suppliers to schools and universities.

**Strategic Objective 3 – Our Community Engagement Services**

The Community Engagement Services (CES) provision continued to deliver projects supporting Gurkha Settlement, Migrant Integration and Employment, Minority Communities (SMC), Dover Children’s Centres, EU Migrant Advice and pastoral care. We continued to provide advice services to foreign nationals in eight prisons and one immigration removal centre.



Our education team published a new and unique education resource, *Education in a Diverse UK*, aimed at all schools in the UK. The resource is designed to support teachers in using the various national curricula for children aged 7 to 14 in England, Wales, Northern Ireland and Scotland, and to enhance schools' capacities to create a relevant, humane and welcoming curriculum.

More than 50 schools and education organisations took part in the pilot programme. The team delivered migration related education activities/workshops to more than 1,200 pupils/students, took part in more than 10 education events organised by partners across the country and contributed to the North Wales Toolkit to support schools in the 'Prevent' agenda.

In 2016/2017 the Migrant Help education team are piloting the education resource across the country and seeking ways to monetarise this work by consulting across a range of stakeholders.

The Syrian Vulnerable Persons Relocation (SVPR) Scheme was rolled out in Kent, led by Kent County Council. CES provided wraparound support in East Kent, and discussions continued in other counties to identify where we may assist with their programmes.

Pastoral care now provides services in Croydon, Glasgow and Cardiff and includes Christian, Muslim, Jewish, Mormon, Humanist, Baha'i and Buddhist chaplains. Christian chaplains represent Anglican, Roman Catholic, Church of Scotland, Eastern Orthodox and a variety of Free Church communities.

In partnership with many of the other charities working to support refugees, we actively funded and participated in the annual celebration of Refugee Week, highlighting the positive and substantial contributions that refugees bring to the UK.

With our dedicated staff team originating from 59 different countries, Migrant Help is a highly diverse organisation that appreciates the benefits of such a spread of backgrounds, experience and language skills. We also believe this diversity is hugely beneficial in the support of our clients. We are seeking to pursue Investors in Diversity during 2016/17.

## Section 5: Looking Forward to 2016/17

### Legislative framework

Working with migrants as our client group means that there are a number of legislative powers that determine our activity.

The UN 1951 Refugee Convention and the 1967 Protocol (which amended the original convention to take away constraints based on time (pre-1951) and geography) states that a refugee is someone who:

*‘Owing to a well-founded fear of being persecuted for reasons of **race, religion, nationality, membership of a particular social group or political opinion** is outside the country of his nationality and is unable or owing to such fear, is unwilling to avail himself of the protection of that country: or who, not having a nationality and being outside the country of his former habitual residence is unable or, owing to such fear, unwilling to return to it.’*

The 1950 European Convention on Human Rights (ECHR) was adopted into UK Law as the Human Rights Act 1998 (HRA). A human rights claim can be part of an asylum claim under the Refugee Convention or it can stand alone. Of the many articles and protocols two are used by immigration lawyers:

- (1) Article 3 – Prohibition of torture or inhuman or degrading treatment or punishment.
- (2) Article 8 – Respect for private and family life. (Note that the UK Immigration Bill 2014 removed the ‘abuses’ under this Article, notably over the avenues for appeal against a negative decision).

Our 50+ years of experience put us in a strong position to be able to talk knowledgeably about the challenges that vulnerable migrants face. During 2016/17 we intend to restate our Strategic Intent, refreshing our focus and energy on advocacy, influencing those that determine migrant policy and enabling/coordinating activity that maximises the impact that providers have in their local communities.

Our strategic objectives for 2016/17 are set out in our Strategy, ‘Rising to the challenge 2016-2018’. These are:

1. To offer advice and support to migrants seeking or who have sought residency in the UK.
2. To continue to develop locality based services, with a particular emphasis on our 10 regional offices that support the integration of migrants in local communities.
3. To proactively seek to inform key stakeholders who influence and determine migrant policy and delivery.
4. To increase our collaboration with other organisations that will enable us to maximise or enhance positive outcomes for our clients.
5. To further Migrant Help as a learning organisation, maximising the diversity of our workforce and fully utilising the data, experience and information that we hold.
6. To develop a five-year strategy, April 2018 to March 2023, that encompasses the radical changes in the political, social and economic landscape.

7. To develop and implement a sustainable income generation/ fundraising plan which actively seeks to support the continuation and expansion of our front line service delivery.

8. To continue to develop our effectiveness, efficiency and reach as an organisation to ensure we are able to assess our impact and be a charity that is fit for the future.

We aim to adopt a number of guiding principles for the way in which we work. These are:

- Our focus will continue to be on supporting vulnerable migrants.
- During the life of this strategy we are seeking to expand existing service delivery.
- We are not seeking to duplicate other organisations' work in localities.
- We are genuinely seeking to increase our level of collaboration.
- Our expansion of services will largely focus on our 10 regional office locations, but we will be willing to support other areas where no provision exists.
- All of our work will be funded using full cost recovery principles.
- We will act as 'one organisation' with a common focus and voice.
- We will seek to be the best we can be, building resilience and expertise for the future.

We have reviewed the principal risks to achieving our Strategic Plan and have identified 5 key strategic risks that we are seeking to mitigate during 2016/17.

