

Bristol Refugee Rights



Impact Report 2020/21

Safety • Solidarity • Action for Change

“In Sudan if you need something, you go to your grandmother, but here in the UK, Bristol Refugee Rights is my grandmother – I go to them”

BRR Member

bristolrefugeerights.org



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Director's Introduction

**Welcome to Bristol Refugee Rights (BRR) Impact Report for 2020/21,
a remarkable and unforgettable year for us all.**

We achieved so much during this year: we learnt to support our members remotely; we developed a new working relationship with the Council's homelessness team supporting numerous rough sleepers to be accommodated throughout the pandemic and beyond; we placed a metaphorical arm around our members, providing practical and emotional support to keep them safe and well; we developed a new outreach service to support asylum seekers accommodated in Initial Accommodation; we developed a new project working with those most failed by the system not designed to understand and support their complex needs; and so much more. Our staff and volunteers went above and beyond to support our members and each other; so much was achieved because of the commitment they showed. Our funders placed their trust in us and ensured we had the funding to sustain existing services and do more. Our trustees had our back and helped us steady the ship through this tumultuous time.

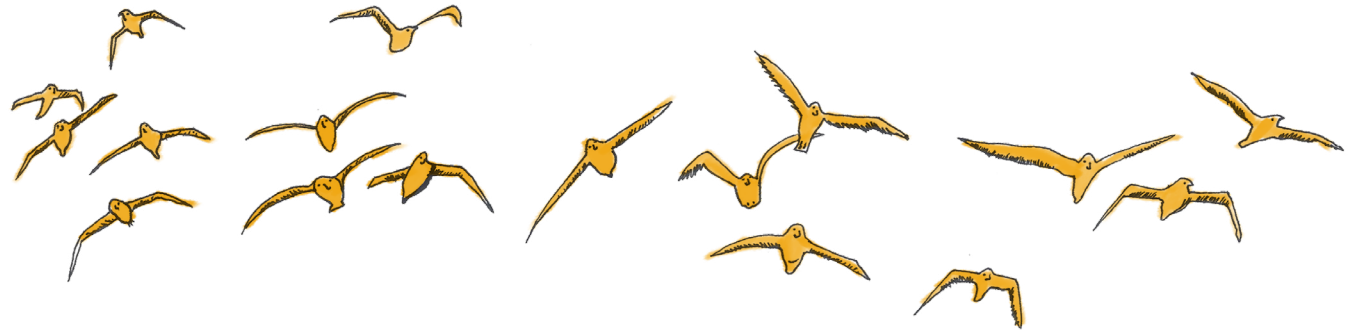
Despite all these positives, it wouldn't be right for me not to mention the challenges faced by our members (service users). Re-traumatisation, social isolation, poverty, digital exclusion, language exclusion and many of the other issues our members face were escalated and exacerbated by the pandemic. Situations that would have been easily managed in normal circumstances escalated more rapidly and deeply into crisis. We also know that there are more challenges to come as the government works towards legislation to introduce their New Immigration Plan and evictions from Home Office accommodation on hold during the pandemic will recommence at some point.

The development of the new BRASP collaboration, our new home at Wellspring Settlement, our continued commitment to lived experience leadership and our work in progress to develop a new 5 year strategic plan, we believe will place us in a strong position as an organisation to continue our amazing work into the future. I am so proud of the resilience shown by BRR in 2020/21 and want to thank everyone who helped us achieve that.

Beth Wilson, Director



Our Vision



A society where refugees, asylum seekers and migrants are welcomed, feel safe, live free of poverty and are able to positively build their lives. A society where everyone's rights and entitlements are respected.

Our Aims & Ways of Working

1 We work in partnership with others to combat poverty and destitution and to promote social and legal justice:

We will use an **EARLY ACTION** approach to working with asylum seekers, refugees and migrants; we will focus on preventing and de-escalating crises through the provision of good quality, early advice, support and information using methods which build resilience, support networks and well-being; as an organisation we will provide stability and strive for sustainability.



2 We empower people; promote inclusion and equality of opportunity through the breaking down of societal barriers:

We will **EMPOWER** asylum seekers, refugees and migrants by giving them information and confidence to access their rights and entitlements and to build their lives; asylum seekers, refugees and migrants will have opportunities to develop and share their talents; we will provide support for them to learn and develop personal and professional transferable skills through a range of opportunities both within and outside of the organisation. [Read more on our blog.](#)



3 We ensure the rights and entitlements of asylum seekers, refugees and migrants are respected:

We use **ADVOCACY** to challenge injustice for individuals, and for all asylum seekers, refugees and migrants; members will receive high quality and timely advice aimed at achieving their rights and entitlements and a fair outcome; we will lead and support campaigns for better treatment and for a fairer society; we will never accept the status quo. [Read more on our blog.](#)



Anti-racism commitment and approach

In 2020/21 we committed to building our understanding of racism and how to be anti-racist. We held a meeting for Staff and Trustees on understanding and responding to Black Lives Matter. A Black Lives Matter Working Group (now Anti-Racism Working Group) formed and developed a

proposal for actions for 2021/22. We will continue to strive to be anti-racist and continue to address the inter-sectionality between the multiple and complex issues faced by those who use our services. You can read more about our anti-racism commitment and approach [here](#).