Risk
1. Radical changes to the political, social and economic landscape that jeopardise the future delivery of effective services to our beneficiaries.
2. Failure to secure/maintain the right people in the right place at the right time.
3. Inability to secure appropriate sustainable funding and resources to provide front-line services to meet the needs of vulnerable migrants.
4. Inability to develop a 5-year strategy, 2018-2023, that takes the organisation forward.
5. Inability to develop an organisational structure that is fit for the future to support the Strategic Plan.

## Section 6: Financial Summary

### **Income**

During the year, our income was £9.4m, an increase of 14% from the previous year. This was mainly attributable to increased activity under our Asylum Support Application contract with the Home Office, where asylum applications processed by the Asylum Help team rose by 50% to over 24,000.

Income from our Trafficking and Community Engagement activities remained stable during the year, but with the Gurkha Community projects in Kent coming to a close at the end of the year.

We also received £110,000, gift-aided from our Clear Voice trading subsidiary (see below) from the 2014/15 financial year.

### **Expenditure**

With the increase in activity, our expenditure also increased commensurately to £9.5m (2015: £8.2m). Due to the nature of our work, staff costs represent the major element of expense and these increased by 20% to £5.9m, with a corresponding increase in staff numbers to 154 FTE (2015: 129 FTE).

### **Commercial Trading Subsidiary**

As its name suggests, our commercial trading subsidiary, Clear Voice Interpreters and Translation Limited, provides interpreting and translation services, predominantly phone-based but also face-to-face. With the increase in our Asylum Help activity, this work increased significantly during the year, contributing a profit of £256,000 for the year.

It has been covenanted that Clear Voice will gift aid 100% of its taxable profit to the charity by 31 December of the following financial year. For 2016, this amounted to £261,000 donated in August 2016.

### **Reserves policy and current status**

The Trustees wish to secure the future of Migrant Help and its ability to continue its charitable activities. To achieve this, they have carried out an assessment of the risks facing the charity and the financial consequences of those risks. Consequently, they aim to retain sufficient reserves, not only to tide the charity over a temporary reduction in funding or the loss of a major funder, but also to provide funds for development of new services to meet the needs of migrants and asylum seekers.

Considering the charity's mostly time-limited funding, and based on the Trustees' risk assessment, they aim to maintain free reserves within the range of £0.5m to £1.0m, equivalent to 3 - 6 months' worth of funding based on planned core expenditure in the budget for the current financial year. This is after designating funds from unrestricted reserves, as identified in the accounts, to be used for future developments.

At the time of each quarterly forecast, risks are being re-assessed, together with the adequacy of reserves, in light of any changes in costs and circumstances. If reserves fall below the target, Trustees may take action to reduce future costs. Alternatively, if reserves are in excess of target, Trustees may consider opportunities for initiating new developments.

The Trustees will examine the level of reserves each year when setting the following year's budget and the reserves policy will be reviewed each year.

At 31 March 2016, the charity had unrestricted funds of £0.65m, a reduction of £0.2m from last year. To ensure funds for future development, the Trustees have designated £0.35m for new initiatives including, for example, the development of a digital link to the Home Office to enable them to improve the asylum application process. Free reserves, or General Funds, are therefore £0.30m. To this, we can add reserves of £0.26m from our trading subsidiary, Clear Voice, to give total free reserves of £0.56m. This is consistent with our reserves policy, but at the lower end of Trustees' expectations. The challenge for the coming year is to build reserves to a more appropriate level as required by the Reserves Policy.

### **Principal Risks and Uncertainties**

The Trustees and Executives have identified the major strategic and operational risks to which Migrant Help is exposed and have established controls and actions to mitigate them. Risk assessments and a risk register are in place and are subject to continual review and monitoring by the executives, and quarterly review by the Trustees. The principal risks are outlined in section 5 above.

## Section 7: Structure, Governance & Management

### **Governing Document**

Migrant Help has its origins in the Kent Committee for the Welfare of Migrants, which incorporated as Migrant Helpline in 2001. Today, Migrant Help is a Company Limited by Guarantee governed by its Articles of Association, last amended on 19 July 2015. It is registered as a Charity with the Charity Commission in England & Wales and with the Office of the Scottish Charity Regulator in Scotland. The wholly-owned trading subsidiary is a Company Limited by Shares, registered at Companies House.

### **Appointment of Trustees**

Our Articles of Association provide that Migrant Help may have up to 12 Trustees and the present members of the Board are listed in this report.

Trustees, including the Chair, are recruited by open selection and are appointed for a three-year term, renewable for a further three years. The Trustees for the purposes of charity law and under the company's Articles are also the members of the organisation.

Following an external governance review in 2014, there were a number of changes to the Board in August 2015, with the appointment of Trustees with the range of skills required to see the charity through the challenges of change and growth. Since that time, the Board has been unchanged, apart from the Chair, Briony Thomas, who resigned in May 2016 and the Trustee Paul Marsh after many years of service to Migrant Help.

### **Trustee Induction and Training**

New Trustees have an Induction Day and are encouraged to attend sessions with our advice centre and quality team. Additionally, new Trustees are invited to visit offices across the UK to meet staff and clients.

We have a Trustee Handbook and provide governance training with NCVO. Trustees are also provided with the Charity Commission's guide: The Essential Trustee. There are regular governance reviews. Annual Trustee appraisals ensure that Trustees receive the information and development opportunities they need to make an effective contribution to Migrant Help's governance.

### **The Migrant Help Board of Trustees**

Migrant Help's Board of Trustees is charged with ensuring a sharp focus on our mission and values. We set the strategic direction, check our progress against strategy, ensure that we are financially sound, and make certain that we are compliant with all the relevant laws and regulations. We have a zero tolerance policy on fraud and corruption.

The Board delegates day-to-day decision-making and operations to the Chief Executive Officer and the Corporate Management Team. The Board meets formally at least four times a year, in addition to holding a two-day away-day to consider Migrant Help's strategic direction given the changing context in which we operate.

There are three sub-committees of the Board.

The Finance Sub-Committee (FSC) is responsible for assurance oversight of the highest standards of integrity, financial reporting and internal control. In addition to reviewing organisational performance and results against plan, the committee also ensures that Migrant Help's systems of financial control comply with Charity Commission guidelines and provide reasonable assurance against material misstatement or loss.

The Remuneration & HR Committee (RemCom) sets the overall salary policy for Migrant Help, having regard to our agreed Pay Policy and the external environment in relation to remuneration. It also



ensures that the Corporate Management Team implements the policy. The committee also sets the remuneration of the CEO and directors. The Annual Remuneration Statement for 2016 can be found below.

The Strategy Steering Group (SSG) was established in July 2016 to support the new 5-year strategy, acting as a 'think tank' to generate, explore and test ideas relating to development of the strategy.

### **Key Management Personnel Remuneration**

The Trustees consider that they, and the Executive Team comprise the key management personnel of the Charity, in charge of directing and controlling, running and operating the Charity on a day to day basis. All Trustees give of their time freely and no Trustee received remuneration in the year. The pay of the senior staff is reviewed annually and normally increased in accordance with average earnings. In view of the nature of the Charity, the Trustees benchmark against pay levels in other Charities of similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles. The remuneration benchmark is the mid-point of the range paid for similar roles, weight- adjusted for any additional responsibilities. Further details of remuneration can be found at Note 11 to the financial statement.

### **Related Parties and Co-operation with Other Organisations**

Any interest between a Trustee or senior manager of the Charity and the Charity must be disclosed to the full board of Trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

### **Trustee responsibilities for reporting and financial statements**

The Trustees (who are also directors of Migrant Help for the purposes of company law) are responsible for preparing the report of the Trustees including the Strategic Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgements and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### **Public Benefit Statement**

The Charities Act 2011 requires all charities to have a purpose that is for the public benefit. The public benefit requirement has two aspects: the "benefit" aspect and the "public" aspect. All our services provide an identifiable benefit that is capable of being proved by evidence and are made available to the public or sufficient sections of the public. This is entirely in accordance with the two aspects of the public benefit requirement. The Trustees can confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, "Charities and Public Benefit". Our charitable purpose is enshrined in our vision and mission statement and the Trustees ensure that this purpose is carried out for the public benefit by delivering services in accordance with our strategic aims.

### **Disclosure of Information to the Auditor**

In so far as the Trustees are aware there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought reasonably to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

### **Internal Control**

The Trustees have overall responsibility for Migrant Help's systems of internal control. Trustees recognise that systems of control can only provide a reasonable and not complete assurance against inappropriate or ineffective use of resources, or against the risk of errors or fraud.

Trustees remain satisfied that Migrant Help's systems provide reasonable assurance that the charity operates efficiently and effectively, safeguards its assets, maintains proper records and complies with relevant laws and regulations.

Migrant Help operates a comprehensive accountability system. This includes annual planning, with plans approved by Trustees, and annual budgets.

Trustees consider actual results compared with plans and forecasts, and non-financial performance data. Other controls include delegation of authority and segregation of duties.

### **Members' Guarantee**

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2016 was 9 (2015: 8).

### **Auditors**

MHA MacIntyre Hudson was reappointed as our auditor during the year and they have indicated their willingness to continue in that capacity.

The report of the Trustees. Starting on page 6, including the Strategic Report was approved by the Trustees on 07 December 2016 and signed on their behalf by the Interim Chair, Lucy Bracken.

## Section 8: Independent Auditors' Report to Migrant Helpline Members

We have audited the financial statements of Migrant Helpline for the year ended 31 March 2016, which comprise the Group Statement of Financial Activities, Group and Parent Charitable Company Balance Sheets, the Group Cash Flow Statement and related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company's trustees, as a body, in accordance with regulations made under Section 154 of the Charities Act 2011 and Section 44(1c) of the Charities and Trustee Investment (Scotland) Act 2005 and regulation 10 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

### **RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS**

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed as auditor under section 44(1c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

### **SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the group's and the parent charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Trustees to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing this audit. If we become aware of any apparent material misstatements or inconsistencies, we consider the implications for our report.

### **OPINION ON FINANCIAL STATEMENTS**

In our opinion the financial statements:

- Give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2016 and of group's incoming resources and application of resources, including 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 Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

**OPINION ON OTHER MATTER PRESCRIBED BY THE COMPANIES ACT 2006**

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

**MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION**

We have nothing to report in respect of the following matters where the Companies Act 2006, Charities Act 2011 or the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- The parent charitable company has not kept adequate and sufficient accounting records or returns adequate for our audit have not been received from branches not visited by us; or
- The parent charitable company financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The trustees were not entitled to prepare the financial statements in accordance with the small companies' regime.