Pre-pandemic services

Pre-Covid19, BRR provided a community hub (Welcome Centre) where asylum seekers and refugees could meet and be supported to play a full part in the life of the wider community. Services were delivered by volunteers including around 40-50% of whom are asylum seekers or refugees themselves. From the Welcome Centre hub, a number of projects operated, all providing services to BRR's members (asylum seekers, refugees and other migrants). These included:

- **Advice** – for asylum seekers on housing and support, healthcare access and entitlement, navigating the asylum process
- **Young People's Project** – working with young people aged 16–25 who are subject to immigration control and working closely with Bristol City Council on best practice
- **Pride Without Borders** – provision of specific support to LGBTQ+ asylum seekers and refugees
- **Informal English language classes** (ESOL) and education
- **Early years** – support for pre-school aged children and their families

The Impact of Covid19

In March 2020, government restrictions on businesses and social contact started to be introduced, with a full lockdown announced on 23 March 2020. As a result, Bristol Refugee Rights services, many of which were predominantly if not wholly delivered face to face pre-pandemic, were forced to change. Staff and Volunteers stepped up practically overnight to change services so that they would continue to meet the needs of and be accessible to our members.

Whilst pre-Covid19 around half of the people we worked with were people in the asylum process and a quarter were people with refugee status, due to the pandemic and reduced capacity we became more focused on individuals seeking asylum as in general they presented as the most in need.

Rafi's Experience

Before the pandemic, we helped Rafi a young asylum seeker from Iraq when he was street homeless, self-harming and suicidal. During the pandemic, Rafi caught Covid19. As well as worries for his physical health we also were concerned about whether his mental health would deteriorate. We supported him to self-isolate by ensuring he had food and somewhere to stay. We helped him take a Covid19 test. We kept in touch with him and made sure he was safe and well.

1,610

Advice line calls and messages responded to by the Advice Team



Chair's Report

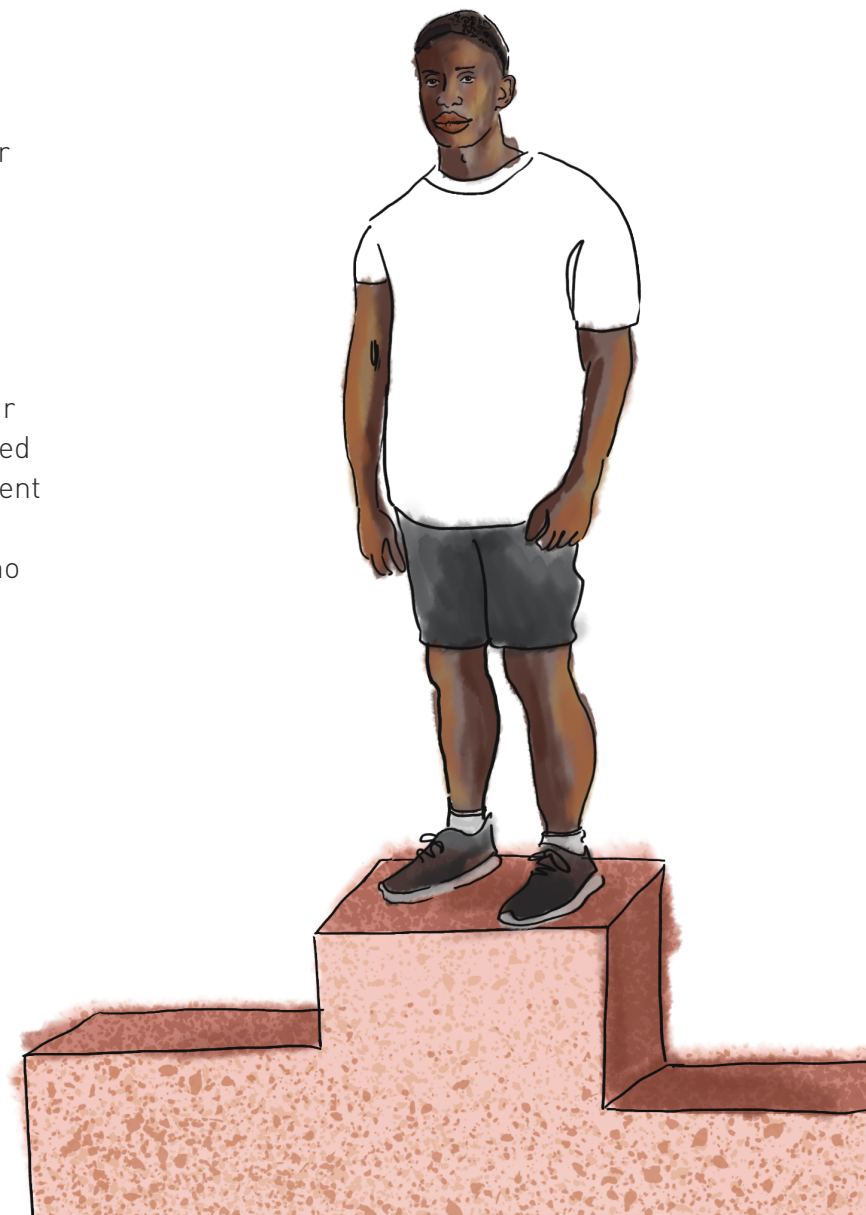
My name is Kenneth Macharia and in line with BRR's commitment to be member led, I took over from Chris Bertram as Chair of Trustees last November.

The past year has been a very challenging one for our members, staff and volunteers. With the drop-in closed because of the coronavirus pandemic, BRR has had to adapt. Thanks to our dedicated staff and the understanding of our members, we have been able to move many of our support services online and we have made it a priority to make sure that as many members as possible have the equipment and resources to engage with us virtually during what has been a very stressful and isolating time for refugees in the UK.

The pandemic has also coincided with our move away from Malcolm X Community Centre and the St Paul's Learning Centre to Wellspring Settlement (formerly Barton Hill Settlement and Wellspring Healthy Living Centre), as things open up, we are hoping to welcome everyone to our new base sometime in the Autumn. Thanks to our supporters and funders, we are well-equipped and resourced to continue our work as Bristol's leading refugee-support charity. The environment for refugees in the UK is getting no easier as the Home Office and the government introduce ever more hostile policies, but this makes our work more vital than ever for the members who depend on us. We will be doing lots of consultation to come up with the best way of working going forward. Learning from the past year, we will combine the best part of online and face to face as far as resource restrictions allow.

I would like to thank Beth Wilson, our Director, for her hard work and support in making this possible. I have been learning a lot and I have a wonderful team around me that's extremely supportive. As chair, I have appreciated much more the dedication and selfless work of my fellow trustees and the dedication of staff, volunteers and members. Finally, thank you to Emmanuel Nsofwa who stood down as Trustee during the year.

Kenneth Macharia, Chair of Board of Trustees



Our New Premises

In 2020 we moved from our longstanding home in St Pauls to Barton Hill.

We are extremely grateful to our former landlords and neighbours at St Pauls Learning Centre and Malcolm X Community Centre for welcoming and supporting us for so long. We are excited to welcome our members and supporters to our new home at Wellspring Settlement.

A Look into the Future

In 2019, we adopted a new 3 year Strategic Plan including a new vision, 3 new aims and Ways of Working and 6 new Strategic Priorities.

As we draw towards the end of that plan, we have already begun the process of thinking through and developing our new Strategic Plan. Our new plan will be a 5 year plan, to allow us to look forward into the future, to really think about what we want to achieve as an organisation and to be ambitious. We look forward to sharing it with you in due course.

Lived experience voice and leadership

Member (service user) participation and leadership continues to be embedded within BRR.

Despite the pandemic, our Member Consultation Group has continued to meet monthly. We have continued to support asylum seekers and refugees to volunteer. We have supported a trustee with lived experience to take on the role of Chair and the Board acknowledged the importance of supporting and encouraging member trustees/trustees with lived experience to take an active role in sub-committees. We have supported and enabled professional development of members of staff from refugee background.

Since February 2021 we have refreshed our project aimed at giving asylum seekers and refugees a voice in system change with a current focus on two areas: those with No Recourse to Public Funds; and Young People.

We continue to take purposeful and proactive steps to promote lived experience empowerment, voice, influence and leadership both within and outside of BRR and expect our new Strategic Plan to continue this focus.

The closeness and involvement of their members with their services enables them to shape their services according to the members' needs, make them feel heard and included in decision making

Partner survey

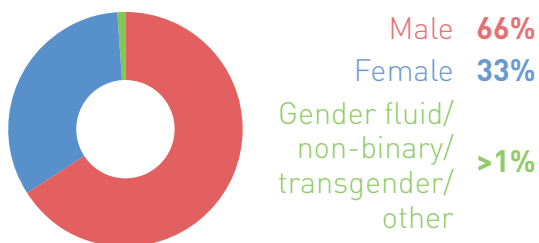
Our Members (service users)

840 We supported 840 people, including 334 who contacted us for the first time

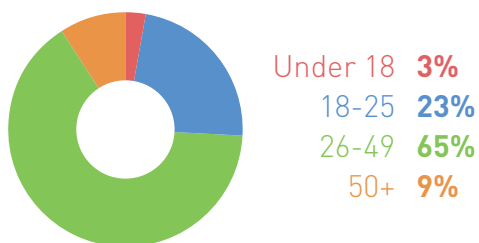
53 Members came from at least 53 different countries

30 Members spoke at least 30 different languages

Gender of our members



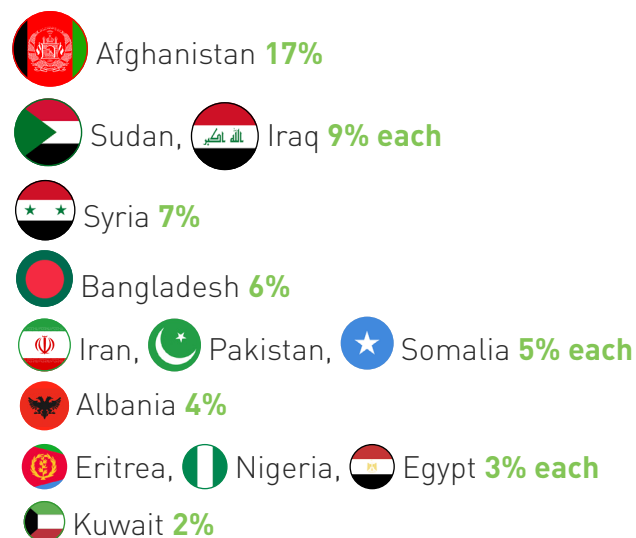
Age of our members



Disability



Country of Origin of our members



All 1% Gambia, Sri Lanka, Kenya, Uganda, China, Senegal, India, Yemen, Algeria, Ghana, Jamaica, Palestine, Sierra Leone, Turkey