Mark Minus BA FCA  
Senior Statutory Auditor  
For and on behalf of:  
MHA MacIntyre Hudson Chartered Accountants and Statutory Auditors  
29 Manor Road  
Folkestone  
Kent CT20 2SE

## Section 9: Corporate Directory

### Trustees & Directors

Briony Thomas		Chair to 25/05/16	Resigned 25/05/16
Alison Gurden			Resigned 06/08/15
Paul Marsh			Resigned 22/02/16
Judy Walsh			Resigned 05/11/15
Neil Everett	R		
Jaison Musindo			Resigned 19/05/15
Janice Annan	R		
Richard Smith			Resigned 19/05/15
Jasper Hanebuth	F		Appointed 06/08/15
Robert Phillips	F		Appointed 06/08/15
Martin Bunch	FR	Vice Chair from 06/08/15	Appointed 06/08/15
Lucy Bracken		Interim Chair from 25/05/16	Appointed 06/08/15
Alexandra Korda			Appointed 06/08/15
Judith Davey	R		Appointed 06/08/15

F = Finance Sub Committee member

R = Remuneration & HR Committee member

### Principal Officers

Robert McCrea	Chief Executive	Resigned 31/03/16
Catherine Johnstone CBE	Interim Chief Executive	Appointed 01/04/16
Iain McArthur	Director of Corporate Services	Resigned 07/10/16
Christopher Bartlett	Director of Operations	Appointed 01/07/15 Resigned 31/08/15
John Powell	Director of Operations	Appointed 01/09/15 Resigned 17/10/16

### Registered Office

Charlton House Dour Street Dover Kent CT16 1AT Tel: 01304 203977

Email: [info@migranthelpuk.org](mailto:info@migranthelpuk.org)

Web: [www.migranthelp.org](http://www.migranthelp.org)

### Registered Number

04172880 (England & Wales)

### Registered Charity Numbers

1088631 (England & Wales)

SC041022 (Scotland)

### Auditors

MHA MacIntyre Hudson

29 Manor Road Folkestone Kent CT20 2SE

### Bankers

National Westminster Bank Plc Europa House 49 Sandgate Road Folkestone Kent CT20 1RX

### Solicitors

Thomson, Snell & Passmore 3 Lonsdale Gardens, Tunbridge Wells TN1 1NX

## Section 10: Consolidated Accounts for the Year Ended 31 March 2016

The following pages contain the Consolidated accounts for the year ended 31 March 2016.

# Migrant Helpline

## Consolidated Accounts

For the year ended 31 March 2016

### Index

Consolidated Statement of Financial Activities	24
Consolidated Balance Sheet	25
Statement of Cash Flows and Consolidated Statement of Cash Flows	26
Notes to the accounts	27 - 38



# Migrant Helpline

## Consolidated Statement of Financial Activities

For the year ended 31 March 2016

	Notes	Unrestricted Funds (£'000)	Restricted Funds (£'000)	2016 Total (£'000)	Unrestricted Funds (£'000)	Restricted Funds (£'000)	2015 Total (£'000)
<b>Income</b>							
Income from:							
- Donations	4	5	-	5	9	-	9
- Investment income	5	5	-	5	6	-	6
Income from charitable activities	6	4,933	4,316	9,249	3,937	4,216	8,153
Income from trading activities:							
- Commercial trading operations	7	136	-	136	72	-	72
<b>Total income</b>		<u>5,079</u>	<u>4,316</u>	<u>9,395</u>	<u>4,024</u>	<u>4,216</u>	<u>8,240</u>
<b>Expenditure</b>							
Costs of raising funds							
- Commercial trading operations	7	106	-	106	54	-	54
Expenditure on charitable activities	8	4,848	4,526	9,374	3,803	4,345	8,148
<b>Total expenditure</b>		<u>4,954</u>	<u>4,526</u>	<u>9,480</u>	<u>3,857</u>	<u>4,345</u>	<u>8,202</u>
<b>Net income / (expenditure)</b>		125	(210)	(85)	167	(129)	38
Gross transfers between funds		(160)	160	-	(147)	147	-
<b>Net Movement in Funds</b>		<u>(35)</u>	<u>(50)</u>	<u>(85)</u>	<u>20</u>	<u>18</u>	<u>38</u>
<b>Reconciliation of Funds</b>							
Total Funds brought forward		948	63	1,011	928	45	973
<b>Total Funds carried forward</b>		<u>913</u>	<u>13</u>	<u>926</u>	<u>948</u>	<u>63</u>	<u>1,011</u>

There are no recognised gains or losses other than those shown above. All of the above results derive from continuing activities.

The notes on pages 27 - 38 form part of these financial statements.



**Migrant Helpline**  
**Consolidated Balance Sheet**  
**As at 31 March 2016**

	Notes	Group		Charity	
		2016 £'000	2015 £'000	2016 £'000	2015 £'000
<b>Fixed Assets</b>					
Tangible assets	13	17	7	3	4
Investments	14	-	-	100	-
		<u>17</u>	<u>7</u>	<u>103</u>	<u>4</u>
<b>Current Assets</b>					
Debtors	15	807	638	755	631
Cash at bank and in hand		926	1,339	611	1,172
		<u>1,733</u>	<u>1,977</u>	<u>1,366</u>	<u>1,803</u>
<b>Liabilities</b>					
Creditors falling due within one year	16	(824)	(973)	(802)	(909)
		<u>909</u>	<u>1,004</u>	<u>564</u>	<u>894</u>
<b>Net Current Assets</b>					
		<u>926</u>	<u>1,011</u>	<u>667</u>	<u>898</u>
<b>Net Assets</b>					
		<u>926</u>	<u>1,011</u>	<u>667</u>	<u>898</u>
<b>Funds</b>					
Restricted funds:	18	13	63	13	63
Unrestricted funds:	19	913	948	654	835
		<u>926</u>	<u>1,011</u>	<u>667</u>	<u>898</u>

Approved by the Board of Trustees on 07 December 2016

**Trustee1**

Lucy Bracken, Interim Chair

Company number: 04172880

The notes on pages 27 - 38 form part of these financial statements.