All less than 1% each Cameroon, Cuba, Ethiopia, Tanzania, Vietnam, Zimbabwe, Myanmar (Burma), Congo Brazzaville, Guinea, Libya, Morocco, South Africa, Tunisia, Cambodia, Chad, Kosovo, Malawi, Malaysia, Mauritania, Russia, Trinidad, Zambia

Immigration status



1% Our new member records show only 1% of new members were people who had been granted refugee status within the last year.

I highly recommend BRR. Without them we wouldn't survive

BRR Member

Advice

The Advice Team has offered support, information and advice to asylum seekers and others with insecure immigration status. They operated an open access telephone line as well as receiving requests for advice and referrals from other organisations.

The Advice Team have supported people to:

- Understand their immigration status and options for legalising it;
- Understand and realise their entitlements to accommodation and support;
- Challenge the provision of inappropriate accommodation;
- Understand what is happening with their asylum claim;
- Find a solicitor or address problems with their solicitor; and
- Access or deal with problems related to healthcare or support from social services.

Our young people's project and Pride Without Borders have continued to provide specialist dedicated support throughout the pandemic.



492 people received advice

10 people received advice in relation to trafficking

308 people received advice in relation to asylum support/accommodation or getting out of destitution

58 received advice about relocation;
16 people's specific accommodation needs accepted

56 received advice about problems in Home Office accommodation

13 people received advice in relation to domestic abuse



Achievement Engagement with the Asylum Process

People seeking asylum have a better understanding of the asylum process, their own rights, and are more confident and able to secure them. [Read more on our blog.](#)



Asylum process

229 people supported to navigate the asylum process

146 people supported through Initial Accommodation Outreach

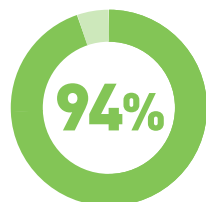
493 referrals to other organisations

6 people supported by Asylum Guides to understand and navigate the asylum process

Project CLEAR supported 7 people over 6 months through one to one support to address complex needs and navigate the asylum process

Young People's Immigration Project (YPIP) supported 59 young people to understand their immigration status and engage with the asylum process

Pride Without Borders (PWB) supported 62 LGBTQ+ people to improve their wellbeing and navigate the asylum process



of people who contacted the Advice team were **happy with the way they were helped**



of people supported by the Young People's project said that **we listened to their needs**



Judicial Review

35 referrals for Judicial Review (and 29 pre-action protocol letters written by our team)

Whilst the virtual work is no substitute for coming to the Welcome Centre, I'm really impressed with the way the BRR team has responded to the pandemic and has organised such a great range of support for our members, and adapted creatively to using the volunteers in these difficult times

Volunteer quote

Welcome

At the start of the pandemic, the Welcome Team reached out to our members to check on them, understand their needs and provide them with emotional and practical support. This led to ongoing support for people in the following ways:

- **Wellbeing/outreach calls** regularly to those most vulnerable/in need;
- **Tech poverty project** – provision of data and devices (phones/tablets/laptops), support to set them up and use them;
- **Virtual (and outdoor during the summer months) groups** including exercise, wellbeing, social activities, a conversation club and English language classes ([read more on our blog](#));
- **Family support** including virtual activities for children e.g. storytelling ([read more on our blog](#));
- **Asylum Guides** – a project aimed at supporting people to better navigate the asylum process;
- **Support for those who are destitute** e.g. food referrals, distribution of emergency grants;
- **Providing outreach 2 days a week**, at temporary Home Office Initial Accommodation supporting people to access health services, navigate the asylum process and ensure that they are connected with other services in Bristol;
- **Starting a new project** – the **CLEAR Project** which works with our members who are in the most complex situations.

During the lockdown, asylum seekers were neglected by other services, but BRR cared about me and I always received the support I needed

BRR member



Achievement Basic Needs Met

Basic physiological (food, water, shelter, money, clothing) and safety needs are met; crises are prevented.



Information shared in community languages

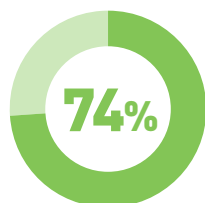
303

participants on our BRR WhatsApp received regular information about services, Covid19 rules and staying safe

All members have had the option of using an interpreter

2

translated leaflets produced on behalf of Bristol organisations with services information



of members said that **BRR was able to refer them to other services** they needed



Tech

£13,794

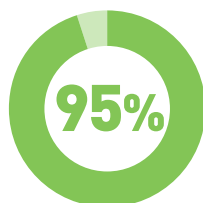
distributed in devices and phone top ups/data

197

devices distributed

29

people received tech support with setting up or using their device



of people who contacted the Advice Team **got the help they needed**



Food

35

food referrals made each week, on average (a total of 1,820)



Money

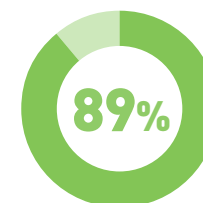
£52,321

distributed in money, vouchers and travel in partnership with Refugee Women of Bristol, Red Cross, Borderlands and Bristol Hospitality Network



Safeguarding

We have supported 30 adults and 13 children for whom we had safeguarding concerns



of members said **virtual services** provided to them since Covid19 had been helpful or very helpful

Achievement Better Health, Emotional and Social Wellbeing

Accessing support and information, being welcomed, included and valued has a positive impact on people's physical and mental health and wellbeing.

448 people received outreach/
wellbeing calls

Supported Covid19 Vaccine Pop-up
clinic with Wellspring Surgery



Virtual groups

382 virtual group sessions from July
2020 to March 2021. Included 138
group sessions and 244 classes



Advice

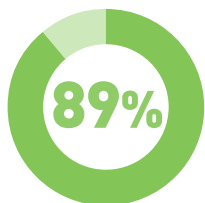
100 people received advice
in relation to health
access or charges

203 people received advice
in relation to mental
health support

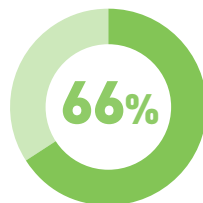
100+ different
people
attended

22 different families
attended 33 virtual
storytelling sessions

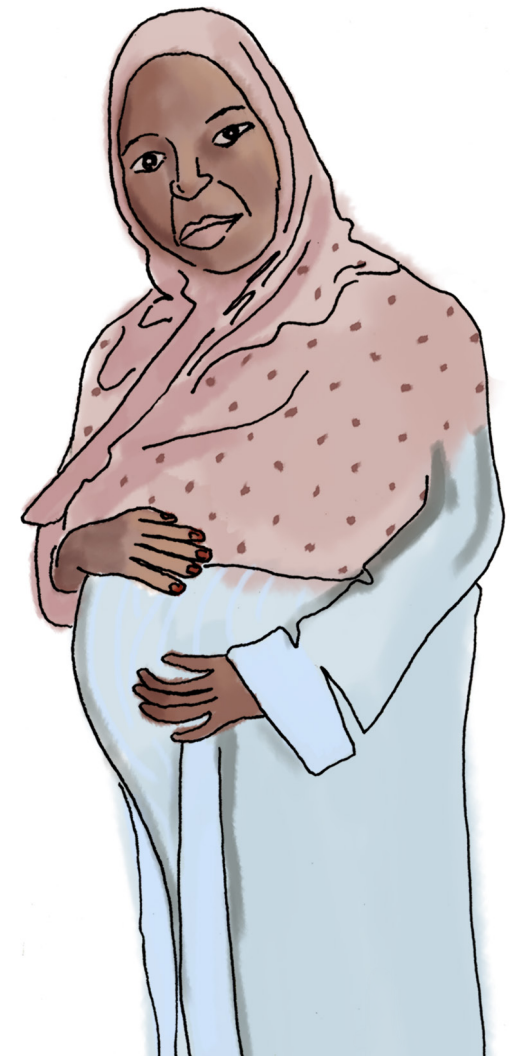
23 people received sports
equipment to take part
in virtual fitness classes



of members who had received
a proactive call from BRR said
that it was **helpful in making
them feel better/less anxious**



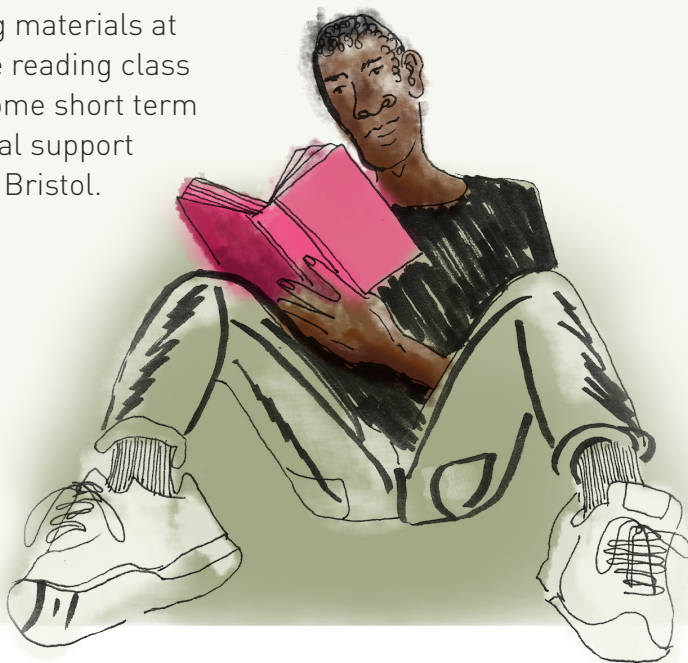
of members said we **helped
them feel less lonely**
and improve their mental
health and wellbeing



Ebo's Experience

Ebo from Ethiopia joined BRR as a member in Dec 2020. He was a new asylum seeker to Bristol and he was staying in the temporary Home Office Initial Accommodation. He became known to BRR via staff/volunteers who were visiting the accommodation weekly.