# Migrant Helpline

## Statement of Cash Flows and Consolidated Statement of Cash Flows For the year ended 31 March 2016

	Group		Charity	
	2016 £'000	2015 £'000	2016 £'000	2015 £'000
<b>Cash flows from operating activities:</b>				
Net income for the year	(85)	38	(231)	(131)
<u>Adjustments for:</u>				
Depreciation	7	5	1	1
Investment income	(5)	(6)	(5)	(6)
(Increase) / decrease in debtors	(169)	2,081	(124)	2,119
Increase / (decrease) in creditors	(142)	42	(100)	31
Increase / (decrease) in deferred income	(7)	(1,115)	(7)	(1,115)
Net cash generated from operating activities	<u>(401)</u>	<u>1,045</u>	<u>(466)</u>	<u>899</u>
<b>Cash flows used in investing activities</b>				
Interest income	5	6	5	6
Purchase of tangible fixed assets	(17)	-	-	-
Purchase of fixed asset investment	-	-	(100)	-
Net cash provided by / (used in) investment activities	<u>(12)</u>	<u>6</u>	<u>(95)</u>	<u>6</u>
<b>Increase / (decrease) in cash in the year</b>	<b>(413)</b>	<b>1,051</b>	<b>(561)</b>	<b>905</b>
Cash at the beginning of the year	1,339	288	1,172	267
Total cash at the end of the year	<u><u>926</u></u>	<u><u>1,339</u></u>	<u><u>611</u></u>	<u><u>1,172</u></u>

The notes on pages 27 - 38 form part of these financial statements.

# Migrant Helpline

## Notes to the accounts

### For the year ended 31 March 2016

#### 1 Accounting Policies

##### Basis of accounting

These financial statements are 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 (FRS 102) (effective 1 January 2015) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) 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.

##### Reconciliation with previously Generally Accepted Accounting Practice

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 the restatement of comparative items was required. The transition date was 1 April 2014. No restatements were required.

##### Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Clear Voice Interpreters and Translation Limited on a line by line basis. A separate Statement of Financial Activities has not been presented because the charitable company has taken advantage of the exemption afforded by Section 408 of the Companies Act 2006.

##### Public Benefit Entity

The charitable company meets the definition of a public benefit entity under FRS 102.

##### Going Concern

The trustees consider that there are no material uncertainties about the charitable company'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.

##### Fund accounting

All funds raised by the charity are used in the furtherance of its charitable objects. The three types of funds are as follows:

Unrestricted funds	General unrestricted funds represent funds which are expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.
Designated funds	Designated funds are funds set aside by the Trustees for a specific purpose.
Restricted funds	Restricted funds represent grants received which are allocated by the donor for a specific purpose.

# Migrant Helpline

## Notes to the accounts

### For the year ended 31 March 2016

#### 1 Accounting Policies (continued)

##### Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether "capital" grants or "revenue" grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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

Income received in advance of the provision of a specified service is deferred and included in creditors until the criteria for income recognition are met and where entitlement arises before income is received the income is accrued.

Interest on funds held on deposit 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.

Income from commercial trading operations comprises of the invoiced value of goods and services supplied by the subsidiary, Clear Voice Interpreters and Translation Limited, exclusive of Value Added Tax and trade discounts.

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the value of general volunteer time is not recognised.

##### Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that the 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 comprise the costs of commercial trading from the trading subsidiary.
- \* Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of the objects of the charity. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs include expenditure on general management, human resources, finance, communications and general support staff. Costs are allocated across the charitable expenditure on the basis of an estimate of the proportion of time spent by staff on those activities. No support costs were considered to be attributable to costs of raising funds which are incurred by the Charity's trading subsidiary.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

# Migrant Helpline

## Notes to the accounts

### For the year ended 31 March 2016

#### 1 Accounting Policies (continued)

##### Operating Leases

Rentals applicable to operating lease contracts, where substantially all the benefits and risks of ownership remain with the lessor, are charged to the statement of financial activities on a straight line basis over the lease term.

##### Tangible Fixed Assets

Tangible fixed assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition and are depreciated over their useful economic lives as follows:

Office equipment	33% on cost
Motor vehicles	25% reducing balance

The development of the Customer Relationship Management Database (CRM) is considered a development cost of the charity. The trustees cannot confirm with reasonable certainty that the future related income will exceed the costs of development and therefore all costs are written off in the year of expenditure in accordance with FRS 102.

##### Investments in Subsidiaries

Investments in subsidiaries are at cost.

##### Pensions

The Charity participates in a group pension scheme. This is a defined contribution pension scheme for all members of staff. The assets of this scheme are held separately from those of the Charity, being invested with an insurance company. Pension costs charged in the Statement of Financial Activities represent the contributions payable by the Charity in the year. Pension costs are based upon 8% of gross salary.

##### Debtors

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

##### Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

##### Creditors and provisions

Creditors and provisions are recognised where the charity 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.

# Migrant Helpline

## Notes to the accounts

For the year ended 31 March 2016

### 1 Accounting Policies (continued)

#### Foreign Currencies

Transactions in foreign currencies are recorded using the rate of exchange ruling at the date of transaction. Any foreign currency balances are translated at the exchange rate prevailing at the balance sheet date. Gains and losses on translation are included in the Statement of Financial Activities.