Ebo had no phone and was feeling isolated. Through our Tech Poverty Project we gave him a smartphone donated by Tesco and made sure he had credit so he could keep in touch with us and others. We knew from speaking to him that he had good spoken English and was keen to learn more. After encouragement from our volunteers, he started to attend our online Welcome Centre and Conversation Club. We matched him up with a volunteer who started a weekly reading class with him. We also did an initial online reading assessment with him so that he is now aware of his ESOL level, this has also helped volunteers to choose teaching materials at the right level. The reading class has offered him some short term language and social support while he settles in Bristol.



Aylin's Experience

Aylin is from Turkey. She came to the UK on Family Reunion to join her husband. When she arrived she did not speak any English and could not participate in everyday life. She arrived with her children; their property was overcrowded and damp which affected her physical and mental health. We referred Aylin to a specialist Bristol housing charity and worked with them and her to apply for rehousing. We also helped her access Family Support through Central Bristol Children's Centre.

Before Covid19, Aylin was regularly attending our English classes and using the crèche to ensure her children were safe and happy whilst she was learning. Since the pause on face to face we have encouraged her to join our virtual groups and have regularly reached out to her through wellbeing calls.

At Christmas, we gave her children presents and they have regularly enjoyed our story telling sessions.

"I had Covid19 and was hospitalised for a few days now I am back at home. I am using my learnings from previous yoga classes [delivered through the BRR virtual welcome centre] to relax and exercise on my own and I try to join the online sessions but sometimes it is hard with two children at home."



Achievement Personal Development and Independence

New connections, relationships and friendships; people are less isolated and feel part of a community.

People develop their English language & skills, learn new skills and engage with educational and volunteering opportunities; children are better prepared for nursery and school.



English/ESOL

244

separate
classes

48

different
attendees

21

Conversation Club sessions
with average attendance
6 members per session



Family support

53

different
families
requested
support, advice or advocacy

10

1:1 meet ups
with families
(stay and
play or park meetings)

71

Referrals made
to Children's
scrapstore,
Family-Action Food club,
Babybank

68

Christmas gifts
donated by
BRR volunteers
and 68 vouchers donated
by Parkway Church

Gayesha's Experience

Gayesha is from Sri-Lanka.

"When I first arrived at Bristol Refugee Rights welcome centre, I realised that the name is perfect for this place. The staff really mean what they do. I felt so welcomed and looked after. The team did the best in every way and they saved me."

When Gayesha first came to us in 2019 she was destitute and reliant on support from friends. We provided her food packages and hardship payments. She started volunteering for us every week and joined our Pride Without Borders group. She had not yet claimed asylum, so we supported her to do so and then to access support and accommodation. We successfully advocated for her to remain in Bristol with her support network. We have continued to support her throughout the pandemic with wellbeing calls, phone credit, referrals to the food bank and more:

"When I first came, I was mentally down, suffering from very low mood. BRR team really encouraged me a lot with their kind words, they helped me become a volunteer. When lockdown began I became very down again, feeling stressed stuck in the house all the time. But BRR gave me seeds and tools to garden. Each time I went to the garden, seeing the plants grow made me feel very happy. am so grateful for all their help."



Volunteers

Thank You to our amazing volunteers for adapting to remote working,
for supporting staff and members, for doing so much over the last year.

12 Advice volunteers at
any one time, averaging
1 day per week each

17 Education
volunteers

45 Welcome volunteers,
including
13 members



Member Volunteering

7 member volunteers supported
to continue to volunteer with
the provision of technical
equipment and/or IT training

5 active
member
volunteers

Member Consultation Group (MCG)

12 virtual MCG
meetings were held

20 different people
attended a meeting

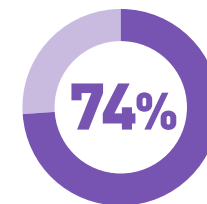
MCG engaged on conversations
about racism and equality

Lived experience Trustees

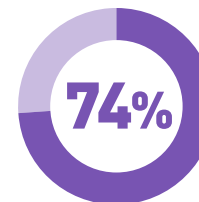
4 of 11 trustees have lived
experience of asylum or
migration processes

Members on the Board have been
supported with tech, data to be
able to continue to engage

What makes you want to volunteer for BRR?



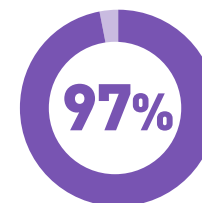
said that they
volunteer because
they enjoy it



also said that they
were motivated to
volunteer by refugee/
asylum seeker issues



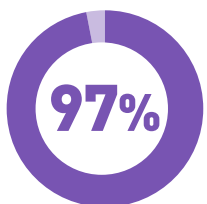
Confidence in volunteering role



of volunteers said that
they feel confident in
carrying out their volunteer
role most / all the time

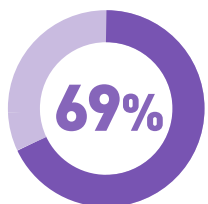


Volunteering remotely

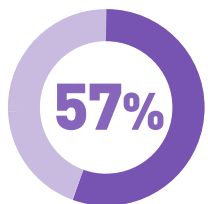


of volunteers felt that they had been sufficiently supported to move from face to face to virtual volunteering

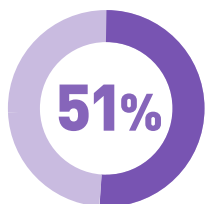
As a result of volunteering



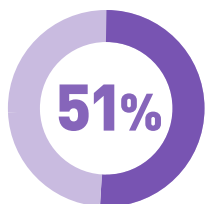
feel part of a community



have developed new skills



have been able to recognise and use existing skills



have made new connections or friends

Emily's Experience

Emily, a BRR member who joined in 2019, started volunteering as she was feeling isolated, depressed, lonely and stressed about her situation.