#### Taxation

As a registered charity, Migrant Helpline is potentially exempt from tax on income and gains falling within Sections 466 to 489 of the Corporation Taxes Act 2010 as all its income is charitable and applied towards charitable purposes.

No tax is payable in the trading subsidiary due to the profit being donated to the charity under Gift Aid.

#### Related Party Disclosures

The charity has taken advantage of the exemption that is conferred by FRS 102, which allows it not to disclose transactions with group undertakings that are eliminated on consolidation.

### 2 Legal Status of the Charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

### 3 Financial Performance of the Charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary which provides interpreting and translation services.

The summary financial performance of the charity alone is:

	2016 £'000	2015 £'000
Income	9,259	8,168
Gift aid from subsidiary company	110	-
	<u>9,369</u>	<u>8,168</u>
Expenditure on charitable activities	(9,600)	(8,299)
Net expenditure	<u>(231)</u>	<u>(131)</u>
Total funds brought forward	898	1,029
Total Funds carried forward	<u><u>667</u></u>	<u><u>898</u></u>
Represented by:		
Restricted income funds	13	63
Unrestricted income funds	654	835
	<u><u>667</u></u>	<u><u>898</u></u>

# Migrant Helpline

## Notes to the accounts

For the year ended 31 March 2016

	Unrestricted Funds (£'000)	Restricted Funds (£'000)	2016 Total (£'000)	Unrestricted Funds (£'000)	Restricted Funds (£'000)	2015 Total (£'000)
<b>4 Donations</b>						
Grants from trusts, etc.	1	-	1	1	-	1
Donations receivable	4	-	4	8	-	8
	<u>5</u>	<u>-</u>	<u>5</u>	<u>9</u>	<u>-</u>	<u>9</u>
<b>5 Investment Income</b>						
Bank interest	<u>5</u>	<u>-</u>	<u>5</u>	<u>6</u>	<u>-</u>	<u>6</u>
<b>6 Income from charitable activities</b>						
Asylum Help	3,686	3,899	7,585	3,057	3,667	6,724
Trafficking	709	412	1,121	721	406	1,127
Community Engagement	130	5	135	139	143	282
Other services	408	-	408	20	-	20
	<u>4,933</u>	<u>4,316</u>	<u>9,249</u>	<u>3,937</u>	<u>4,216</u>	<u>8,153</u>

The Charity's main source of income from charitable activities is government grants and contracts, particularly from the Home Office amounting to £7,585,000 (2015: £6,724,000).

## 7 Commercial Trading Operations

The wholly owned trading subsidiary, Clear Voice Interpreters and Translation Limited (Clear Voice) is incorporated in England and Wales (company number 05684239) and pays all its profits to the charity under the gift aid scheme. Clear Voice operates as an interpreting and translation service provider. The summary financial performance of the subsidiary alone is:

	2016 £'000	2015 £'000
Turnover	1,004	583
Cost of sales and administration costs	(748)	(414)
Net profit	<u>256</u>	<u>169</u>
Amount gifted to the charity	(110)	-
Available for distribution	<u>146</u>	<u>169</u>
The assets and liabilities of the subsidiary were:		
Fixed assets	14	3
Current assets	459	207
Current liabilities	(114)	(97)
Total net assets	<u>359</u>	<u>113</u>
Aggregate of share capital and reserves	<u>359</u>	<u>113</u>

# Migrant Helpline

## Notes to the accounts

For the year ended 31 March 2016

### 8 Analysis of Expenditure on Charitable Activities

	Staff costs (£,000)	Direct costs (£'000)	Support cost allocation (£'000)	Governance cost allocation (£'000)	Total (£,000)
<b>2016</b>					
Charitable Activities	5,283	2,665	1,176	250	9,374
Support Costs	591	835	(1,176)	(250)	-
<b>Total</b>	<b>5,874</b>	<b>3,500</b>	<b>-</b>	<b>-</b>	<b>9,374</b>
<b>2015</b>					
Charitable Activities	4,415	2,624	961	148	8,148
Support Costs	495	614	(961)	(148)	-
<b>Total</b>	<b>4,910</b>	<b>3,238</b>	<b>-</b>	<b>-</b>	<b>8,148</b>

Of the charitable activities set out above, £4,526,000 (2015: £4,345,000) was funded from restricted funds and £4,954,000 (2015: £3,857,000) from unrestricted funds.

### 9 Support Costs

	General Support (£'000)	Governanc e Function (£'000)	2016 Total (£'000)	General Support (£'000)	Governanc e Function (£'000)	2015 Total (£'000)
Support costs comprises the following items:						
- Communications	226	-	226	152	-	152
- Finance	124	-	124	122	-	122
- General Management	477	250	727	405	148	553
- Human Resources	183	-	183	127	-	127
- Support Services	166	-	166	155	-	155
	<b>1,176</b>	<b>250</b>	<b>1,426</b>	<b>961</b>	<b>148</b>	<b>1,109</b>

During the year a review was carried out on the basis for allocating costs to Support Costs and Governance Costs resulting in a reduction of the 2015 Support Costs from £1.38m to £0.96m and an increase in Governance Costs from £128,000 to £148,000. The trustees believe the new allocation better reflects the costs involved.