Volunteering gave her space to talk with others, learn new skills while helping at the reception desk. She formed friendships, and built her confidence as well as improved her wellbeing. Emily was keen to learn more skills so we extended her role so that she was able to volunteer in the office helping with data entry and supporting with training sessions.

"Volunteering helped me gain basic office skills, including using the computer and Microsoft office. It also gave me a responsibility which made me feel valued."

During lockdown her wellbeing deteriorated and efforts were made to support her with volunteering remotely. Although this presented with a lot of challenges including lack of equipment and internet. BRR was able to provide a mobile phone, laptop and data through the Tech project so she could continue her work as a volunteer during this challenging time. Emily continues to receive support for her asylum application through the Advice team and she continues to volunteer for BRR.

"The friendships that I made when volunteering were really helpful and a rock during lockdown as I felt supported and was able to use ideas and skills learnt to keep myself keep busy including helping my daughter with online learning on zoom, using word and sewing skills."



Partnerships

A key priority for BRR is working in partnership as we believe that we will achieve the best outcomes by working together.

Early Action Partnership

We continued to work with 7 partners led by Refugee Action to transform the way people experience the asylum process. In 2020–21 this led to the development of a new pilot project “CLEAR”:

- Casework to support with problems
- Link up with other services, groups and activities
- Empower with respect, understanding and help to navigate
- Advocate to other services
- Resilience so feel confident to ask for help when needed

The project aims to support people who are excluded or dis-engaged from statutory or mainstream services and struggle to access BRR’s services. We aim to work in partnership to address the root cause of the issues they face. An experienced caseworker works closely with other external and internal experts to move people forward.

By building partnerships with specialist local providers and bringing dedicated expertise into the staff team, we are reducing the barriers to accessing and engaging with support, and moving people away from crises towards sustainable solutions.

Openness and cooperation with the refugee sector makes them a leading organisation among the refugee sector in Bristol

Partner survey

Bristol Refugee and Asylum Seeker Partnership

We have led the development of a newly formed partnership known as BRASP (Bristol Refugee and Asylum Seeker Partnership). BRASP is made up of 16 refugee and asylum seeker support services located in Bristol and the immediate surrounding area.

The BRASP collaboration achieved the following during Covid19:

- 1 Organisations and individuals showed great resilience through working together to ensure needs were being met
- 2 More people accessed more support as a result of inter-organisational referrals and division of labour
- 3 Clarity on each organisations roles and responsibilities increased efficiency and effectiveness
- 4 Collaborative projects meant the sector was able to quickly maintain support remotely/virtually and reach new and different service users
- 5 Bristol City Council improved their understanding of the needs of refugees and asylum seekers and provided additional support

See [Lessons Learnt](#) report

Everyone In

Ismail was sleeping rough having been evicted by the Home Office. He had health problems, no solicitor and no GP. He didn't know what was happening with his asylum claim. We found him and referred him to Bristol City Council for accommodation under 'Everyone In'. We referred him as an urgent case to the NHS and to Red Cross for destitution support. We booked him an appointment with a solicitor. We made sure all of those organisations had the information and documents they needed. We arranged food deliveries and supported him to access his entitlement to free prescriptions. We supported him to access evidence that he was clinically vulnerable so the Council would be able to continue to house him. Once his solicitor made his fresh claim, we helped him apply for Home Office accommodation and support and worked closely with the Council to ensure he did not end up back on the street in the meantime.

Ismail is just one example of numerous cases we have worked closely in partnership to resolve over the last year. 'Everyone In' led to local authorities taking drastic action to remove all rough sleepers from the street during Covid19. We have worked closely with the Council and other local partners to ensure people were accommodated and supported to move towards a long term safety net when the programme inevitably came to an end.

I really enjoy working with BRR, I respect all of its staff and our members benefit hugely from the services and activities it provides. I am always eager to work as closely together as possible, as it's clear that our members benefit, as do we as a staff team and an organisation

Partner survey

Achievement More Supportive Environment

Confidence to speak out on broader issues; the local authority and wider community better understands issues and needs; voices are heard.