### 10 Net Income / (Expenditure) for the year

	2016 £'000	2015 £'000
This is stated after charging:		
Auditors' remuneration		
- statutory audit current year	13	17
- statutory audit prior years	3	-
- accounting services	7	7
- consultancy	-	32
Depreciation	7	5
Operating leases:		
- property	176	120
- equipment	28	27



# Migrant Helpline

## Notes to the accounts

For the year ended 31 March 2016

### 11 Particulars of Employees

	<b>2016</b>	<b>2015</b>
	<b>£'000</b>	<b>£'000</b>
The total remuneration of employees (full-time and part-time) was:		
Wages & Salaries	4,822	3,788
Social Security Costs	429	340
Pension Contributions	405	183
Settlements & Redundancy	75	327
Sub-contract labour	78	265
Other staff benefits	65	7
	<u>5,874</u>	<u>4,910</u>

	<b>2015</b>	<b>2014</b>
	<b>Number</b>	<b>Number</b>
The average number of employees (head count based on number of staff employed) during the year was:		
- Charitable Activities	172	148
- Support Staff	11	8
	<u>183</u>	<u>156</u>

The average number of full time equivalent staff in the year was:	<u>154</u>	<u>129</u>
---	------------	------------

The number of staff whose emoluments are greater than £60,000 are:		
£60,001 - £70,000	2	1
£70,001 - £80,000	-	-
£80,001 - £90,000	-	1
£90,001 - £100,000	1	-
£101,000 - £110,000	1	-
	<u>4</u>	<u>2</u>

Of the employees who earned £60,000 or more during the year employer contributions were made to defined contribution pension schemes in respect of 4 (2015: 2) employees. During the year this amounted to £24,620 (2015: £13,102).

The key management personnel of the group and parent charity comprise the trustees, the Chief Executive Officer, Director of Corporate Services and Director of Operations. The total employee benefits of the key management personnel were £275,676 (2015: £176,402).

### 12 Trustees' Remuneration

No remuneration or other payments have been made to the trustees for their services as board members in the year (2015: £Nil).

The most significant element of trustees' expenses is the cost of travel and subsistence. In the year, 8 trustees incurred a total of £5,080 (2015: £8,695 was paid to 6 trustees) through expenses reimbursed and costs incurred by the charity on their behalf.

# Migrant Helpline

## Notes to the accounts

### For the year ended 31 March 2016

#### 13 Tangible Fixed Assets

##### Group

	Office Equipment £'000	Motor Vehicles £'000	Total £'000
<b>Cost</b>			
At 1 April 2015	10	7	17
Additions	4	13	17
At 31 March 2016	<u>14</u>	<u>20</u>	<u>34</u>
<b>Depreciation</b>			
At 1 April 2015	7	3	10
Charge	3	4	7
At 31 March 2016	<u>10</u>	<u>7</u>	<u>17</u>
<b>Net Book Value</b>			
At 31 March 2016	<u>4</u>	<u>13</u>	<u>17</u>
At 1 April 2015	<u>3</u>	<u>4</u>	<u>7</u>

##### Charity

	Motor Vehicles £'000
<b>Cost</b>	
At 1 April 2015 & 31 March 2016	<u>7</u>
<b>Depreciation</b>	
At 1 April 2015	3
Charge	1
At 31 March 2016	<u>4</u>
<b>Net Book Value</b>	
At 31 March 2016	<u>3</u>
At 1 April 2015	<u>4</u>

#### 14 Fixed Asset Investments - charity

	£'000
<u>Shares in group undertakings</u>	
Cost at 1 April 2015	-
Additions	100
Cost at 31 March 2016	<u>100</u>

The charity holds 100,000 (2015: 100) shares of £1 each in its wholly owned subsidiary company, Clear Voice Interpreters and Translation Limited which is incorporated in England and Wales. These are the only shares allotted, called up and fully paid. The activities and results of this company are summarised in note 7.

# Migrant Helpline

## Notes to the accounts

For the year ended 31 March 2016

### 15 Debtors

	Group		Charity	
	2016 £'000	2015 £'000	2016 £'000	2015 £'000
Trade debtors	508	453	473	429
Other debtors	10	1	10	1
Amounts due from subsidiary undertaking	-	-	-	33
Prepayments	182	117	166	101
Accrued income	107	67	106	67
	<u>807</u>	<u>638</u>	<u>755</u>	<u>631</u>

### 16 Creditors

	Group		Charity	
	2016 £'000	2015 £'000	2016 £'000	2015 £'000
Trade creditors	271	147	222	112
Taxation and Social Security	193	249	143	223
Other creditors	57	432	57	432
Amounts due to subsidiary undertaking	-	-	91	-
Deferred income	10	3	10	3
Accruals	293	142	279	139
	<u>824</u>	<u>973</u>	<u>802</u>	<u>909</u>

### 17 Deferred Income

	Group		Charity	
	2016 £'000	2015 £'000	2016 £'000	2015 £'000
Balance at 1 April 2015	3	1,118	3	1,118
Amount released to income	(3)	(1,118)	(3)	(1,118)
Amount deferred in the year	10	3	10	3
Balance at 31 March 2016	<u>10</u>	<u>3</u>	<u>10</u>	<u>3</u>

Deferred income relates to contract income received in respect of future accounting periods.