- **We have supported numerous national campaigns** – signing letters, posting on social media. We have also advocated locally for better treatment, services and support particularly for those accommodated in the Home Office Initial Accommodation and those accommodated under Everyone In
- **Member public speakers** took part in BRR's online event as part of Bristol Refugee Festival with a powerful video produced on "Life in Lockdown"
- **Scrutinising The System Film Project workshops** with Brigstowe Institute June 2020
- **New No Recourse to Public Funds project** started in partnership with Refugee Asylum Migration Policy Project
- **Led on developing "Asks" for Bristol and WECA mayoral candidates** on behalf of Bristol Refugee and Asylum Seeker Partnership and secured commitment from our new city Mayor to our "Asks" and commitment to working with us to achieve them

Support Us

We rely on our supporters and donors to transform the lives of our members. You can support us in a variety of ways:



Make a **donation online**



Sign up to our free **quarterly newsletter**



Give a **regular monthly donation** by direct debit



Make a **restricted donation** to support specific work



Leave a **gift in your will**



Fundraise for us



Follow us on social media



Businesses can support us through donations and volunteering

To donate or find out more about ways to support us, please visit:
bristolrefugeerights.org/support-us/donation/

It's helpful when we know someone cares about us

BRR Member



Financial review

BRR's total income in 2020/21 was £793,189. This includes multi-year restricted funds for use in subsequent financial years. BRR's total expenditure in 2020/21 was £630,246.

Most of our funding came from trusts, foundations and Bristol City Council. £103,019 of income came from individual donations and subscriptions. We secured in excess of £200,000 in Covid emergency funds to be spent during the financial year.

We spent £83,533 on hardship, £33,414 on interpreting and £34,415 on computer and internet, significantly more than in previous years. This is due to the change in needs resulting from the pandemic, funding of £46,230 received from Bristol City Council to meet hardship needs and funding received specifically for new computer equipment.

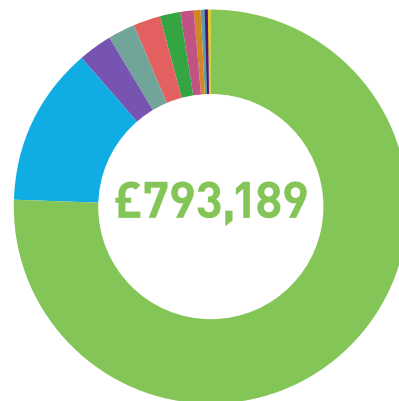
A full copy of our Trustees report (Chair's report is an excerpt) and further detail on 2020/21 finances can be found in our Annual Financial Statements 2020/21 which are submitted to the Charity Commission and are freely available on our website.

Fundraising costs



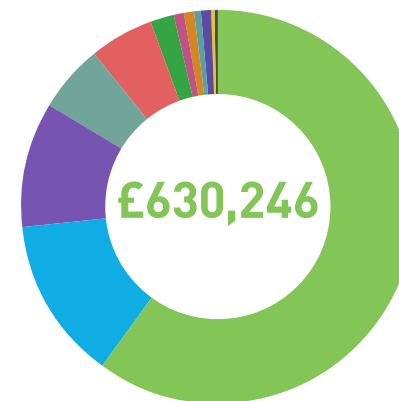
For every £1 donated
 Delivering services **93p**
 Fundraising **7p**

Income



Grants **£601,156**
 Subscriptions and donations **£103,019**
 Gifts in Kind **£21,800**
 Gift Aid **£18,532**
 Other charitable activities **£16,110**
 Coronavirus job scheme **£12,781**
 Training delivery **£9,937**
 Creche service **£5,144**
 Investments **£2,632**
 Rental income **£1,170**
 Legal Member fees **£908**

Expenditure



Staff salaries **£379,534**
 Hardship payments **£83,533**
 Office costs **£64,731**
 Computer and internet **£34,415**
 Interpreting **£33,414**
 Professional fees **£12,145**
 Fundraising **£6,619**
 Evaluation **£4,140**
 Room hire **£4,062**
 Training **£4,600**
 Insurance **£1,415**
 Membership fees **£985**
 Governance **£613**
 Volunteer expenses **£40**

Thank You

We want to take this opportunity to say an enormous Thank You to everyone who has supported us over the last year:

- **Our staff team** has worked absolutely tirelessly to change our methods of service delivery and respond to the needs of our members
- **Our volunteers** who have remained committed despite the complete change in their role and who have helped develop new methods of working
- **Our donors and funders** who have been generous and who have put their trust in us
- **Our partner organisations** who have worked more closely with us than ever and have been generous with their time and their resources

Thank you for your kind understanding of the pressures we going through and thank you for your support

BRR Member

Our Current Major Donors

A B Charitable Trust



Community
Justice Fund

Critical
Social Policy



THE J J CHARITABLE TRUST

J&M Britton Charitable Trust

LLOYDS BANK FOUNDATION
England & Wales



Supported by



THE NISBET TRUST



Respond
and Adapt

Ryklow
Charitable Trust

SC and ME Morland's
Charitable Trust

the
Swan Mountain Trust

the
Tudor trust

We would also like to thank all the Trusts and Individual donors who wish to remain anonymous

Contact us

Bristol Refugee Rights, Wellspring Settlement,
43 Ducie Road, Bristol, BS5 0AX

☎ 07526 352 353

✉ info@bristolrefugeerights.org

🖱 bristolrefugeerights.org

🐦 twitter.com/bristolrefugeer

📘 facebook.com/bristolrefugeerights

📷 [@bristolrefugeerights](https://instagram.com/bristolrefugeerights)

🌐 [Bristol Refugee Rights](https://www.linkedin.com/company/bristol-refugee-rights)

Registered charity no: 1126646

Registered company no: 5669208



*Throughout this report, all member names have been changed