# Migrant Helpline

## Notes to the accounts

### For the year ended 31 March 2016

#### 18 Analysis of Movements in Restricted Funds

	Balance at 1 April 2015 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2016 £'000
Trafficking Scotland	-	405	(442)	37	-
Lankelly Chase	19	-	(6)		13
Gurkha Information, Advice & Guidance	17	-	(43)	26	-
Gurkha Community Development	27	-	(39)	12	-
Asylum Advice UK	-	3,899	(3,982)	83	-
AGIR	-	5	(5)	-	-
ProAct	-	7	(9)	2	-
	<u>63</u>	<u>4,316</u>	<u>(4,526)</u>	<u>160</u>	<u>13</u>

The nature and purpose of each restricted fund is as follows:

#### Trafficking – Scotland

Migrant Help have provided accommodation and support services to victims of human trafficking. The level of support is dependent upon individual needs and eligibility to access services.

#### Lankelly Chase Fund

The Grant funds/supports research about imprisoned victims of Trafficking.

#### Gurkha Information, Advice and Guidance

Service focused on providing information and guidance to the Gurkha/Nepalese Communities in Folkestone (Shepway), Maidstone and Ashford. Advice sessions weekly in each delivery area on a designated day.

#### Gurkha Community Development

Community Integration and Cohesion service supporting the Gurkha/Nepalese communities in Folkestone (Shepway), Maidstone and Ashford.

#### Asylum Advice UK

This grant is to provide advice to Asylum seekers in Initial Accommodation and on outreach. The service operates throughout the United Kingdom and forms part of Asylum Help.

#### AGIR (Action to Generate Inclusion for Residents of Migrant Background)

A cross border cooperation project co-funded through INTERREG IVA France (Channel), England and ERDF. The service ran from June 2014 to March 2015 and focused on employment and training for the Roma community in Dover.

#### ProAct (Proactive identification and support for victims of trafficking for labour exploitation in the EU)

This project, funded by the EU in partnership with FairWork, aims to improve responses to trafficking for labour exploitation throughout the EU, by developing effective EU-wide strategies for proactive identification and support of victims.

# Migrant Helpline

## Notes to the accounts

For the year ended 31 March 2016

### 19 Analysis of Movements in Unrestricted Funds

	Balance at 1 April 2015 £'000	Income £'000	Expenditure £'000	Transfers £'000	Balance at 31 March 2016 £'000
<u>Designated Funds</u>					
Customer Relationship Management Database	48	-	(59)	11	-
Migrant Support Fund	-	-	-	357	357
Total designated funds	48	-	(59)	368	357
General Funds	787	4,943	(4,789)	(644)	297
	835	4,943	(4,848)	(276)	654
Trading Subsidiary	113	136	(106)	116	259
	948	5,079	(4,954)	(160)	913

The nature and purpose each designated fund is as follows:

#### Customer Relationship Management Database

The Customer Relationship Management Database (CRM) is being developed to manage the operations of the new services and provide the relevant data required by the Home Office. The CRM is being continually developed and will be expanded to encompass the main operations of the charity in the due course of time.

#### Migrant Support Fund

The fund has been set up to provide additional support to migrants and asylum seekers outside of the current grants and contracts.

### 20 Analysis of Group Net Assets Between Funds

	Restricted £'000	Designated £'000	Unrestricted		2016 Total £'000
			General £'000	Subsidiary £'000	
Tangible fixed assets	-	-	3	14	17
Current assets	331	490	553	359	1,733
Current liabilities	(318)	(133)	(259)	(114)	(824)
Total Funds	13	357	297	259	926

### 21 Pension Commitments

All staff under 70 are eligible to participate in a defined contribution pension scheme managed by Aviva or the Pension Trust. The assets of the scheme are held separately from the Charity. The Charity contributes 8% of pensionable salary.

The pension cost for the year represents contributions payable to the scheme and amounted to £408,870 (2015: £186,217). At the Balance Sheet date the charity owed contributions of £40,845 (2015: £41,885) to the schemes.

# Migrant Helpline

## Notes to the accounts

For the year ended 31 March 2016

### 22 Operating Lease Commitments

The group and charity had commitments at the year end under operating leases as follows:

	Group		Charity	
	2016	2015	2016	2015
	£'000	£'000	£'000	£'000
<u>Property</u>				
In less than one year	168	138	114	83
Between one and five years	176	290	69	129
In more than five years	-	-	-	-
	<u>344</u>	<u>428</u>	<u>183</u>	<u>212</u>
<u>Other</u>				
In less than one year	12	28	12	28
Between one and five years	11	9	11	9
In more than five years	-	-	-	-
	<u>23</u>	<u>37</u>	<u>23</u>	<u>37</u>

### 23 Financial Instruments

The carrying amounts of the group and charity's financial instruments are as follows:

	Group		Charity	
	2016	2015	2016	2015
	£'000	£'000	£'000	£'000
<u>Financial Assets</u>				
Debt instruments at amortised cost:				
Trade debtors	508	453	473	429
Amounts owed by group undertakings	10	1	10	1
Other debtors	-	-	-	33
Accrued income	107	67	106	67
	<u>625</u>	<u>521</u>	<u>589</u>	<u>530</u>
Equity instruments measured at cost less impairment:				
Fixed asset unlisted investments	-	-	100	-
	<u>-</u>	<u>-</u>	<u>100</u>	<u>-</u>
<u>Financial Liabilities</u>				
Measured at amortised cost:				
Trade creditors	271	147	222	112
Amounts owed to group undertakings	-	-	91	-
Taxation and social security	193	249	143	223
Other creditors	57	432	57	432
Accruals	293	142	279	139
	<u>814</u>	<u>970</u>	<u>792</u>	<u>906</u>